

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Practice Manager Atherton Kuranda</b>
<b>Award:</b>	ATSI Health Workers & Practitioners and Aboriginal Community Controlled Health Services Award 2020
<b>Classification:</b>	Administrative - Grade 8
<b>Date of Approval:</b>	May 2024

### PART A: POSITION SPECIFICATIONS

#### 1. Operational Management Environment

Mulungu is an Aboriginal Community Controlled Health Service aimed at responding and providing Health and wellbeing services to a designated geographical area within Mareeba and surrounding districts.

Mulungu has three tiers Health Services, Social Services and Corporate Services which deliver appropriate services under the one banner and work in cohesion to deliver outcomes for our communities the position is the representative of the organisation and is responsible for maintaining a cohesive and responsive workforce aimed at meeting the strategic direction of the organisation, foster good relationship with staff of Government Departments and other semi-government organisations as well as the wider community.

#### 2. Purpose of the Position

The Practice Manager will provide visionary and creative leadership, direction, and total commitment to Mulungu Health Services Clinical portfolio to ensure the provision of leading-edge Primary Health services which includes best practice service delivery standards.

The Role will be focused on providing high level practice management support to our doctors, clinical staff and administrative staff by overseeing the day-to-day running of the clinic.

Whilst ensuring compliance with regulations, operational tasks, ensuring and delivery of efficient and effective administrative, reception functions associated with the clinical service delivery for our clients and staff.

#### 3. Scope of the Position

The position of Practice will deliver across six work areas:

1. Client/Health Services
2. Leadership
3. Reporting & Record Keeping – both internal and external
4. Quality System compliance & Policy Management and Workplace Health and Safety
5. High level stakeholder engagement
6. Portfolio development.

The position is required to maintain professional and ethical conduct adhering to Mulungu's policies and procedures, including but not limited to human resource management, financial management, workplace health and safety, and antidiscrimination as applied in the work environment.

#### 4. Organisational Structure and Reporting Relationships

The position reports to the General Manager of Health Services (GMHS) and is part of Mulungu's Clinical Leaders Governance Committee. This role will support the Clinical Governance committee to implement strategic directions, contemporary models of care, continuous quality improvement activities.

This committee is made of:

- |   |                                       |
|---|---------------------------------------|
| 1. Senior Medical Officer               | 5. Senior Dental Advisor              |
| 2. Practice Manager - Mareeba           | 6. General Practitioners at each site |
| 3. Practice Manager- Atherton & Kuranda | 7. Wellbeing Team Leader              |
| 4. Dental Practice Manager              | 8. Care Coordination Team Leader      |

##### Direct Reports:

- Practice Support/Medical Receptionist located in Atherton and Kuranda
- Medical Receptionist Trainee located in Atherton and Kuranda
- Community Liaison Officer- located in Atherton and Kuranda
- Transport Driver- located in Atherton and Kuranda
- System Support Team Leader- located in Atherton and Kuranda

#### 5. Duties and Responsibilities

Duties and responsibilities across the 6 work areas are as follows.

##### Reporting

- nKPI Data – work with internal teams to monitor Mulungu's KPI's, for Clinical Services
- Collaborate with leaders ensuring systems and support for internal audits are being maintained.
- Provide monthly reports to GMHS on success, challenges, and outcomes against KPI Targets for program areas.
- Implement TopBar in clinical practice to guide best practice and enhance client centered care
- Medicare revenue- monitor, review, and measure Medicare inputs and outputs
- Support staff to correctly interpret data presented in dashboards and gain insights to inform and evaluate their work.
- Utilise CAT data to provide feedback to team to support decisions informing Plan, Do, Study, Act improvements.

##### Client Servicing

- Management of Pracsoft appointment books for Atherton and Kuranda.
- Backfill for reception and transport as required.
- Coordinate patients' referrals to specialist external providers.
- Ensure accuracy and confidentiality of medical & client records.
- Maximise opportunities for staff use of and client access to digital health options including ehealth, smart referral, escript, epathology and VIP [virtual health in practice].
- Identify and negotiate digital health options to streamline and improve coordinated care for clients.
- Support and encourage the provision of client-focused, evidence-based health care provision to meet and maximise client and services outcomes.

- Establish and maintain clinical services delivered in accordance with best practice and aligned to Mulungu Clinical Governance framework.
- Proactively identifying and escalating operational issues to the GMHS.
- Meeting Medicare revenue targets optimising Medicare Benefits Scheme (MBS) items for client services delivered by all clinic staff.
- Manage and maintain consumer feedback processes that go beyond generic surveys, to identify our strengths and areas of improvement as part of the annual review.
- Manage maintenance and cleaning needs of facilities.

### **Quality Improvement**

- Manage the implementation and ongoing maintenance needs of technology systems and medical equipment.
- Coordinate training of staff in the use of technology and equipment.
- Support and embed quality IT Options in delivering efficient clinical services.
- Ensure Clinic operates in accordance with relevant government legislations and AGPAL, RACGP, ISO Standards accreditation.
- Implement and monitor quality assurance programs to maintain high standards of patient care, safety, and satisfaction.
- Manage timely response to technical issues and coordinate repairs and upgrades.
- Embed practice of Medicare/patient chart audits, and risk assessments to mitigate potential issues and optimise service delivery.
- Compliance with Medicare legislated guidelines including online MBS client processes.
- Monitor and drive processes to maximise Mulungu's Medicare billings across Atherton and Kuranda.
- Commit to a high level of quality management for Mulungu through use of LogiQC quality management system.
- Develop and implement strategies, policies and procedures that are focused on continuous improvement of our service and the experience of our clients at Mulungu.
- Evaluate own practice by participating in performance development processes. (IWP)
- Perform other duties associated with the position or manage specific projects as directed by GMHS or CEO.

### **Leadership and People**

- Provide effective leadership, guidance, and support to staff to ensure a flourishing workplace culture that promotes the ethos and values of Mulungu, as a long-standing Aboriginal Community Controlled Organisation
- Coordinate staff in accordance with Clinical Governance Framework, individual position descriptions and Mulungu's policies and procedures.
- Provide strong leadership to health services staff, fostering a culture of collaboration, accountability, and continuous improvement.
- Recruit, train, mentor, and evaluate medical admin staff to ensure competency and performance excellence.
- Coordinate the scheduling of practitioners, nurses, and staff to ensure the efficient operation of the practice.
- Maintain professional standards of practice in the delivery of safe care for staff and clients within an evidence-based framework.
- Assist in the shaping and growing of the organisational culture with Mulungu that promotes teamwork, positive workplace culture, communication and engagement in a way that inspires a sense of purpose and direction.
- Provide daily support to staff addressing challenging and complex problems and act as a source of guidance for staff.

- Manage underperformance and misconduct in accordance with Mulungu policies and procedures and relevant legislation.
- Escalate all possible misconduct to Human Resources within 24 hours.
- Establish and facilitate access to monthly individual and team external supervision, with a focus on improving the practice.
- Value, understand and work towards achieving Mulungu's Vision and Mission Statements.
- Demonstrate commitment to, and participate in, ongoing professional development of self and others, encouraging and supporting staff to gain professional qualifications.

### **Resource Management**

- Oversee daily financial operations for Medicare billing for clinical services including dental services and health care.
- Oversee the billing process for Atherton & Kuranda, ensuring accuracy and timeliness in invoicing patients and health funds.
- Manage Medicare and health fund claiming procedures, ensuring compliance with regulations and maximising reimbursement for services rendered.
- Coordinate with billing staff or external billing services to address any billing discrepancies or issues.
- Stay informed about changes in billing codes, fee schedules, and reimbursement policies to optimise revenue capture.
- Manage balancing process and debt tracking/collection.
- Coordinate renewals of licenses, certifications, and accreditations required for the practice's operation.
- Ensure compliance with all Australian medical regulations and standards, including the Australian Health Practitioner Regulation Agency (AHPRA) guidelines.
- Maintain patient confidentiality and data security in accordance with Australian Privacy Principles and Health Records Act.
- Stay updated on changes in healthcare laws and regulations in Australia and ensure practice policies and procedures align with them.
- Work collaboratively with health services staff to improve the integrity of Mulungu's data collection, measurements.
- Contribute to marketing, social media and other growth strategies to build awareness around clinical services.
- Coordinate Pracsoft appointment books, arranging locums, GPs, backfill staff rosters as required.
- Provide Clinical induction to all new clinical staff.
- Support and provide quality Infrastructure and Technology options for our clinical services.

### **Networking**

- Attending and documenting relevant internal and external meetings, with focus on building relationships to enhance client and organisational outcomes.
- Maintain particularly strong relationships with organisations partnering Mulungu in the delivery of clinical services and seek to further develop these relationships for the benefit of Aboriginal and Torres Strait Islander staff and organisation.

## **PART B: PERSON SPECIFICATIONS**

### **1. Qualifications**

Tertiary qualifications in business management, administration, health services, finance, or human resources.

## **2. Skills, Knowledge and Ability**

- Demonstrated ability to meet targets and performance outcomes.
- Ability to lead, guide and manage people including the implementation of cultural change and change management opportunities.
- Ability to support and manage a continuous improvement model for achieving outcomes.
- Decisive listening, influencing and persuasive skills.
- Ability to utilise participative management practices and adopt a supportive, stimulating management style to achieve real and tangible quality outcomes.
- Demonstrated commitment to Aboriginal community control and self-determination, and to working effectively and respectfully with Aboriginal and Torres Strait Islander people.
- Strong knowledge of healthcare compliance, quality assurance and regulations such as ISO, QIP, AGPAL or NDIS Q&S Commission, ADA, RACGP.
- Knowledge of safe and appropriate culturally centered practices for Aboriginal and/or Torres Strait Islander focused services, including employment of Aboriginal and/or Torres Strait Islander people.
- Demonstrated understanding of social, physical, economical, and cultural strengths and challenges affecting Aboriginal communities and their ability to access adequate and quality services.
- Demonstrated experience and knowledge in Health Service systems and processes.
- Experience in Medical Software programs, including medical director, exact, hicaps, Medicare.
- Experience in contemporary Human Resource Management practices and Work Health and Safety.

## **3. Standards of Practice**

- Demonstrated ability to maintain professional standards of practice in the delivery of safe client care.
- Demonstrated understanding of working within an evidence-based framework.
- Demonstrated commitment to ongoing professional development of self and others.

## **4. Mandatory Requirement**

- Possession of a current 'C' Class Driver's License (Queensland) is required.
- Must have or be able to obtain a Working with Children Blue Card.
- Must be willing to undergo an Australian Federal Police check.
- 3 years minimum experience in a similar role.

### **PART C: SELECTION CRITERIA**

- SC 1** Possession of tertiary qualifications in business management, administration, finance, or human resources.
- SC 2** Minimum three (3) years' experience in managing a team in Practice Manager role or, Senior Clinician, or Management role.
- SC 3** Have excellent understanding and knowledge of Medicare billing, electronic medical records, and the Australian health system.
- SC 4** Demonstrate your skills set in the process of and managing compliments and complaints from patients.
- SC 5** Proven ability to manage complex stakeholder relationships and demonstrate commercial acumen.
- SC 6** Strong judgment, problem-solving skills, and a willingness to learn and implement new ways of working and systems.

**KPI 1 Performance & Accountability- Financial**

- Provide and Prepare Medicare reconciliations for Atherton and Kuranda- provide 12 reports for each month of the year.
- Reconcile Workcover and Pracsoft financial reports.
- MBS revenue as per targets are met quarterly, 6 monthly and yearly for Atherton and Kuranda Sites.
- 80% of clients with current GPM consented to PIPs and my Medicare.

**KPI 2 Ensure Clinic operates in accordance with relevant government legislations and maintains AGPAL**

- Complete 2 Chart Audits per month and upload to Logi QC
- Completion of 5 Community feedback forms per month per clinic and uploaded to Logic QC
- Complete one (1) accreditation self-assessment against RACGP every six (6) months and upload to LogiQC, total of 2 per year per clinical site.
- Ensure less than ten (10) per cent overdue items related to audits and compliance as identified in LogiQC.
- Conduct Infection Control Audit every 6 months at each clinical site total of 2 per year, Atherton and Kuranda.

**KPI 3 Quality - Be the Driver of Quality for your Team.**

- Staff Management:
  - 95% of Direct reporting staff Performance Reviews are completed yearly.
  - 95% Direct reporting staff Positions Descriptions Reviewed, updated yearly.
  - 95% Direct reporting staff Probation Reviews completed within first 6 months of employment.
- Continuous Improvement process with annual reviews into efficient and service provisions.
  - Complete administration audits as scheduled in LogiQC
  - Provide evidence on the implementation of regular review processes to monitor progress of improvement strategies.
  - Provide evidence of CQI activity related to efficiency in service delivery i.e. patient flow, decreased waiting list strategies.
  - Provide evidence of CQI activities related to improvement of recall systems for clinical services and dental services.

**KPI 4 Communication and Collaboration**

- 12 Direct Teams Meeting held with 12 months with Team.
  - 95% attendance in Clinical Leaders Meeting of yourself.
  - 95% attendance in Clinical Governance Meeting of yourself.
  - 95% attendance in Management Review Committee of yourself.
  - 90% attendance in All Staff Meeting of yourself.
- Conduct 2 PenCat data audits each year (January to June & July to December) for Kuranda and Atherton Sites.
  - Analyse data trends on patient demographics compared to nKPI data.
  - Present data to clinical leadership team x4 meetings a year, to drive actions and outcomes for new strategies and meeting nKPI targets for Atherton and Kuranda.

**KPI 5 Provide Monthly, Quarterly, Reports to GMHS that are Quantitative, Qualitative, Outcomes, Evaluations for Health services portfolio.**

- Ensuring the collation and delivery of quantitative and qualitative reports.
- Analyse data as part of service delivery trends incorporating Trend Data Clinical Incidents/Risk management, Trend Data internal audits relating to clinical/dental practices.
- Participate and produce reports or evidence of quality processes i.e CQI/Clinical governance work.
- Reports are uploaded and lodged through LogiQC.

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Employer Signature \_\_\_\_\_ Date \_\_\_\_\_  
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_  
(Employee name)