

# Position Description

| Position Summary                    |  |
|-------------------------------------|--|
| <b>Position Title</b>               | Program and Practice Manager Medical Services  |
| <b>Program</b>                      | Community Services   |
| <b>Enterprise Agreement / Award</b> | Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 |
| <b>Classification</b>               | Admin Officer Grade 4  |
| <b>Reports To</b>                   | Exec Manager Community Services  |
| <b>Ordinary Location</b>            | 23 Lennox Street, Richmond, VIC  |
| <b>Immunisation Requirements</b>    | Current and compliant with Victorian Department of Health requirements.  |

## Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: [www.nrch.com.au](http://www.nrch.com.au)

## Program Description

The Medical Program consists of medical practitioners who provide consultations under the bulk billing MBS items to our community as a General Program. The Medical Program is supported by Program Nurses to support health assessments, GP treatments and care provision, along with a reception and administration team to support scheduling of appointments and coordination of Program operations.

With a focus on preventative healthcare, the Program provides high quality care to a large and diverse population. It prides itself on delivering innovative, client centred and culturally safe care to its clients and the local community.

## Position Purpose

The Program Manager is an integral member of the Medical Services and is required to effectively lead the team in delivering high quality primary care services whilst managing operational efficiencies that are integrated and meet community needs.

The Program Manager will contribute to the strategic development and effective operations of the services within the overall primary health context, ensuring services adhere to funding and policy guidelines.

The Program Manager is responsible for providing leadership to the workforce within the program areas to grow and shape a positive work culture that is safe and meets clinical governance requirements.

The Program Manager will ensure service delivery key performance indicators and targets are met as per agreements with funding bodies and/or program workplans whilst ensuring the budget is managed efficiently and resource allocation matches the needs of the service and community.

The Program Manager will identify and monitor risks, drive quality improvements, and ensure the services are efficient and meet community and client needs.

The Program Manager will lead and focus on integration of services across NRCH to ensure multidisciplinary approach, this will include providing medical support services to the Medically Supervised Injecting Room and supporting program delivery.

## Key Responsibilities

### Leadership and Management

1. Provide strategic and operational leadership and support to Practice staff, GPs and consultants
2. Develop and implement tools, policies and processes that support effective, efficient, professional quality care
3. Build and promote a culture within the team that is responsive and proactive to change
4. Develop actions, plans and timeframes from team meetings and communicate expectations in a constructive and effective manner
5. Implement new work practices and facilitate training sessions

### Analysis

1. Analyse fiscal data and facilitate improvements to ensure viability of the clinic and positive outcomes
2. Conduct regular audits and cross checking of items being billed and confirm payment from Medicare
3. Ensure discrepancies in billing/cost recovery are actioned as a priority and report weekly to the Chief Nurse
4. Undertake monthly reviews of MBS item numbers, identifying under-utilised items; implement actions to improve
5. Conduct regular audits of quality and safety data, medical records, incidents, feedback and provide trend reports
6. Develop a medical record audit tool and undertake quarterly medical record audits
7. Analyse appointment data and bookings to ensure this links to best outcomes and equality of financial return

### Financial Performance and Legislative Compliance

1. Oversee billing processes
2. Participate in meetings with management specific to budget planning and monitoring of income / expenditure
3. In collaboration with the Chief nurse and key stakeholders, identify opportunities to further strengthen sustainability of the GP Practice

4. Maintain a working knowledge of government legislation and RACGP guidelines relevant to the practice and ensure compliance
5. Maintain a working knowledge of the Commonwealth funding streams (i.e., MBS).
  - a. Ensure currency of MBS knowledge and remain up to date with MBS item changes
  - b. Develop, monitor and review practices and procedures in the Practice
  - c. Develop and review systems in an ongoing manner to ensure the Practice is running efficiently.

#### **Management**

1. Analyse staffing profiles and proactively engage in recruitment and orientation of staff
2. Provide effective communication and team building within the Practice and across the organisation
3. Promote a holistic, multidisciplinary approach to primary health care / General Practice
4. Participate in accreditation, infection control audits and development and maintenance of Policy and Procedures
5. Ensure client confidentiality is respected and services are delivered in a culturally sensitive manner
6. Promote a positive working relationship with key stakeholders – GPs, administration, nurses

#### **Clinical**

1. Oversee the Practice nursing staff in collaboration with the GPs
2. Oversee nursing services to the practice population
3. Maintain infection control in accordance with policy and guidelines
4. Maintain an awareness of clinical and technological developments relevant to medical services.

### **KEY SELECTION CRITERIA**

#### **Qualifications**

|           |   |
|-----------|---|
| Essential | Tertiary Qualification (Diploma level or above) in Management or equivalent qualification in Health Service Management and/or Practice Management |
| Desired   | Master's in Business Administration or equivalent an advantage  |

#### **Experience**

|           |   |
|-----------|---|
| Essential | <ul style="list-style-type: none"> <li>• Minimum three years' experience managing a General and multidisciplinary Program, or other health service of equivalence</li> <li>• Commitment to improving the health of vulnerable and marginalised communities</li> <li>• Demonstrated extensive leadership and interpersonal skills</li> </ul> |
|-----------|---|

|   | <ul style="list-style-type: none"> <li>• Track record of driving profitability through optimising income and revenue opportunities.</li> <li>• Experience with financial management, billing systems and quality and accreditation processes.</li> </ul>  |
|---|---|
| <b>Attributes, Qualities and Skills</b> |   |
| Essential                               | <ul style="list-style-type: none"> <li>• Demonstrated leadership skills and the ability to motivate and inspire staff to meet client and community need.</li> <li>• The ability to foster collaboration and innovation within the team and inspire others through proactive and supportive leadership.</li> <li>• High level of communication and relationship development with clients and stakeholders.</li> <li>• Contemporary and practical understanding of MBS claiming and ability to enhance the Program MBS billing capability</li> <li>• Highly developed interpersonal and communication skills, high-level written skills.</li> </ul> |

### Required Competencies, Core Values and Behaviours

#### Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

#### Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.
- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

#### Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day-to-day operations.
- The ability to build capacity within the teams to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

#### Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

#### Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

**Community and Client Focus:**

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

**Personal:**

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the Executive Manager and participates in their own annual Performance Management.

Maintain an effective personal professional development plan.

**All NRCH appointments must:**

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse, contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.

- Adhere to NRCH infection control policies and procedures.
- Present for work on time and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required.
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

#### Further Information

For enquiries relating to this position, contact Brendan Coulton on [brendanc@nrch.com.au](mailto:brendanc@nrch.com.au)

### Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

| Frequency definitions:      |   |
|-----------------------------|---|
| <b>I = Infrequent</b>       | Activity may be required very infrequently  |
| <b>O = Occasional</b>       | Activity required occasionally, not necessarily all shifts  |
| <b>F = Frequent</b>         | Activity required most shifts, up to 50% of the time  |
| <b>C = Constant</b>         | Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods |
| <b>N/A = Not Applicable</b> | Activity not performed  |

| Aspects of Normal Workplace |   | Frequency |   |   |   |     |
|-----------------------------|---|-----------|---|---|---|-----|
| Demands                     | Description                                       | I         | O | F | C | N/A |
| <b>Physical Demands</b>     |   |           |   |   |   |     |
| Sitting                     | Remain seated to perform tasks                    |           |   |   | x |     |
| Standing                    | Remain standing to perform tasks                  |           |   |   | x |     |
| Walking                     | Periods of walking required to perform tasks      |           |   |   | x |     |
| Bending                     | Forward bending from waist to perform tasks       |           | x |   |   |     |
| Kneeling                    | Remaining in a kneeling position to perform tasks | x         |   |   |   |     |
| Lifting/Carrying            | Light lifting and carrying                        |           | x |   |   |     |

| Aspects of Normal Workplace            |  | Frequency |   |   |   |     |
|--|--|-----------|---|---|---|-----|
| Demands                                | Description  | I         | O | F | C | N/A |
|  | Moderate lifting and carrying  |           | x |   |   |     |
|  | Assisted lifting (mechanical, equipment, person assist)  | x         |   |   |   |     |
| Climbing,<br>Working at<br>Heights     | Ascending and descending ladders, steps, scaffolding   |           |   |   |   | x   |
| Pushing/ Pulling                       | Moving objects e.g., trolleys, beds, wheelchairs   | x         |   |   |   |     |
| Reaching                               | Arms fully extended forward or raised above shoulder   | x         |   |   |   |     |
| Crouching                              | Adopting a crouching posture to perform tasks  |           |   |   |   | x   |
| Foot Movement                          | Use of leg and/or foot to operate machinery  |           |   |   |   | x   |
| Head Postures                          | Holding head in a position other than neutral (facing forward)   |           | x |   |   |     |
| Fingers/Hand/<br>Arm Movement          | Repetitive movements of fingers, hands and arms e.g., computer keyboarding   |           |   |   | x |     |
| Grasping/Fine<br>Manipulation          | Gripping, holding, clasping with fingers or hands  | x         |   |   |   |     |
| Driving                                | Operating a motor vehicle e.g., Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc. |           | x |   |   |     |
| Using role specific<br>tools/equipment | Floor Polishing Machines, Floor Scrubbing Machines and Vacuums   |           |   |   |   | x   |

| Aspects of Normal Workplace              |   | Frequency |   |   |   |     |
|--|---|-----------|---|---|---|-----|
| Demands                                  | Description   | I         | O | F | C | N/A |
| <b>Psychosocial Demands</b>              |   |           |   |   |   |     |
| Distressed People                        | Highly emotional people crying, upset, unhappy, depressed. E.g., Emergency or grief situations                |           |   | x |   |     |
| Aggressive/<br>Unpredictable<br>People   | Raised voices, yelling, swearing, arguing. E.g., Drug/alcohol, dementia, mental illness                       |           |   | x |   |     |
| Exposure to<br>Distressing<br>Situations | E.g., Child abuse, delivering bad news, viewing extreme injuries, viewing deceased                            |           | x |   |   |     |
| <b>Environmental Demands</b>             |   |           |   |   |   |     |
| Security Concerns                        | Concerns about safety and security of self, accessing and leaving work, performing duties                     |           | x |   |   |     |
| Noise                                    | Environmental/background noise necessitates people raising their voice to be heard                            |           | x |   |   |     |
| Confined Spaces                          | An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person |           |   |   |   | x   |
| Biological Hazards                       | E.g. Exposure to body fluids, bacteria, infection diseases requiring PPE                                      |           | x |   |   |     |

## Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Policy. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Refer to the NRCH Staff Immunisation Program Procedure document for further details.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

**I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.**

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**EMPLOYEE NAME:** \_\_\_\_\_