

Position description

Position Title	Practice Coordinator	Reporting to	General Manager
Employer	Hepburn Primary Health Care Pty Ltd	Direct Reports	four
Classification	Level 8/9 (Health Professionals and Support Services Award)	Employment status	fixed term full time or part-time (1.0 or 0.8 FTE / 5 or 4 days per week) for two years 1 July 2017 to 30 June 2019
Salary	Above award (range \$34 to \$37 per hour) plus 9.5% employer superannuation contributions	Date	24 June 2017
Incumbent	Vacant (time fraction and salary will be negotiated with the successful candidate based on skills and experience)	Applications	Submit updated CV and claims against selection criteria by email to General Manager - Lynda Poke at l.poke@springsmedical.com.au by no later than 12 midnight Monday 10 July 2017

Our Organisation

Springs Medical is a privately owned organisation governed by a board of GP Associate Directors operating from sites in Daylesford and Trentham.

We employ and sub contract over seventy personnel on a day to day basis across GPs and GP Registrars, practice nurses, medical specialists, students, allied health professionals and administrative staff. We deliver over 50,000 occasions of patient care per year.

Our Vision: To achieve the optimum health of our community

Our Mission: To improve the health of the rural communities of Daylesford, Hepburn Springs, Trentham, and surrounding districts through comprehensive and sustainable primary health care by:

- leading, engaging and collaborating with our community;
- providing timely access to primary health care services including general medical practice, acute care and after hours services;
- having a systematic approach to health promotion, disease prevention and chronic disease management;
- providing a multidisciplinary team approach;
- embracing education for the current and future needs of our communities.

Our Values reflect our purpose in delivering excellence in primary health care services and our commitment in meeting the complex health needs of our rural communities now and into the future including:

- Patient focused care: demonstrated excellence in patient care with a focus on accessible, adaptable and flexible service delivery;
- Privacy, integrity, honesty and respect: supporting and maintaining the highest level of confidentiality, fairness and equity, respect for diversity and honesty at all times;
- Community engagement: consult regularly with the community and recognise community needs;
- Sustainability: be a leading example in environmental responsibility and accountability by setting achievable and measurable goals;
- Accountability: defining and accepting responsibility and delivering on our commitments through fostering good governance, avoiding conflicts of interest and being effective and efficient in our organisational operations

1) Your Team

The Springs Medical administration and reception support team ensures that all client services, including to patients and clinical staff alike, are delivered in a courteous, friendly, seamless and efficient manner, consistent with the highest levels of quality primary care practice that would meet and occasionally exceed RACGP standards. The team includes all reception staff and back office support roles, excluding finance and payroll staff.

The aims of the team include:-

- Delivery of quality reception/patient services
- Delivery of administrative support services to drive innovative clinical systems that ensures clinical staff are focussed on clinical responsibilities with a minimal burden of administrative tasks
- Supports new initiatives that are considered best practice in primary care health service delivery
- Supports and promotes the strengthening of a patient centred customer service approach to reception services
- Operate within and promote Springs Medical policy, procedures and relevant guidelines
- View all Springs Medical staff and associates including clinical and allied health professionals as clients requiring timely and quality support, advice and information.
- Actively working within an agreed annual budget for staff wages and resources

2) Your Role

The Practice Coordinator leads and oversees the daily functions of the administration and reception team providing leadership and coaching to facilitate all members to achieve their maximum potential in their respective roles.

The role will also work as a member of the SMC Leadership Team comprising the General Manager and Clinical Team Leaders to ensure all clinical staff, associates and students are resourced and supported on a daily basis within a well-defined clinical governance and administrative framework.

The role will also function as the OH&S Coordinator for Springs Medical.

3) Key Responsibilities

HR and People Management

- Provide coordination, performance management and direct line supervision for relevant administrative support roles including reception coordinator (reception

rostering), digital health coordinator (doctor and allied health rostering), IT support and other support roles from time to time

- In collaboration with the General Manager and GP Director Medical Workforce, the room and location allocation of all employed and contracted doctors and allied health professionals
- Oversee appropriate induction and orientation programs for all new SMC staff and contractors (clinical and non-clinical)

Team Work, Leadership and Collaboration

- Work collaboratively with all members of the clinical and administrative teams.
- Develop and strengthen relationships with key stakeholders and partners including Hepburn Health Service to support the work of SMC.
- Coordination of the 'SMC Supervision and Teaching Plan' including the annual weekly shared learning calendar and equitable management of teaching load across all Directors and both campuses
- Attend and lead relevant staff and team meetings
- Contribute to the development and implementation of highly effective business strategies that focus on revenue development, cost controls and new business developments

Clinical and Administrative Systems

- Coordinate effective rostering systems across the whole of SMC
- Contribute to and lead improvements in clinical resources with a focus on business sustainability
- In collaboration with Director Clinical Systems develop new and innovative systems to improve patient appointments / flow through building / time spent waiting / patient satisfaction etc.
- Enthusiastically promote and embrace innovations that seek to improve the services of SMC.

Other

- Support effective project coordination and administration from time to time (for example SIS Project in 2018 financial year)
- Other duties as directed by the General Manager or Director Clinical Systems or Director Risk Management from time to time

4. Risk, Accreditation and Occupational Health and Safety

4.1 Compile with Springs Medical O&HS policies and procedures

4.2 Take reasonable care for the safety of your own health and safety and that of other people who may be affected by your conduct in the workplace

4.3 In conjunction with Springs Medical Management coordinate and implement best practice in OH&S policy and procedures

4.4 Together with Springs Medical Management lead and participate in meetings, training and other occupational health and safety activities

4.5 Contribute to the maintenance and implementation of standard and customised risk management and occupational health and safety policies and procedures

4.6 Coordination, on a shared basis, all Clinical and Risk Management Meetings and filling the Secretarial role for the SMC Clinical Risk Meetings

4.7 Together with Springs Medical Management, contribute to the development and maintenance of effective systems, policies and procedures to ensure SMC maintains RACGP Accreditation

4.8 In conjunction with Clinical Team Leaders Maintain awareness of current and new Clinical legislation to ensure the Practice is compliant with all statutory and regulatory obligations. Ensure relevant personnel are kept informed and changes made to systems and procedures as required. Contribute to the conduct of program reviews in order to enable SMC continuous quality improvements

5. Key Selection Criteria / qualifications, experience, knowledge and skills:

Essential:-

5.1 Relevant tertiary qualifications or equivalent training and experience in clinical and business systems in the primary health care sector or health and medical services sector.

5.2 Minimum five years high level administration and coordination skills and experience

5.3 Demonstrated capacity to supervise, direct and performance manage administration support, reception and IT staff.

5.4 Evidence of relevant budget and financial management experience.

5.5 Extensive experience, track record and knowledge in general practice and or clinical systems in a health / medical service environment and the day-to-day operations or demonstrated capacity to acquire same including demonstrated ability to work collaboratively with a range of health care professionals

5.6 Ability to report to and take direction from supervisors while still maintaining the ability to work autonomously and function effectively as a member of a multi-disciplinary team plus well developed time management and organisational skills

5.7 Demonstrated ability to lead innovative policies and practices including ongoing commitment to personal and professional development.

5.8 Demonstrated understanding and sound knowledge of the general practice environment, the key principles of primary care and its relationship to the broader health sector and local community.

5.9 Outstanding interpersonal and communication skills including written, verbal and negotiation skills with demonstrated ability to provide leadership to the organisation, both internally and with external stakeholders.

5.10 Ability to use IT systems and relevant operating systems and desk top programs (Medical data bases, Windows, MS Office, Outlook etc)

5.11 A commitment to and experience in a continuing quality improvement approach to all organisational activity. As well as the ability to empower the organisation to achieve and maintain accreditation including a demonstrated patient focussed approach to service provision. This would include demonstrated ability to apply quality improvement activities, research and evidence based findings to the primary care setting.

ADDITIONAL KEY SELECTION CRITERIA REQUIREMENTS:

5.12 Availability for weekend and evening work or training as required.

5.13 Current Victorian Driver's Licence and access to a private vehicle. (approved private vehicle use for SMC business will be reimbursed by SMC at published ATO km rates)

Preferred:

5.14 Training and/or experience in coordinating complaints handling policies or ability to acquire same

5.15 Appropriate qualification for CPR and basic first aid or ability to acquire same

5.16 Training and/or experience in coordinating of emergencies, basic infection control and safe handling & disposal of medical waste

5.17 Completion of Certificate IV in Medical Administration / Diploma of Practice Management or equivalent or higher

Declaration:

I, *(insert name)* , acknowledge that I have read and understood the Practice Coordinator Position Description which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements.

Employee _____

Date _____

This Position Description is approved by:

General Manager

HR Director

Date _____