



Position Title	Practice Manager				
Department	Health & Wellbeing Services				
Reporting Manager	Executive Manager	Employment Status and Salary	Full Time	Employment Details	<input type="checkbox"/> Fixed Term From: __ / __ / ____ [date] To: __ / __ / ____ [date]

ROLE PURPOSE

The Practice Manager leads a multidisciplinary team to provide high quality services to the Aboriginal and Torres Strait Islander community. The Practice Manager works collaboratively with other health services programs, including Dental, Chronic care and Australian Nurse Family Partnership Program to meet community's health and well-being needs. The position also has responsibility for a range of cross organisational portfolios.

This role has a strong focus on: financial sustainability, risk management, policy development, accreditation, clinical governance, systems development and service coordination / integration. This position also has a key focus to support and assist the organisation to provide strategic policy advice to the Executive Manager of Health and Wellbeing, which will be feed up to the CEO and Board, in a timely and strategic way that supports the achievement of its strategic plan. The Practice Manager is responsible to ensure Rumbalara Health service meets all funding and reporting compliance in a timely manner.

BACKGROUND

Rumbalara Aboriginal Co-operative is a community-controlled organisation that offers a range of health and community services to the Greater Shepparton community. Rumbalara works in partnership with individuals, families and community to support them in achieving an optimal quality and standard of living. Through active partnerships Rumbalara strengthens the health and culture of the communities it serves.

Rumbalara Health Service is one of the largest providers of Aboriginal and Torres Strait Islander health services in Victoria. We recognise and respect the cultural strengths of the individual, family and community by working in partnership with our stakeholders, and by striving to achieve an optimal quality and standard of life that encompasses individuals' physical, social, emotional, cultural needs and wellbeing.

Rumbalara Health Service is one of the largest providers of Aboriginal and Torres Strait Islander health services in Victoria. Our service delivery models provide community members with a full range of services to help address general health and identified Aboriginal health issues such as cardiovascular disease, diabetes, high blood pressure, poor diet and nutritional health, eye health, ear health, maternal and child health, contagious diseases, drug and alcohol related issues, mental health, and emotional and spiritual wellbeing.

The multidisciplinary team within the medical clinic include General Practitioners, Nurse Practitioners, Nurses, allied health staff, visiting specialists. More broadly Rumbalara Health Service delivery models include health promotion and chronic care team, outreach staff, oral health care and social and emotional wellbeing,

KEY SELECTION CRITERIA

Essential

- Understanding of, and commitment to, Aboriginal & Torres Strait Islander culture
- Understanding of general practice (Aboriginal Health)
- Management experience in a small business, ideally general practice management
- Demonstrated leadership capabilities
- Development, implementation, and monitoring of policies and processes that ensure effective and efficient operation of a healthcare service
- Experience in leading healthcare service accreditation
- Experience in taking a lead role in applying risk management frameworks.
- Quality management experience
- Commitment to continuing professional education
- Valid driver's license
- Be willing to undertake a police check and working with children check

Desirable

- Experience working in an Aboriginal Health setting
- Understanding of population health principles
- Research & evaluation experience

KEY RESPONSIBILITIES

As part of the management team, the Practice Manager contributes to the strategic development and leadership of the broader organisation. The senior management team comprises: Executive Manager Health & Wellbeing, Senior Managers and Program Managers within the Health & Wellbeing portfolio. This team seeks to be collaborative and dynamic in providing leadership and contributing to strategic service development and review. In particular, each Manager has individual and collective responsibility to actively engage in building a strong, effective and resilient organisational culture.

Leadership

- Build and maintain a professional, optimistic, and united team that focusses on sustainable, high quality, patient centred care as per the deliverables contained in the annual business plan
- Build partnerships to enhance service provision to community
- Work collaboratively with other departments and teams to achieve the overall objectives of the organisation
- Effective communication with key stakeholders, including community and patients (for example, through social media, website, and newsletters)

Management & coordination

- Development and implementation of annual business plans (including budget) aligned with the organisation's strategic plan, and reporting on performance against the plan

- Management of budgets and financial systems / resources; manage, maintain and optimise a range of funding sources
- Program performance monitoring, improvement and reporting.
- Participate in the preparation of relevant tenders and submissions.
- Development of systems and processes that maximise the productivity in the workplace
- Financial management (accurate and timely performance of the practice and individual practitioners)
- Compliance with regulatory and funding agreement requirements (for example, RACGP standards, AHPRA, Medicare, and Commonwealth funding agreements)
- Ensure that clinicians are scheduled to efficiently and effectively meet patients' needs
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours
- Influence and negotiation – Able to utilise skills to effectively build rapport with staff, clients and external partnerships with a focus on stakeholder management.
- Policy and procedure development in the program scope and contribution to wider service policy formulation.

Qualifications

Essential

- Formal business or health service management qualification

Desirable

- Postgraduate qualification in Public Health or Health Promotion
- Previous experience/training as an accredited Practice Manager

Accountability & key relationships

- The Practice Manager reports to the Executive Manager, Health & Wellbeing.
- The Practice Manager's direct reports are the Administration Team Leader, Manager of Clinical Services, the Business Support Officer and PEIC

Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view)
- Provide support and proactively engage with the clients and broader community
- Establish and maintain relationships with clients, residents, community and Rumbalara staff and team members

Other

- This role may require interstate travel (conference attendance) once or twice per year

EMPLOYMENT CONDITIONS

- All staff are required to sign a confidentiality agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions

- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at Rumbalara will be tied to existing contracted funding arrangements

Accepted: (Employee) (Employee Signature)

Date:

In accepting this position, I hereby agree to the duties as set out in this Position Description

Approved: (Manager) (Manager Signature)

Date:

Executive Manager Details:

- *For Health & Wellbeing Services:*
Shannon Drake (Mooroopna, 58 20 0035 Email: Shannon.drake@raclimited.com.au)