

## 1. General Information

<b>Position Title:</b>	Practice Manager – Parental Leave Cover Position
<b>Division/Department:</b>	Epworth Sports & Exercise Medicine Group
<b>Position Reports to:</b>	Operations Manager - Patient and Administration Services
<b>Enterprise/Individual Agreement:</b>	Individual Agreement
<b>Location:</b>	
<b>Employment Status:</b>	Fixed Term Full Time
<b>Resource Management</b>	
<b>Number of Direct Reports:</b>	6 Direct Reports
<b>Budget under management:</b>	\$500k (Operating Expenses)
<b>Key Relationships - internal and external</b>	Epworth Sports and Exercise Physicians, Doctors and team members All Patients Epworth Healthcare Executive and Personal assistance Epworth Departments, Radiology, Surgeons and specialists All Epworth Staff and external stakeholders

## 2. Overview of Epworth HealthCare

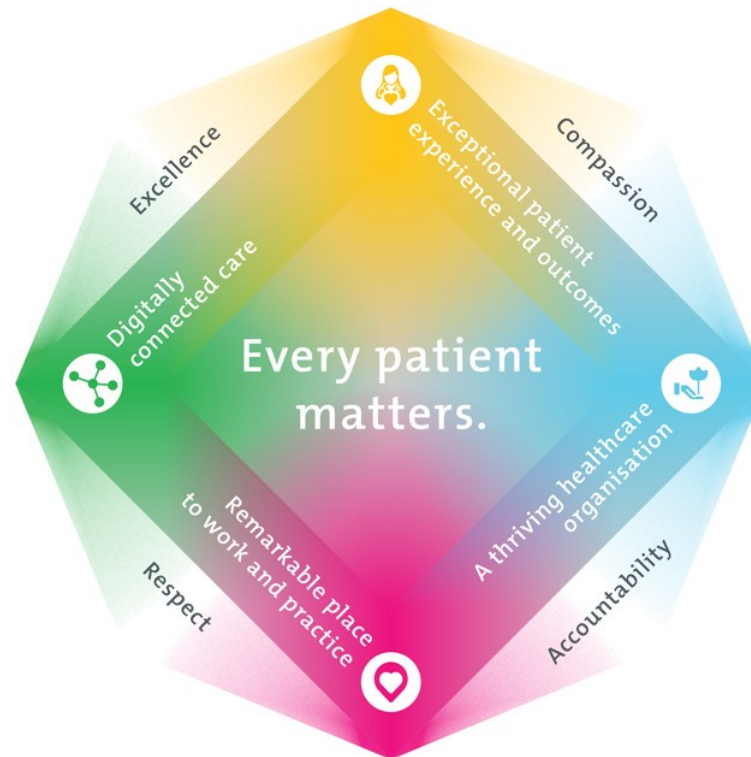
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

### 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**Exceptional patient experience and outcomes** - To empower our patients and deliver compassionate, expert and coordinated care.

**A thriving healthcare organisation** - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

**Remarkable place to work and practice** - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

**Digitally connected care** - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

Oversee running of the clinic efficiently and effectively, providing a high level of patient care and customer service.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<b><i>Leadership and culture</i></b>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<b><i>Consumer Partnerships</i></b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<b><i>Effective Workforce</i></b>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<b><i>Clinical Safety and Effectiveness</i></b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<b><i>Risk Management</i></b>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>Administrative Support</b> <ul style="list-style-type: none"><li>Co-ordinate the day-to-day operation of Epworth Sports and Exercise Medicine group</li><li>Provide a high level of accurate administrative assistance and prioritise effectively.</li><li>Liaison between Epworth Management, ESEM Doctors and reception staff</li></ul>	<ul style="list-style-type: none"><li>Nil or minimal complaints</li><li>Patient and customer service satisfaction</li><li>Sound relationships developed and maintained</li><li>All databases are well maintained and up-to- date with excellent level of detail.</li></ul>

<ul style="list-style-type: none"> <li>• Co-ordinate Doctors accreditation, onboarding, training and set up requirements of their business</li> <li>• Effectively manage Doctors consulting sessions, and outside commitments</li> <li>• Attend clinic meetings, provide agendas, financial reports and minutes</li> <li>• Medical students' schedules</li> <li>• Coordinate Medica, Radio and television interviews</li> <li>• Effectively complete Accreditation requirements, providing policy and procedures</li> <li>• Develop strong business relationships with all stakeholders</li> <li>• Manage reception staff</li> <li>• Coordinate new employment advertising, interviews, onboarding and orientation training for reception staff</li> <li>• Maintain and manage filing system of medical records in a secure manner</li> <li>• Maintain confidentiality of all client medical information</li> <li>• Ensure patient appointments are booked appropriately</li> <li>• Ensure patient information has been retrieved for doctor's appointment</li> <li>• Ensure patients are seen by the Doctor in an orderly basis</li> <li>• Maintain departmental procedure manual</li> <li>• Maintain communication links within the clinic between medical practitioners Surgeons their Personal assistants and all stakeholders</li> <li>• Handling of queries from outside sources and staff</li> <li>• Oversee purchasing of supplies</li> <li>• Maintain clinic engineering requirements</li> <li>• Maintain ESEM website including up to date profiles and news items</li> <li>• Marketing ESEM clinic with mail outs and speaking engagements</li> <li>• Maintain confidentiality of all client medical information</li> <li>• Expanding the skills of all employees</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative duties are completed on time and efficiently to a high level of satisfaction.</li> <li>• Efficient patient appointment scheduling</li> <li>• Times and maximum productive times for doctors</li> <li>• Consistently facilitate the delivery of Quality care and service</li> <li>• Specialist profiles are up-to-date</li> <li>• Data reports are completed on time</li> </ul>
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<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Reconcile daily/monthly / yearly reports for finance department</li> <li>• Medicare online claiming reconciliation daily, weekly and monthly</li> <li>• Produce Financial reports which clearly reflect the financial position of clinic</li> <li>• Prepare accurate financial reports, graphs and projected reports for financial meetings</li> <li>• Prepare financial reports for Doctors monthly invoices</li> <li>• Manage financial reporting, discrepancies, budget, forecast, invoicing, coding</li> <li>• Ensure minimum bad debts keep patient outstanding accounts at a minimum</li> <li>• Ensure cash is secured at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate accounting records</li> <li>• Minimal bad debts</li> <li>• Monthly expenses and salary to meet targets</li> </ul>
<p><b>IT: PC + Software</b></p> <ul style="list-style-type: none"> <li>• Responsible for maintenance of computer software including upgrades, service and training and reported issues. Maintain Zedmed medical software, Inteliviwer Radiology software, My Roster, Tech one, all PC's, scanners and printers</li> <li>• Proficient in Microsoft office, word, excel and outlook</li> <li>• Maintain phone system, maintain correct labelling and instructions</li> <li>• Tech one training, reports, ordering and approvals.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain computer software</li> </ul>
<p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>• Ensure My Roster rosters are updated and uploaded, timesheets approved, manage leave and liabilities</li> <li>• Completes Emergency code and online training annually</li> <li>• Participate and contribute to operational strategic decision making</li> <li>• Establish Position descriptions for each position</li> </ul>	<ul style="list-style-type: none"> <li>• Retainment of staff</li> <li>• Staff satisfaction</li> <li>• Leave liability reports within targets</li> <li>• Labour hours within targets</li> <li>• Completion of mandatory training activities</li> </ul>

<ul style="list-style-type: none"> <li>• Coordinate new recruitment with advertising, interviewing, negotiating onboarding and orientation training</li> <li>• Keep up to date onboarding training manual</li> <li>• Produce training program for student Doctors</li> <li>• Set up, manage and train new Doctors</li> <li>• Organise bi-yearly social events</li> <li>• Building a successful team, installing Epworth values and behaviours</li> <li>• Promoting a culture of courtesy, pride and success</li> </ul>	
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Role model and actively promote a culture of high quality patient care</li> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's expectations and issues, using multiple strategies</li> <li>• Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service</li> <li>• Responds quickly and proactively escalate concerns when necessary</li> <li>• Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Compliments to complaints ratios</li> <li>• Completes leader rounding at agreed frequency</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

<p><b>Safety and Wellbeing</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>• All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Integrate and review OHS performance in staff PDPs</li> <li>• Ensure all direct reports are held accountable for safety performance and actions</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours</li> <li>• Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes</li> <li>• Mandatory training completed at agreed frequency</li> </ul>
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## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Diploma of Management</li> <li>• Extensive Medical and Radiology terminology</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Administration or health education</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Extensive Medical Management experience in a service-oriented environment no less than 5 years</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Extensive Sports Medicine Management experience</li> <li>• Zedmed medical software experience</li> </ul>

<p><b>Required Knowledge &amp; Skills</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Extensive Medical software experience and a willingness to learn new systems</li> <li>• Extensive customer service skills</li> <li>• Strong working knowledge of Medical terminology</li> <li>• Extensive clerical experience in a service orientated environment</li> <li>• Sound computer literacy, including ability to utilise databases, proficiency in Word, Excel, Outlook and PowerPoint</li> <li>• Prepare to make a commitment to Epworth's vision and values</li> <li>• Commitment to the provision of high-quality customer service</li> <li>• Implement continuous improvement practices</li> <li>• Excellent problem solving and decision-making skills</li> <li>• High level of discretion and understanding of privacy issues</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Demonstrates Zedmed medical software, including Microsoft</li> <li>• Extensive Medical terminology</li> </ul>
<p><b>Personal Attributes &amp; Values</b></p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> <li>• Excellence</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Proven ability to communicate clearly, both verbally and in writing, in a professional environment.</li> <li>• Excellent organisational skills and attention to detail</li> <li>• Self- Motivated and able to work autonomously</li> <li>• Experience and a natural ability to liaise with Doctors and fellow staff</li> <li>• Demonstrates a willingness to work positively within a team to achieve team goals and the provision of excellence in service delivery</li> <li>• A strong team contributor with excellent customer service, high level interpersonal, communication, administrative, organisational presentation and networking skills.</li> <li>• Ability to set priorities and work under pressure with well-developed organisational skills</li> <li>• Capacity for training and developing subordinates</li> <li>• Innovative, proactive and creative attitude</li> <li>• Demonstrated ability to maintain high levels of confidentiality and the ability to establish and maintain strong customer (internal and external) relationships at all levels.</li> </ul>



# Position Description



## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Practice Manager):
1 <sup>st</sup> June 2016	12 <sup>th</sup> March 2024	Jenna Katsanevakis (Practice Manager)

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_