

## Practice Manager

<b>position number</b>	P0808
<b>status</b>	Full Time, Fixed term (FT)
<b>FTE</b>	1.0 FTE
<b>network</b>	Services
<b>agreement</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026)
<b>classification</b>	HS4
<b>reports to</b>	Clinical Services - Lead

<b>about us</b>	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and on the East Coast of Tasmania. Our work is guided by our Strategy 2025–2035, a bold pathway toward our vision of healthy communities, healthy people.
<b>what we do</b>	We partner with communities to improve health and wellbeing and address health and social inequality. Our aspiration is for healthier communities where everyone – regardless of background or geography – can access quality care and experience better health and social outcomes.
<b>our organisation</b>	<p>cohealth is driven by a 10-year strategy shaped by over 900 coworkers, clients, community members, and partners. We aim to be the exemplar of place-based, integrated, person-centred care that empowers individuals and communities across Australia. To achieve this, we are focused on three strategic objectives:</p> <ul style="list-style-type: none"> <li>• Demonstrating the value of the cohealth model</li> <li>• Enhancing the sustainability and resilience of our organisation</li> <li>• Scaling our impact</li> </ul> <p>Our work is underpinned by five key enablers: people and culture, community connection, partnerships, ways of working, and infrastructure.</p>
<b>our people</b>	People who work at cohealth are passionate about social justice and committed to delivering high quality health care and promoting and protecting human rights.



## diversity and inclusion

We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click [here](#)

## network overview

### Services Network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

The services network comprises four divisions:

- Health promotion
- Primary and community care
- Mental health, homelessness, and family violence services
- Alcohol and other drug services

## position overview and purpose

Reporting to the Assistant Director - Medical Services this busy role is responsible for the day to day running of the Medical Practices. The Practice Manager will provide high level support to GPs, Clinical and Administrative staff to ensure the smooth running of the clinics.

Major areas include oversight of billings and appointments, management of rosters and scheduling, setting up of new doctors, and ordering equipment/consumables along with management of other resources and trouble-shooting issues as they arise.

The Practice Manager will provide liaison between GPs and work in conjunction with the Senior Manager Medical Services also undertaking other medical projects as they arise. The Medical Practice Manager, where relevant, will also work collaboratively and liaise with other practice and program managers within the organisation, including at other sites, to



provide support/assistance and/or complete specified tasks, along with any opportunities that will benefit cohealth clients

## key accountabilities

<p><b>general practitioners support and management</b></p>	<ul style="list-style-type: none"> <li>• Act as advisor for Medicare requirements, compliance, and key updates</li> <li>• Collaborate with the GPs to meet client expectations and key performance indicators</li> <li>• Be the first point of communication and liaison for the GP's within cohealth</li> </ul>
<p><b>clinical/nurses and other staff management</b></p>	<ul style="list-style-type: none"> <li>• Be the key advisor for the clinical and nursing roles aligned to the site</li> <li>• Provide support and information to these roles to assist them with delivery of client services</li> </ul>
<p><b>client services</b></p>	<ul style="list-style-type: none"> <li>• Oversee the client services through the team leadership including site procedures, client requirements, training, and supervision for the team leaders</li> <li>• Supervise the client services officer work and resources</li> </ul>
<p><b>site management</b></p>	<ul style="list-style-type: none"> <li>• Oversee all operational site management             <ul style="list-style-type: none"> <li>◦ Car Parking</li> <li>◦ Resource Management</li> </ul> </li> <li>• ◦ Site Health, Safety and Emergency Management             <ul style="list-style-type: none"> <li>◦ Cleaning</li> <li>◦ Maintenance and</li> <li>◦ Working with the key contractors</li> </ul> </li> <li>• Communicating with and managing external community requests/concerns</li> </ul>
<p><b>capability services liaison</b></p>	<ul style="list-style-type: none"> <li>• Liaise with Capability Services which includes             <ul style="list-style-type: none"> <li>◦ Knowledge, information, and technology</li> <li>◦ Finance and Reporting</li> <li>◦ Workforce Operations and</li> <li>◦ Payroll</li> <li>◦ Quality</li> </ul> </li> </ul>
<p><b>workforce management</b></p>	<ul style="list-style-type: none"> <li>• Oversee and manage the workforce requirements for the site including:             <ul style="list-style-type: none"> <li>◦ Attraction and Recruitment</li> <li>◦ Performance management</li> <li>◦ Employee engagement and wellbeing</li> <li>◦ WHS</li> </ul> </li> <li>• Provision of support to other staff working on site including communication and services support</li> </ul>

	<ul style="list-style-type: none"> <li>• Work closely with the quality and risk team on client feedback, issues, and complaints</li> <li>• Ensure the safety and integrity of client information through appropriate management of client records and transmission of information</li> </ul>
<b>financials and budgets</b>	<ul style="list-style-type: none"> <li>• Lead the provision of medical services in accordance with relevant funding, service agreements, MBS billing, ensuring service targets, revenue targets and obligations are met.</li> <li>• Plan and oversee the budget for the medical clinic</li> </ul>
<b>compliance</b>	<ul style="list-style-type: none"> <li>• Ensure practice is fully accredited in line policies and standards</li> <li>• Participate and complete required documents/tasks for required accreditations:             <ul style="list-style-type: none"> <li>o Quality Practice Accreditation (in line with RACGP 5th Edition Standards)</li> <li>o RACGP Registrar Training Facility</li> <li>o Western Health Addiction Medicine Training Facility</li> <li>o Workers Developments Permit</li> <li>o Poisons Permit Renewal</li> <li>o Evacuations Drills, Site Audits</li> </ul> </li> </ul>
<b>business analysis</b>	<ul style="list-style-type: none"> <li>• Evaluate past and current business data with the goal of improving processes</li> </ul>
<b>leadership and team management</b>	<ul style="list-style-type: none"> <li>• Initiate Quality Improvement plan and complete activities leadership and team management</li> <li>• Guide and oversee the Footscray Clinical Services team, ensuring team members meet their personal and team objectives effectively</li> <li>• Collaborate with team members to create growth plans, charting out performance goals and recognising areas for skill enhancement</li> <li>• Consistently evaluate the performance of team members, offering coaching and guidance, and recognizing opportunities for growth</li> <li>• Address and manage grievances, concerns and feedback, following cohealth's procedures, to uphold a safe and impactful work environment</li> </ul>
<b>culture and teamwork</b>	<ul style="list-style-type: none"> <li>• Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values</li> </ul>
<b>quality and continuous improvement</b>	<ul style="list-style-type: none"> <li>• Implement and monitor staff compliance with policies, procedures and programs</li> <li>• Contribute to the principles of continuous improvement as contained in the cohealth's quality system and ensure compliance with quality framework/guidelines</li> </ul>

	<ul style="list-style-type: none"> <li>Contribute to the implementation and improvement of the quality systems within cohealth, in particular the [network name] Network, and ensure compliance with documented procedures and processes</li> </ul>
<b>health &amp; safety compliance</b>	<ul style="list-style-type: none"> <li>Provide and maintain a working environment that is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers and clients)</li> <li>Ensure compliance with cohealth's health and safety management systems and procedures by all staff, external contractors and visitors</li> <li>Report any dangers or dangerous situations and, where required, take the appropriate action according to the OH&amp;S system procedures to have the problem rectified</li> </ul>
<b>others</b>	<ul style="list-style-type: none"> <li>Any other roles, responsibilities and duties as assigned by your direct line manager driven and supported by the needs of the organization</li> </ul>

## Position requirements

- Relevant tertiary qualification in a related field, or demonstrated equivalent experience gained over several years in a similar role
- Experience in Stakeholder Management
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation category B to be produced upon request
- Strong belief and personal alignment in cohealth Values and Mission

## key selection criteria

- Relevant tertiary qualification in a related field, or demonstrated equivalent experience gained over several years in a similar role
- Demonstrated experience in internal and external Stakeholder Management
- Ability to ensure the delivery of high-quality services and service improvement
- Strong team management skills
- Capability to build strong key relationships
- Strong time management and prioritisation skills
- Proven high-level administrative and organisational skills
- Demonstrated solid communication and problem-solving skills
- Capability to be adaptable in changing environments
- High level of empathy, patience, and acceptance
- Strong belief and personal alignment in cohealth Values and Mission

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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