



Swan Hill  
District Health



*Inclusive*

*Compassionate*

*Progressive*

*Accountable*

## Practice Manager - Swan Hill Primary Health Medical Centre

Permanent Full Time or Part Time Position

Swan Hill District Health is seeking an outstanding Practice Manager for our Primary Health Medical Centre to join our progressive team. The Practice Manager will provide strong leadership skills, supporting continual improvement to the services provided.

The Practice Manager is to maintain a team driven, efficient and patient centred operation of the Primary Health Medical Centre including financial reporting, human resources, standards of accreditation, and recruitment of suitably credentialed GPs to the benefit of the patients and the community. They will also maintain strong links with the Hospital to enable continuity of patient care, strength in staff relationships, enhancing flexibility and maintaining mutually beneficial rostering.

### Key Selection Criteria for this role include:

- Diploma of Management or Practice Management Experience
- Previous knowledge and experience within a Medical Practice, business, pharmacy or health field.
- Understanding of the Medical Benefits Schedule of Fees Knowledge
- Understanding of General Practice Accreditation
- Understanding of the role of allied health practitioners and their relationship with General Practitioners
- Understanding of the roles of the AMA, RACGP, Medical Board and Health Services Complaints Commissioner with regard to patient complaints
- Demonstrated understanding of medical terminology

### About Swan Hill District Health

We encourage a work / life balance set in a beautiful country town. We have great culture!!!

Watch us go! Git up Challenge in 2019: <https://www.youtube.com/watch?v=OXNWMp5596k>

Better together, Our People, Our engagement: <https://vimeo.com/549083724/1d8008d7d0>

Check out what living in Swan Hill is all about: [https://www.youtube.com/watch?v=Rb\\_mle4LEko](https://www.youtube.com/watch?v=Rb_mle4LEko)

### Want More Info?

Please contact Sarah Symes, Medical Services Manager at: [ssymes@shdh.org.au](mailto:ssymes@shdh.org.au)

Applications including CV, Cover letter addressing the Key Selection Criteria and an APPLICATION FOR EMPLOYMENT FORM can be forwarded to [employment@shdh.org.au](mailto:employment@shdh.org.au)

**Closing date: 26<sup>th</sup> August 2021**

***Aboriginal and Torres Strait Islander people are encouraged to apply***



<b>Position:</b>	<b>Practice Manager - Primary Health Medical Centre</b>
<b>Classification:</b>	<b>HS4 – HS5</b>
<b>Department:</b>	<b>Primary Care Medical Centre</b>
<b>Reports to:</b>	<b>Director of Medical Services</b>
<b>Position Summary:</b>	<p>The Practice Manager is to maintain the efficient and cost effective operation of the Primary Health Medical Centre including financial reporting, human resources, standard of accreditation, and recruitment of GPs to the benefit of the patients.</p> <p>To maintain strong links with the Hospital to enable continuity of patient care, strength in staff relationships, flexibility, and maintaining mutually beneficial rostering.</p>
<b>Responsibilities:</b>	<p><b>Planning</b></p> <ul style="list-style-type: none"> <li>• Determine annual goals of practice in consultation with principals prepare budgets &amp; plans accordingly</li> <li>• Provide regular reports on business performance in relation to goals.</li> <li>• Work with principals to develop and implement strategies for achievement of practice goals.</li> </ul> <p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>• Recruitment, development and management of non-clinical practice staff to ensure high performance and continuing professional improvement.</li> <li>• Leadership and management including team building, delegation of tasks, excellent Customer Service and conflict resolution.</li> </ul> <p><b>Systems</b></p> <ul style="list-style-type: none"> <li>• Review and improve practice systems to ensure smooth and efficient functioning, high quality services and continuous improvement.</li> </ul> <p><b>Finances</b></p> <ul style="list-style-type: none"> <li>• Maintain and control debtors, creditors accounts.</li> <li>• Prepare payment schedules for staff and doctors, record keeping and other statutory requirements.</li> <li>• Prepare financial reports for and liaise with internal accountant.</li> <li>• Maintain strong links with Finance Department.</li> </ul> <p><b>Equipment and Software</b></p> <ul style="list-style-type: none"> <li>• Maintain computer security within the practice.</li> <li>• Prepare recommendations for purchase of capital equipment and software requirements.</li> </ul> <p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Maintain awareness of current and new legislation to ensure business is complying with all statutory and regulatory obligations including industrial &amp; employment law, OHS requirements, privacy obligations.</li> <li>• Ensure relevant personnel are kept informed and changes are made to systems and procedures as required.</li> <li>• Ensure practice complies with all contractual obligations.</li> <li>• Ensure all systems and practices are at accreditation standard</li> </ul>

	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Liaise with and report to Swan Hill District Health Departments as required.</li> <li>• Attend those meetings that are nominated to involve GP clinic input including but not confined to the renovation of the building.</li> </ul>
<b>Key Selection Criteria:</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Proven ability to manage small business/office including human resources, planning, budgeting &amp; reporting (minimum of two years experience in this role).</li> <li>• Basic knowledge of MS Word and Excel.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Best Practice software.</li> <li>• Accredited training in business or medical practice management/ knowledge of medical terminology</li> <li>• Member of AAPM</li> <li>• CPR/Triage training and/or experience</li> <li>• Experience with specific social groups serviced by practice, such as adolescents, aged care, migrant or refugee groups, aboriginals &amp; Torres Strait islanders, etc.</li> <li>• Training and/or experience in management of emergencies, handling complaints, Medicare &amp; health funds, basic infection control, safe handling &amp; disposal of medical waste, etc</li> </ul>
<b>Salary/Award:</b>	Health and Allied Services, Managers and Administration Officers Agreement
<b>Infection Control:</b>	<ul style="list-style-type: none"> <li>• Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li> <li>• The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.</li> </ul>
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> <li>• We recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</li> </ul>
<b>Person Centered Care:</b>	The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b></p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>

<p><b>Hardwiring for Excellence</b></p> <p><b>Values - Standards of Behaviour</b></p>	<p>SHDH strategic direction has a specific focus on developing strong leaders by improving communication and accountability across the continuum. In line with the SHDH Organisational Values and Standards of Behaviour Charter 2017, staff are expected to align and demonstrate these behaviours, not 'sometimes' but 'always' so as to create and maintain a culture of high performance.</p>
<p><b>Privacy and Confidentiality:</b></p>	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
<p><b>Mandatory Training:</b></p>	<p>All employees must be aware of and complete designated mandatory training within the required time frame.</p>
<p><b>Safety:</b></p>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>• Take reasonable care for your safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.</li> <li>• Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<p><b>Review:</b></p>	<p>Completion of My Work Plan on a yearly basis.</p>
<p><b>Date Written</b></p>	<p>January 2019</p>
<p><b>Reviewed:</b></p>	<p>May 2021</p>
<p><b>Managers Name:</b></p>	
<p><b>Managers Signature:</b></p>	
<p><b>Employees Name:</b></p>	
<p><b>Employees Signature:</b></p>	



The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Applicants Curriculum Vitae

**Position Applying for** \_\_\_\_\_

**General Information**

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Contact**

Home phone \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

Are you of Aboriginal/Torres Strait Islander Origin?  No  Aboriginal  Torres Strait Islander  
(This question is voluntary)

Do you wish to be identified under this category?  Yes  No

Are you an Australian Citizen or Permanent Resident:  Yes  No Date of Grant ...../...../.....

If no, what is your current Visa Status – Visa type \_\_\_\_\_ Expiry date ...../...../.....

Place/Country of issue: \_\_\_\_\_ Issue Number: \_\_\_\_\_

Do you require sponsorship?  Yes  No

**Conditions of Employment**

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

**Initial employment is subject to:**

- 6 months' probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department as required

**Hours of Work** – \_\_\_\_\_ (Availability)

**Discipline/Misconduct**

Have you experienced discipline or misconduct action at any previous employment?  Yes  No

If **Yes**, please provide details:

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## Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: \_\_\_\_\_

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

## Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

**Disclosure advice: - (to be completed by the applicant)**

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I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

**Signature of applicant:** \_\_\_\_\_ **Date:** ...../...../.....

**NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.**

**Enquiries:**

Email address: [employment@shdh.org.au](mailto:employment@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585