

## POSITION DESCRIPTION

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| <b>Position Title:</b>    | <b>Practice Manager - Dubbo</b>                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Grading:</b>           | Manager 4 to Manager 5 (based on qualifications)                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Status:</b>            | Permanent, Fulltime<br>38 hours/week                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Salary Packaging:</b>  | A range of salary packaging benefits are offered to part-time and full-time employees. Salary packaging results in a lower taxable income, meaning you pay less tax and increase your take home pay.<br><br>Packaging options include living expenses up to \$15,900 per year (rent, mortgage, credit card payments); meal entertainment benefits up to \$2,650 per year; and novated leasing. More information is available on request. |
| <b>Location:</b>          | Dubbo (and outreach services)<br><i>(Note: routine travel to regional outreach locations is required)</i>                                                                                                                                                                                                                                                                                                                                |
| <b>Responsible to:</b>    | Director of Clinical Operations                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Responsible for:</b>   | Staff working in Dubbo and outreach clinics including: <ul style="list-style-type: none"> <li>• Medical Officers</li> <li>• Registered Nurses</li> <li>• Assistants in Nursing</li> <li>• Client Support Officers</li> </ul>                                                                                                                                                                                                             |
| <b>Collaborates with:</b> | Medical Leadership<br>Clinical Quality Nurse Manager<br>Quality Implementation Support Nurses<br>Other FPA Practice Managers<br>Rostering & Scheduling Coordinator<br>Director of Finance<br>Manager Education<br>Human Resources Coordinator                                                                                                                                                                                            |

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### The Organisation

Family Planning Australia is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for everybody in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.

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### Position Summary

The Practice Manager is responsible for managing and growing Family Planning Australia's Dubbo clinic and its associated outreach services. Through responsive, hands-on leadership, the role oversees a multidisciplinary team of medical officers, nurses and administrative staff to ensure the effective and efficient delivery of high-quality, client-centred sexual and reproductive health services.

The role is responsible for the day-to-day performance of the Dubbo clinic and outreach locations, including workforce management, service coordination, financial management and achievement of activity and growth targets. Working closely with clinicians and administrative staff, the Practice Manager ensures services run smoothly and respond to the needs of clients and local communities.

A key focus of the role is strengthening the clinic's local presence, developing relationships with health services, community organisations and referral partners, and identifying opportunities to expand access to services across Dubbo and surrounding communities. Core capabilities include excellent leadership, commercial acumen, compassionate people management, integrity, adaptability and highly developed communication skills. This multifaceted role requires regular travel to the Dubbo clinic and associated outreach locations.

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## **Selection Criteria**

### ***Essential***

1. Degree qualifications in management, business, health, or related field and/or minimum of 3 years previous experience in a practice management role.
2. Demonstrated leadership skills with proven ability to manage all aspects of day-to-day operations within a primary care practice setting.
3. Strong business acumen, particularly with regards to financial and human resource management
4. Demonstrated ability to budget at a financial and operational level along with workforce planning.
5. Excellent written and verbal communication skills, including effective use of Microsoft suite products.
6. Exceptional interpersonal skills including ability to effectively relate to a diverse range of people.
7. Proven excellent time management and organisation skills with the ability to prioritise workload and to provide a high level of attention to detail.
8. Demonstrated ability to analyse issues systematically and develop innovative solutions
9. Familiarity with of Medicare billing rules, processes, and methods.
10. Current unrestricted NSW Driver's License and ability to travel throughout NSW.
11. Must have full Australian working rights

### ***Desirable***

1. A relevant clinical qualification and current registration with the Australian Health Practitioner Regulation Agency (AHPRA).
2. Knowledge and experience in accreditation and compliance including NSQHS Standards and Clinical Governance Frameworks.
3. Experience in the application and management of Best Practice, Hot Doc, and other patient management systems.

### ***Other requirements***

- A Criminal Record Check is required prior to commencement in the role
- A Working with Children's Check is required prior to commencement in the role
- NSW Health Category B immunisation/vaccination requirements apply to this role

### ***Values***

- We are a **pro-choice organisation** – staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption/foster care or abortion.
  - As an abortion service provider, staff in the organisation are expected to actively participate in the provision of abortion services in line with the full scope of their role.
  - For this role that means leading the clinic team in delivering high quality abortion services to clients, responding to feedback from clients regarding the service, and driving

service improvement initiatives.

- Must support the Family Planning Australia values:
  - **Bold**
  - **Empowered**
  - **Collaborative**
  - **Compassionate**
  - **Human rights focus:** Support the individual's right to choose regarding their sexual reproductive health and rights

## **Main Responsibilities**

### ***Clinic Operations***

- Provide day-to-day management and administration of the Dubbo clinic and outreach sites.
- Oversee daily administration of patient information systems and formal communication
- Monitor patient flow processes to ensure optimal business efficiency.
- Maximise clinic throughput through effective capacity planning and resource allocation within approved budgets. This includes monitoring staffing levels and allocations and using expert judgment to adjust appointment scheduling to meet the clinics needs and compliance requirements.
- Facilitate effective customer and employee relationship management, including following up and responding to feedback.
- Liaise with the Clinical Leadership Team through regular meetings and ongoing planning
- Provide oversight and high-level support to the clinic team in the use of Best Practice, Hot Doc and other clinic software platforms and resolution of issues
  - Set up - new users, clinic fee schedules, templates, etc
  - Quality checks – visit reports, appointment schedules, uploaded documents, etc
  - Issues management – billing and technical issues
- General facilities management including access for trades, gathering quotes in line with delegations policy, invoicing and liaising as required
- Undertake any other duties or projects at the direction of the Executive

### ***Financial Management***

- Oversee daily processing of billings for accuracy and employ timely follow up of identified errors or claim rejections
- Facilitate standard finance functions including
  - accurate generation and reconciliation of accounts and effective debtor management strategies,
  - responsibility for Medicare billing within the clinic and outreach services.
  - Management of quotes and invoicing in line with budget requirements
- Utilise software reporting capabilities and excel spreadsheets to undertake monitoring and reporting of key metrics and financial performance at clinic level
- In conjunction with the Executive and Management Team, undertake ongoing reviews of financial procedures and processes with a focus on financial sustainability

- Review of clinics financial performance and timely questions to Director of Finance or a member of the finance team in order to ensure awareness of the organisational and individual clinics financial position.

### ***Workplace Culture and Human Resource Management***

- Recognise, value and respect the diversity of our clients and staff and be inclusive to all members of our community
- Promote a respectful, honest and ethical workplace that informs our decision making and ways of working
- Manage staff and client grievances and complaints as they arise
- Incorporate Family Planning Australia values into all aspects of work practices and communications
- Collaborate effectively with appropriate leadership to develop and execute efficient and high-quality orientation programs that meet the individual needs of the team member as well as the organisation
- To establish an environment which encourages direct reports to be accountable for their contributions
- Work proactively with all members of the clinic team in supporting the organisation and its strategic aims
- Provide leadership in managing and implementing change and supporting staff through change
- Ensure clinic staff are supported via regular staff meetings, continuing development reviews, and professional development activities and opportunities
- Employ sound planning processes to ensure workforce sustainability to accommodate planned and unplanned leave, staff development, career progression, and future plans.
- Collaborate with the Rostering & Scheduling Coordinator and Manager Education to ensure timely and accurate staff rostering and clinic appointment scheduling which meets the operational requirements of the clinics incorporating leave planning, training commitments and meeting attendance
- Collaborate with the Human Resources Coordinator in the management of recruitment processes and onboarding
- Ensure timely and accurate processing of timesheets

### ***Service Planning, Development & Review***

- Work with both the Executive and Clinical Services team to develop and implement strategies for achievement of the organisation's vision and goals.
- Identify and deliver process improvement to meet current year and 5 year strategic targets.
- In association with the Executive and Management Team, determine annual goals and KPIs for the clinics which align with the FPA annual business plan and 5 year strategic plan
- Actively analyse and utilise available data sources to understand trends and related activities of the clinics, implement required changes to either address shortfalls or optimise upsides
- In conjunction with the Executive and Management Team, undertake ongoing reviews of clinic activity and KPIs with a focus on clinical safety, commercial sustainability in an effective and efficient manner
- Contribute to the development and implementation of strategic, operational and business plans and achievement of plan deliverables

- Ensure Family Planning Australia meets all operational and funding reporting requirements related to the clinics

#### ***Quality and Risk Management & Compliance***

- Incorporate continuous quality improvement and sound risk management principles to all aspects of the role and in accordance with Family Planning Australia Policies and Procedures
- Provide leadership to the clinic team with regards to accreditation
- Collaborate with the Clinical Quality Nurse Manager and the Corporate Services team to ensure clinical staff maintain compliance with relevant mandatory training, credentialling, and clinical skills.
- Ensure clinics are rostered according to individual and position-defined scope of practice including safe staffing levels, appropriate appointment types, and that rostering supports the credentialling needs of individual clinicians
- Adhere to all Family Planning Australia Policies, Procedures, Regulatory and Legal requirements
- Ensure all feedback, incidents and near misses are reported, investigated and or escalated and a quality improvement lens applied

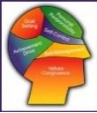
#### ***Professional Development & Education***

- Actively participate in relevant continuing professional development as required, including participating in broader health system updates and activities relevant to the role within Family Planning Australia
- Ensure education and supervision arrangements for students/trainees and new staff are accommodated within the clinic appointment schedule
- Facilitate induction and education of new staff, in collaboration with the relevant clinical lead, including non-clinical components of roles
- Participate in ongoing professional development of self and others
- Ensure all staff participate in the annual continuing development process and adjust position objectives and performance indicators according to changing requirements
- Manage the continuing professional development of clinic staff to ensure the maintenance of professional standards

#### ***Workplace health and safety***

- Ensure a safe working environment is maintained for Family Planning Australia staff and clients
- Ensure appropriate follow up of any workplace health and safety incidents or near misses
- Ensure adherence of self and staff to correct use of safety and protective equipment and prescribed safe working arrangements in all work activities
- Ensure any potential risk is reported to the employee's manager immediately for investigation and remedy
- Ensure any breaches of safety procedures are reported through the incident management procedures
  - Note: Any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

## Family Planning NSW Capability Framework

| Capability Group                                                                                                                                 | Capability Name                                                                                                                                  | Level Descriptor |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>Personal Attributes</b><br><br>                              | <b>Display Resilience and Courage</b><br>Be open and honest, prepared to express your views, and willing to accept and commit to change          | Advanced         |
|                                                                                                                                                  | <b>Act with Integrity</b><br>Be ethical and professional, and adhere to the Family Planning NSW values                                           | Advanced         |
|                                                                                                                                                  | <b>Manage Self</b><br>Show drive and motivation, a measured approach and a commitment to learning                                                | Advanced         |
|                                                                                                                                                  | <b>Value Diversity</b><br>Show respect for diverse backgrounds, experiences and perspectives                                                     | Advanced         |
| <b>Relationships</b><br><br>                                    | <b>Communicate Effectively</b><br>Communicate clearly, actively listen to others and respond with respect                                        | Advanced         |
|                                                                                                                                                  | <b>Commit to Customer Service</b><br>Provide customer centric services in line with organisational objectives                                    | Advanced         |
|                                                                                                                                                  | <b>Work Collaboratively</b><br>Collaborate with others and value their contribution                                                              | Advanced         |
|                                                                                                                                                  | <b>Influence and Negotiate</b><br>Gain consensus and commitment from others and resolve issues and conflicts                                     | Advanced         |
| <b>Results</b><br><br>                                        | <b>Deliver Results</b><br>Achieve results through efficient use of resources and a commitment to quality outcomes                                | Advanced         |
|                                                                                                                                                  | <b>Plan and Prioritise</b><br>Plan to achieve priority outcomes and respond flexibly to changing circumstances                                   | Advanced         |
|                                                                                                                                                  | <b>Think and Solve Problems</b><br>Think, analyse and consider the broader context to develop practical solutions                                | Advanced         |
|                                                                                                                                                  | <b>Demonstrate Accountability</b><br>Be responsible for own actions, adhere to legislation and policy and be proactive to address risk           | Advanced         |
| <b>Business Enablers</b><br><br>                              | <b>Finance</b><br>Understand and apply financial processes to achieve value for money and minimise financial risk                                | Advanced         |
|                                                                                                                                                  | <b>Technology</b><br>Understand and use available technologies to maximise efficiencies and effectiveness                                        | Advanced         |
|                                                                                                                                                  | <b>Procurement and Contract Management</b><br>Understand and apply procurement processes to ensure effective purchasing and contract performance | Advanced         |
|                                                                                                                                                  | <b>Project Management</b><br>Understand and apply effective planning, coordination and control methods                                           | Advanced         |
| <b>People Management<br/>(supervisory roles only)</b><br><br> | <b>Manage and Develop People</b><br>Engage and motivate staff and develop capability and potential in others                                     | Advanced         |
|                                                                                                                                                  | <b>Inspire Direction and Purpose</b><br>Communicate goals, priorities and vision and recognise achievements                                      | Advanced         |
|                                                                                                                                                  | <b>Optimise Business Outcomes</b><br>Manage resources effectively and apply sound workforce planning principles                                  | Advanced         |
|                                                                                                                                                  | <b>Manage Reform and Change</b><br>Support, promote and champion change, and assist others to engage with change                                 | Advanced         |

## Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

### ***Position holder:***

Name:

Signature:

Date:

### ***Supervisor:***

Name:

Signature:

Date:

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