

Interim Practice Manager, Primary Care (Tas)

position number	13211
status	Full Time, Fixed term (FT)
FTE	1.0
network	Services
agreement	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022 - 2026
classification	HS4
reports to	Tasmania - Operations Lead (Katie Pennington)
supported by	Senior Practice Manager (Vic) & Assistant Practice Manager (Tas)
direct reports	8 FTE

about us	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.
what we do	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.
our organisation	cohealth is a community health organisation with an ambitious strategic plan. We exist to improve health and wellbeing for all, specialising in support for those experiencing challenges to being healthy and well.
our people	People who work at cohealth are committed to designing and 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

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, northern and western suburbs, and the East Coast of Tasmania.

cohealth provides medical services nationally and have years of experience working in the Primary Care landscape. The medical practices at Triabunna and Bicheno provide high-quality comprehensive primary health care. The clinics use evidence-based contemporary practice that supports holistic care and partners closely with clients to support health independence.

position overview and purpose

Reporting to the Tasmania – Operations Lead this Interim role is responsible for the day-to-day running of the Medical Practices in Bicheno and Triabunna while a staffing review is finalised.

The Practice Manager will provide high level support to GPs, Clinical and Administrative staff to ensure the smooth running of the clinics, with a key focus of this interim role being maintaining clear and consistent communication with the teams as the staffing review is finalised and new team structures settled.

Major areas include oversight of billings and appointments, management of rosters and scheduling, recruiting and setting up of new doctors, and trouble-shooting issues as they arise. The Practice Manager will provide liaison support for GPs and work in conjunction with the Tasmania Operations Lead and to progress key quality improvement projects.

The 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. This role suits someone who enjoys identifying and responding to day-to-day operational challenges, guiding and motivating a team and supporting them to work to their top of scope.

key accountabilities

<p>staff management & leadership</p>	<ul style="list-style-type: none"> • Provide courteous advice and assistance to colleagues, clients and visitors of the site in accordance with the cohealth Code of Conduct • Ensure all duties are performed in accordance with organisational policies and procedures and within their scope of practice • Recognise when to seek advice from others • Manage clinic rostering to maintain minimum clinic service delivery requirements, including backfilling/leave-cover • Manage contracts, compliance checks and logistics for short-term locum GPs • Initiate and manage recruitment processes for identified vacancies in Bicheno and Triabunna clinic teams • Facilitate the orientation and onboarding of new staff • Attend to routine organisational staff development, review and management processes • Facilitate the professional growth and development of team members through the provision of 1:1 supervision for non-clinical staff in accordance with organisational policies and procedures • Identify and facilitate learning and development opportunities for site teams • Oversee appointment management systems and processes for each site
<p>manage business processes and optimise operating budget</p>	<ul style="list-style-type: none"> • Maintain oversight of clinic operational budget • Ensure financial decisions are made within financial delegation limits and operational budgets and in accordance with organisational policies and procedures • Evaluate past and current business data with the goal of improving processes • Manage GP contractor invoicing and payment processes • Maintain awareness of changes to the Medicare Benefits Schedule (MBS) • Promote team awareness of optimal Medicare Benefits Schedule (MBS) billing practices • Ensure billing practices are compliant with relevant legislation and MBS rulings • Maximise Workforce Incentive and Practice Incentive Payments • Support General Practitioners to maximise their Services Australia Workforce Incentive payments and other entitlements • Assist with the development of funding applications
<p>staff culture and communication</p>	<ul style="list-style-type: none"> • Manage regular team meetings • Develop clear team communication processes internally • Support opportunities for team collaboration

	<ul style="list-style-type: none"> • Identify and support opportunities to enhance inter-professional collaboration to enhance client care • Plan and implement activities to support staff wellbeing and connection • Support clear communication with community in relation to availability of services at each site
<p>site management responsibility</p>	<ul style="list-style-type: none"> • Maintain effective working relationships with external stakeholders • Maintain effective working relationships with staff and regularly participate in team and organisational activities • Ensure Emergency Management Plans are maintained, a schedule of preventative actions is in place and teams are familiar with emergency management processes • Ensure that statistical records and accountability information is prepared and are available in a timely manner • Prepare or contribute to the submission of reports to relevant stakeholders and funders • With support from the Facilities team ensure the day-to-day maintenance requirements of the sites and equipment are attended to • Manage room utilisation and bookings processes to ensure smooth day-to-day operations • Oversee the management of supply ordering processes to ensure site operational capacity is maintained within budget • Maintain oversight of cold chain processes at each site • Carry out other duties as directed by the Tasmania – Operations Lead
<p>contribute to team objectives & key results</p>	<ul style="list-style-type: none"> • Support the Tasmania Operations Lead in the identification and articulation of annual Objectives and Key Results (OKRs) for cohealth Tasmania Primary Care services • With support from the Tasmania Operations Lead and cohealth enabling teams develop action or implementation plans for identified OKRs • Implement OKR action plans as they relate and apply to clinic teams
<p>quality and continuous improvement</p>	<ul style="list-style-type: none"> • With support from the Quality Team and Tasmanian Operations Lead, manage site processes to maintain RACGP Accreditation for General Practice • Facilitate site accreditation as accredited Registrar training sites with the Royal Australian College of General Practice and Australian College of Rural and Remote Medicine • Contribute to the development of policies and procedures as they relate to operation of the medical practices

	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures • Identify opportunities for, and participate in, continuous quality improvement activities • Investigate and manage site and client feedback, risks, incidents and near misses with support from the Quality team and in accordance with organisational policies and procedures • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Services Network, and ensure compliance with documented procedures and processes • Ensure clinical equipment is maintained and quality assurance checks are completed as scheduled
health & safety compliance	<ul style="list-style-type: none"> • Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers) • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment • Take corrective action to remedy safety hazards or risks and restore a safe working environment
other	<ul style="list-style-type: none"> • Reasonable requests as directed by Management within skill and delegation

position requirements

- Certificate IV/Diploma in Practice Management or Leadership and Management (highly desirable)
- Current CPR certificate
- Working with Vulnerable People Check (Tasmania)
- Tasmanian Police Check Current
- Australian Driver's Licence
- Immunisation Category B to be produced for sighting upon request

key selection criteria

Qualifications

- Certificate IV/Diploma in Practice Management or Leadership and Management (highly desirable)

Skills & Knowledge

- Well-developed understanding of the Medicare Benefits Schedule as it applies to General Practice
- Demonstrated understanding of the RACGP Standards for General Practice

- Demonstrated understanding of Services Australia eBusiness systems including PRODA, HPOS and the AIR
- Demonstrated experience in day-to-day management of an electronic patient information management system
- Knowledge of healthcare incident prevention and management systems and processes
- Excellent documentation and record keeping skills
- Ability to work effectively across a multi-disciplinary service
- An understanding of the principles of primary health care and the social model of health

Attributes

- Ability to prioritise workload and direct the work efforts of a small team
- Ability to work with a wide range of diverse clients and vulnerable groups including frail & elderly clients, clients who are culturally and linguistically diverse, people who use/have used substances, people experiencing poor mental health and homelessness.
- Excellent organisational skills
- Demonstrated commitment to professional development
- Strong belief and personal alignment in cohealth values and mission

Experience

- Minimum of five years previous experience in Practice Management or similar management role
- Past experience with General Practice accreditation processes
- Past experience in rural or remote primary healthcare or community health settings (highly desirable)

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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