

Position Description

Practice Manager

This template outlines a range of information that your practice may wish to include in a position description for a Practice Manager.

Simply amend the following sections to suit the individual needs of your practice and the specific requirements of the position.

Position title and relationships

- Position title: Practice Manager
- Position responsible to: <Insert manager>
- Positions with direct responsibility to this position: <Insert positions>

Key responsibilities

Financial

The Practice Manager will:

- 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
- expand the practice to make it more profitable and meet the needs of the community.

Operational

The Practice Manager will work collaboratively with the practice staff to:

- 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 manufacturer's standards and conditions
- be part of and contribute to a team environment
- oversee that the practice and rooms are clean, tidy and accessible
- lead accreditation compliance and implementation including preparation

- keep the team's knowledge of the practice IT systems up to date
- develop relationships with GPs, allied health professionals and other stakeholders
- oversee day-to-day practice operations.

Personnel

The Practice Manager will:

- coordinate staff employment and rosters, including annual leave cover
- arrange locum cover for clinical staff when necessary
- encourage governance and social responsibility
- encourage employee motivation, professional development and satisfaction
- coordinate the interviewing and hiring of staff
- conduct regular staff training, meetings and appraisals.

Safety, quality and culture

The Practice Manager will adhere to the practice's policies, procedures and code of conduct by:

- leading risk management and quality improvement processes
- recording incidents and near misses
- exercising duty of care including meeting practice standards and accountability
- maintaining patient and practice confidentiality at all times
- ensuring the practice building and work spaces are conducive to a safe and practical work environment
- ensuring clinical governance processes are in place
- contributing to the development of a culture consistent with the values of the practice.

Appointment requirements

The Practice Manager will:

- undertake a pre-employment interview
- provide appropriate references for contact as requested by the practice
- participate in an orientation or induction program
- participate in a performance review process.

Selection criteria

Essential

The Practice Manager will have:

- 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
- the ability to build customer and stakeholder relationships
- excellent communication and documentation skills
- training in CPR within the past three years
- a current criminal record screening
- a current Western Australian Driver's Licence
- a current Working with Children Check
- work rights in Australia or be eligible for such.

Desirable

The Practice Manager will have:

- previous experience in the use of <insert your practice software>
- working knowledge of Windows-based software systems (e.g. Word and Excel)
- a detailed understanding of the Medicare Benefits Schedule
- an understanding or experience in general practice accreditation and standards.

Hours of work

This position requires an average of <insert hours> 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 Principal Doctor/s. This may include working outside of business hours, during weekends and/or on public holidays.

Performance review

The Practice Manager will participate in a performance review process after the first three months and then on an annual basis.