



POSITION DESCRIPTION

Name:	
Commencement / Last Date Reviewed:	May 2016
Reviewed By:	COO

Organisational Structure

Position Title	Role / Team	Section	Approved by
Practice Manager	Primary Health Care	Central Operations	COO
Location	Employment Type	Reports to	Direct Reports
Port Augusta	Full Time	Port Augusta Manager	TBC

The RFDS Mission

Providing excellence in aero-medical & primary health care across Australia.

Our Core Capabilities

Care & Respect - For patients, staff, communities & cultures.

Reliable & Dependable - Giving our best and fulfilling our promises.

Safety & Quality - Continuous improvement through evidence based practice.

Socially & Ethically Responsible - In all that we do.

Collaboration - With teamwork, we can make an impact.

Innovation - Encouraged & celebrated.

Position Purpose

To manage human resources, maintain financial records and implement quality systems in order to ensure smooth and efficient functioning of the Primary Health Care Practice and provide an exceptional standard of care to our patients.

Responsibilities and Measures of Success in the Role

Key Result Area	Responsibility / Task	Measurement of Success (Key Performance Indicators - KPI's)
Primary Care Services	<p>Planning:</p> <ul style="list-style-type: none"> In partnership with the practice team, determine annual goals for the practice. Prepare budgets and plans accordingly and provide regular reports on business performance in relation to goals. Develop and maintain a roster for service delivery. Work within the Business Plan to achieve the principals and implement the strategies for achievement of practice goals. <p>Human Resources:</p> <ul style="list-style-type: none"> Recruitment, development and management of non-clinical practice staff to ensure high performance and continuing professional improvement. Leadership and management including team building, delegation of tasks and conflict resolution. <p>Systems:</p> <ul style="list-style-type: none"> Review and improve practice systems to ensure smooth and efficient functioning, high quality services and continuous improvement. Manage the development of the practice systems to achieve and maintain accreditation. Manage compliments and complaints for the practice. <p>Finances:</p> <ul style="list-style-type: none"> Monitor financial reports and discuss issues with the GM Health Services. Prepare financial reports and liaise with the RFDS Finance team as required. 	<ul style="list-style-type: none"> Ensure the practice operates effectively and efficiently. Achieves best practice patient outcomes. Provides quality oversight of practice operations to ensure quality of services and standards are maintained. Reviews and improves systems, policies and procedures to ensure safe and quality services with the practice. Ensures equipment and software remains operational and meets practice needs Provides a high level of quality service to patients of the Primary Health Care Network from Port Augusta. Follows organisational policies, procedures and guidelines to ensure best practice health care delivery within the practice Participates in quality improvement activities Supports the provision of health care within a community network of primary health care services and providers.

	<p>Equipment & Software:</p> <ul style="list-style-type: none"> Establish electronic medical records system for use by the Practice and ensure its accurate and timely usage Maintain computer hardware and software in conjunction with suppliers. Schedule maintenance and upgrades of equipment. Prepare recommendations and arrange finance for purchase of capital equipment. <p>Compliance:</p> <ul style="list-style-type: none"> Maintain awareness of current and new legislation to ensure business is complying with all statutory and regulatory obligations Ensure relevant personnel are kept informed and changes are made to systems and procedures as required. Ensure practice complies with all contractual obligations. <p>General</p> <ul style="list-style-type: none"> Other responsibilities as required. 	
Administrative Functions	<ul style="list-style-type: none"> Develop and maintain an appropriate roster for all staff working within the Primary Health Care Team. Approve all leave requests in consultation with the GM Health Services. Act on any proposed shortfalls in service delivery identified with the GM Health Services. Complete administrative duties. Collect and record data for inclusion into the health information management systems. Collate information Reports. Participate in meetings and ensure accurate records are produced within 7 days. Complete project work as directed by the, GM Health Services or the Senior Medical Practitioner for the Primary Health Care team. Participate in or manage the audit and quality improvement 	<ul style="list-style-type: none"> Attends and participates in internal clinical governance opportunities and seeks to maintain and develop further quality improvement initiatives within the practice. Completes all administrative tasks in a timely manner and ensures quality and appropriate reporting. Accesses and utilises data to support ongoing development of the practice.



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CENTRAL OPERATIONS

	<ul style="list-style-type: none"> activities as appropriate or as directed. Provide medico-legal reports as required. Provide support and back up to the reception and administration assistant as required by the Operations Manager - Port Augusta. Coordinate practice management meetings 	
Professional Practice	<ul style="list-style-type: none"> Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs Conduct professional practice within legal and ethical guidelines. Undertake all duties in a diligent manner, with honesty and integrity Ability to work cooperatively and independently Act as an ambassador for the practice with a range of external stakeholders (patients, media, other health providers etc) Represent the practice and RFDS in a confident and positive manner at all times Practice in accordance with legislation. Work within abilities and qualifications. Contribute to the overall strategic goals of the practice Promote the public profile of the RFDS Maintain accurate and legible records that comply with legal requirements. Ensure appropriate storage of health records i.e. security, access, disclosure, retention, and disposal. Respect and maintain patient confidentiality and privacy. Be aware of the protocol associated with release of information. Respect cultural diversity including the traditional Indigenous view of health. Maintain professional development and provide high quality services based on principles of best practice and teamwork. Attend professional development activities as organised by 	<ul style="list-style-type: none"> Actively seeks out opportunities to participate and maintains continuing professional development per professional associations and RFDS requirements Maintains high standards of documentation including legible and accurate records and reporting requirements. Represents the Port Augusta Primary Health Care Team and RFDS in a professional manner. Maintains excellent interpersonal and communication skills, both written and verbal Is always well-presented, friendly, courteous and obliging. Works cooperatively with members of the practice team, RFDS and community partners

	internal and external service providers.	
Performance and Development Review	<ul style="list-style-type: none"> Positively participates and contributes to the organisations Performance and Development Review program. 	<ul style="list-style-type: none"> Completes self assessments as required Constructively and positively participates in performance discussions
Quality and Compliance	<ul style="list-style-type: none"> Primary responsibility for risk management systems including clinical and non-clinical risks and events. Ensure business continuity plans are in place and current Contributes to business improvement/quality programs. Ensures a safe working environment for all employees by compliance with all relevant Occupational, Health, Safety & Welfare and Equal Employment Opportunity obligations. Complies with RFDS policies and procedures. Ensures conduct at all times is professional, reputable and in accordance with philosophy and direction of the RFDS. 	<ul style="list-style-type: none"> Provides leadership for and participates in non-clinical incident analysis and service enhancement practices. Participates in clinical incident analysis as required. Compliance with all Occupational, Health, Safety & Welfare and Equal Employment Opportunity obligations. Knowledge, understanding and compliance with policies and procedures, standard operating procedures and protocols. Knowledge, understanding and compliance with GP practice accreditation requirements
Public Relations	<ul style="list-style-type: none"> Proactively promote the public profile of RFDS 	<ul style="list-style-type: none"> Positive client/patient feedback Participation in and/or support of RFDS events, programs and initiatives. Compliance with RFDS Code of Conduct. Ensure patient advocacy is supported by PR and not driven by media outcome. Attendance at least 12 Public Speaking events.

Working Relationships

Internal	External
<ul style="list-style-type: none"> • RFDS Board, Management & Staff • All RFDS Employees and Managers of other RFDS Sections 	<ul style="list-style-type: none"> • SA Health • Aboriginal Community Controlled Health Organisations • Rural, remote and regional health professionals and agencies including rural workforce agencies, rural clubs and undergraduate groups • Australian General Practice Accreditation Limited (AGPAL) • Relevant divisions of General Practice/ PHN's • External Clients • Membership and training bodies

Specific Skill Requirements / Qualifications / Qualities

Essential

- Current South Australian Drivers Licence
- General Practice or Primary Health Care experience
- Able to attain and maintain an Aviation Security Identification Card (ASIC)
- Exceptional record keeping skills
- Skilled with figures and comfortable with computers and software application used in a practice environment.
- A demonstrated understanding in consulting with consumers and communities
- Experience working in rural and remote areas
- Be able to work with minimal supervision in a practice management role
- Highly organised, resourceful, confident and able to work under pressure
- Excellence in leadership along with vision, integrity, creativity and initiative.

Desirable

- Best Practice or similar electronic Medical Records systems and software.
- Understanding of medical equipment and medical consumables required by a medical practice.
- Accredited training in business or medical practice management.
- Knowledge of medical terminology.
- Member of Australian Association of Practice Management (AAPM)
- Senior First Aid/CPR/Triage training and/or experience.
- Training and/or experience in management of emergencies, handling complaints, Medicare & health funds, basic infection control, safe handling & disposal of medical waste, etc
- Previous experience working in a multi-disciplinary team
- Previous experience working in rural and remote health service provision and with Indigenous communities
- Have a good knowledge of practice management issues.
- Knowledge of and commitment to Customer Service principles.
- Knowledge of EEO and OHS&W principles and practice.
- Able to negotiate and populate a weekly/monthly roster.

Working Conditions

- Based in Port Augusta
- Other interstate and intrastate travel as required (eg to other RFDS sections etc)
- Flexible working hours (including work outside of core business hours)
- Corporate wardrobe provided.

**Special Note:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills to perform the role.

This document is current as at May 2016