Position Description  
Practice Manager

Introduction

The following position description provides a broad range of items for a Western Australian general practice to consider when developing a position description for a practice manager.

Position description templates should be modified to suit specific practice and position needs.

For example, your practice may find that some selection criteria items for the position are more essential than desirable and vice versa.

Position relationships

Consider and include the following where applicable:

* Position title
* Position responsible to
* Positions with direct responsibility to this position
* Scope of responsibility, accountability, financial control and permission to act on behalf of the practice owner(s)

Selection criteria

Essential

* Previous experience in a management and or high-level practice administrative position
* Experience in financial management, accounting systems and reporting processes
* Experience in payroll systems and legislated employment conditions
* An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders
* The ability to demonstrate and encourage leadership and teamwork
* Strength in building customer and stakeholder relationships
* Good communication and documentation skills

Desirable

* Previous experience in the use of **<<insert your practice software>>** and other software including MS Word
* A detailed understanding of the Medicare Benefits Schedule
* An understanding or experience in general practice accreditation and standards

Key responsibilities

Financial

* Coordinate payroll services including superannuation payments, Australian Taxation Office employer responsibilities and maintain records of leave entitlements
* Maintain accurate financial records and provide regular reports to the practice owner(s)
* Coordinate accounts receivable and payable and maintain debt prevention activities

Operational

* Develop and maintain a suite of practice policies and procedures
* Develop and maintain a business continuity and disaster recovery plan
* Develop and maintain an asset register
* Ensure consumables and equipment are kept stocked and maintained to the manufacturers standards and conditions
* Ensure the practice building, rooms, car park and gardens are clean, tidy and accessible to all
* Able to work as part of and contribute to a team environment

Personnel

* Coordinate staff employment and rosters including annual leave cover
* Arrange, when necessary, locum cover for clinical staff
* Encourage governance and social responsibility
* Encourage employee motivation, professional development and satisfaction
* Conduct regular staff appraisals

Safety and quality and culture

* Lead the practice in risk management and quality improvement processes
* Record incidents and near-misses in line with practice policy
* Practise duty of care including meeting practice standards and accountability
* Maintain patient and practice confidentiality at all times
* Ensure the practice building and work spaces are conducive to a safe and practical work environment
* Ensure clinical governance processes are in place
* Actively contribute to the development of a culture consistent with the values of **<<insert the employer>>**

Hours of work

The practice manager will be required to work a standard 38 hours per week. However, from time to time the practice manager may be required to work reasonable additional hours, as necessary to fulfil the requirements of the position, or as requested by the employer. This may include working outside of business hours, during weekends and/or on public holidays.

Appointment factors

The successful applicant will be required to:

* Undertake a pre-employment interview
* Provide appropriate references for contact as requested by the practice
* Participate in the practice orientation or induction program
* Participate in a performance appraisal process as required

Position review

This position will be reviewed in three months initially and then on an annual basis.

Applicants require

* Training in CPR, undertaken within the past three years
* A current Criminal Record Screening
* A current Western Australian Driver’s License
* Work rights in Australia or be eligible for such

References

The National Institute of Standards and Technology, *Malcolm Baldrige Framework*, <http://www.nist.gov/baldrige/index.cfm>

Australian Association of Practice Managers Ltd, *Practice Manager Generic Position Description*

The Royal Australian College of General Practitioners, *Standards for general practices 4th edition*, <http://www.racgp.org.au>

See also

Practice Assist Fact Sheets:

* Employment Contracts and Agreements
* The Australian Government Fair Work Ombudsman
* Using a Recruitment Agency - What to Expect