



# Applicant Information Pack

Position: Practice Manager

Date: December 2021

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# Application Form – Practice Manager



<b>Surname</b>	<b>Given Names</b>
<b>Address</b>	
<b>Email</b>	<b>Preferred Phone</b>
<b>Working Rights</b>	
Australian Resident Y or N	VISA Expiry Date: VISA Number:
<b>Referees</b> <i>I hereby give consent to the below referees being contacted.</i>	
1. Name	Position
Contact Number	Relationship
2. Name	Position
Contact Number	Relationship
<b>Application Checklist</b>	
This Form Completed Y / N	Resume Y / N
Pre-employment Health Disclosure Form Completed Y / N	Application Cover Letter Responding to Position Description Selection Criteria Y / N
<b>Declaration by Applicant</b> <i>I hereby declare that all information contained in this application is true and accurate and has been prepared directly by me and not another party on my behalf.</i>	
_____	_____
Signature	Print Name
_____	
Date	

# Pre-Employment Health Disclosure Form

Practice Manager

Administrative Services

December 2021



## Purpose

Glamorgan Spring Bay Council is committed to ensuring it provides a safe place of work as required under the *Work Health and Safety Act 2012*. As part of fulfilling this commitment, Glamorgan Spring Bay Council requires that people disclose any real or potential health illness or injury or medication which may impact upon performing the above mentioned role.

In addition, Glamorgan Spring Bay Council also has a range of other safety practices to ensure a safe place of work such as testing for alcohol and drugs, monitoring fatigue and similar.

## Position Risks

The below risks have been identified for the above mentioned role.

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Use of visual display unit (IPad and Laptop) | <input checked="" type="checkbox"/> Repetitive use of mouse/keyboard          |
| <input checked="" type="checkbox"/> Working under pressure                       | <input checked="" type="checkbox"/> Sitting for extended period (1.5 + hours) |
| <input type="checkbox"/> Standing for extended period (1.5 + hours)              | <input checked="" type="checkbox"/> Driving                                   |
| <input checked="" type="checkbox"/> Lifting less than 20kg                       | <input type="checkbox"/> Lifting 20-35kg                                      |
| <input type="checkbox"/> Lifting more than 35kg                                  | <input checked="" type="checkbox"/> Climbing ladders                          |
| <input type="checkbox"/> Working at heights (greater than 2 metres)              | <input checked="" type="checkbox"/> Sun exposure                              |
| <input checked="" type="checkbox"/> Dust exposure                                | <input type="checkbox"/> Noise exposure                                       |
| <input checked="" type="checkbox"/> Walking uneven surfaces                      |   |

## Disclosure

<b>Print Name</b>		
<b>Date Completed</b>		
<b>Item</b>	<b>Date</b>	<b>Details</b> <i>(Name injury/illness/medication, impact, treatment)</i>
<b>Illnesses</b> <i>Disclose any past or current illness that may re occur, be triggered or exacerbated by the risks identified.</i>		

<p><b>Injuries</b>  <i>Disclose any past or current injuries that may re occur, be triggered or exacerbated by the risks identified.</i></p>		
<p><b>Current Medications</b>  <i>Disclose any medications that may impact upon the performance of the role as per the risks identified.</i></p>		
<p><b>Past Workers Compensation</b>  <i>Disclose any current or past workers compensation that may impact upon the performance of the role as per the risks identified.</i></p>		

Note: add additional pages to this if required.

**Declaration and Authorisation**

I declare that the information provided in this Pre-Employment Health Disclosure Information Form is true and accurate at the time of completion and acknowledge that failure to provide true and accurate information could later result in termination of employment in the event I was appointed to the above mentioned position.

I authorise for this information to be passed on to a medical professional as part of any pre-employment medical I may be required to undertake during the recruitment and selection process.

<p><b>Print Name</b></p>	
<p><b>Signature</b></p>	

# Position Description – Practice Manager

Support Services Level 9  
Health Professional and Support Services Award  
Medical Centre  
Triabunna & Bicheno  
November 2021



## PRIMARY OBJECTIVE

Work with the Executive Team and contracted healthcare practitioners to grow and develop East Coast Health Practices at Triabunna and Bicheno. This role is primarily responsible for creating exceptional experiences for both practitioners and patients.

## ORGANISATIONAL RELATIONSHIPS

Reports to the Director Planning & Development.

The position manages administration and nursing staff, along with providing support to contracted medical practitioners.

## KEY ACCOUNTABILITIES/CHALLENGES

- > Ensure the practice utilises the medical booking and patient records system as effectively and efficiently as possible.
- > Ensure that all patient records and communications are carried out in accordance with privacy laws and with appropriate sensitivity and confidentiality.
- > Finding ways to balance a patient centred model with a business sustainability focus.

## PRIMARY RESPONSIBILITIES

This role will work closely with our Executive Team and Medical Practitioners to:

- Design, build and execute new health service with a view to building unique, scalable, integrated models of care.
- Develop new strategies for driving revenue growth including seeking opportunities to partner with other healthcare providers.
- Ensuring the practices remain accredited, revising and developing new documentation to meet the national requirements for operating and insuring a General Practice.

Day to day the role will work with all Practice staff to:

- Recruiting health practitioners including locums when required.
- Oversight and management of the practice management software.
- Ensuring ongoing compliance with Medicare requirements in terms of billing, reporting and reconciling to service provided.
- Ongoing liaison with Public Health at a State and Federal level as it relates to public health outbreaks and roles of General Practice in supporting and/or managing this.

- Onboarding new practitioners including contract management, induction and communications.
- Reviewing, updating and implementing relevant systems, policies and procedures and managing compliance & risk management.
- Managing practitioner and patient/client satisfaction including identifying problems and initiating actions / identifying solutions.
- Financial administration and management including reconciling to Medicare, banking, invoicing, payments, receipts, and accounts receivable.
- Leading staff including management from recruitment, rostering, training for growth and compliance, ongoing and cyclical performance reviews.
- Inventory management of medical and office supplies, monitoring medical supplies shelf requirements with the relevant medical staff.
- Maintain the asset register of medical equipment, organise maintenance and prepare business case for new or replacement if required. together with purchase and management of equipment.
- Provide support and research for feasibility studies for business improvement projects as required.
- Assist stakeholders in achieving organisational objectives and business unit strategies by applying optimised work practices.
- Work with the information technology system providers to ensure systems used are meeting Practice needs, updates are applied, security is maintained and any day to day operational issues are addressed.

#### **ALL STAFF RESPONSIBILITIES**

- Ensure that safety and risk is considered and practised in all aspects of role performance and that it is effectively managed in accordance with Council's safe system of work.
- Comply with all Council policy and procedures including accreditation requirements specific to the General Practice which may be varied from time to time in consultation with appropriate staff.
- Carry out all responsibilities of the role in accordance with Council's code of conduct.

#### **QUALIFICATIONS, EXPERIENCE AND ABILITY (SELECTION CRITERIA)**

1. Appropriate training and/or qualifications in business or public health management or administration.
2. Ideally 3+ years experience as a General Practice Manager or like experience in a health field.
3. People and leadership capability, with a history of being an effective communicator and leader, with decision-making capability and commercially astute.
4. Experience in strategic planning, review and implementation of processes to increase efficiency and contribute to the overall excellence of care provided to our practitioners and patients.
5. Strong computer skills, including information security together with the ability to learn systems quickly and initiative to help resolve IT problems
6. Financial literacy for reconciling of funds, balancing daily transactions and in reviewing overall financial performance.
7. Knowledge of relevant legislation and accreditation processes.

8. Good working knowledge of medical systems and processes i.e. Medicare, Hi-caps, Health Care, DVA and Private Health.
9. Proven experience in building patient and stakeholder relationships.
10. Ideally, training and/or experience in supporting in the event of emergencies, basic infection control, safe handling & disposal of medical waste, First Aid and CPR, and similar relevant to the health industry.

# Recruitment and Selection Information

December 2021



This position falls under the Health Professional and Support Services Award and is a Level 9. The role is permanent and will be required at least four days a week working across both locations at Triabunna and Bicheno. An attractive and competitive remuneration package is on offer.

Glamorgan Spring Bay Council is committed to employment via merit selection which is based on ensuring the best person for the job will be hired. Discriminatory attributes such as gender, age, religion, political beliefs and so forth as covered by Tasmanian anti-discrimination legislation will not be considered or influence recruitment and selection decisions.

After applications are received they will normally be shortlisted against the selection criteria as outlined in the last section of the position description. Assessment of these criteria is carried out by reviewing all information provided by the applicant in their application.

An interview process will typically involve a panel of people that may include people outside of Council. Depending on the content to be covered interviews can range from 20 minutes to two hours and conducted face to face, via video links or over the phone. Applicants will be tested against the same criteria and the interviewee may be asked to elaborate further on information provided in their application.

A process may involve more than one interview with the same or different people, aptitude testing, psychometric analysis and referee checking. Preferred applicants may also be required to undertake a medical as per the risks identified for the position, their health disclosure and general compliance with Council's safety requirements.

Successful applicants will be advised verbally in the first instance of Council's offer and subsequently provided with a contract of employment for consideration. Generally people have up to 14 days to consider an offer made.

In some instances relocation assistance may be offered to a successful applicant.

Recruitment processes can take anywhere between two to 12 weeks to carry out depending on the components involve, applicant availability and location. During this time questions on progress should be directed to the person listed in the advertisement for specific position being filled.

Glamorgan Spring Bay Council does not provide for an appeal process with respect of recruitment and selection decisions.

All applications should be sent to [kristy@hrisesp.com.au](mailto:kristy@hrisesp.com.au) with the subject header of Application: Practice Manager.

The first round of applications will be considered on 15 January 2022 and weekly thereafter until an appointment is made.