

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: PRACTICE MANAGER (WOMEN'S HEALTH)

Award:	Dependent on qualifications
Classification:	Dependent on skills and experience
Site:	This position is primarily based at our Central site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	45.6 hours per fortnight (0.6 FTE)
Tenure:	Fixed Term to 30 June 2026
Position description developed:	September 2023
Responsible to:	Executive Leader - Better Health

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- Integrity**
 We are authentic and accountable, and we honour our obligations.
- Respect**
 We build respectful relationships through trust, empathy and collaboration.
- Inclusive**
 We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- Innovation**
 Through continuous learning, we ensure an agile, responsive and sustainable service.
- Togetherness**
 We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The Better Health portfolio involves the planning and provision of medical, paediatrics, chronic disease management, sexual and reproductive health, workplace health, multi-disciplinary complex nursing, social support in Elmore, physiotherapy, dietetics, and doctors in secondary school's program. The Better Health division works together to provide the community with accessible healthcare and seeks to optimise health outcomes for all patients. The sexual and reproductive health team provide an integrated community based multidisciplinary health service which includes a strong focus on women's and men's sexual and reproductive health. They also demonstrate a strong focus on health promotion and the social model of health and a commitment to equity and access.

Position Role

This position will oversee the Sexual and Reproductive Health Hub and be a pivotal role in the overall startup, growth, leadership, and success of Bendigo Community Health Services Pelvic Pain and Endometriosis clinic. Responsibilities include but are not limited to: managing the day-to-day operations, ensuring excellent care, leading the team and collaborating with other healthcare professionals, including general practitioners, sexual health nurses and physical therapists to ensure holistic care and optimise treatment outcomes.

Position Responsibilities

The responsibilities of the position are:

- Manage the efficient and effective delivery of all administration and reception functions associated with clinical service delivery within Bendigo Community Health Services sexual reproductive hub and pelvic pain and endometriosis clinic.
- Work with senior clinicians including the General Practitioners, Nurse Practitioners and Senior Nurse to ensure all clinic operating procedures are relevant, reflect regulatory requirements and are implemented consistently.
- Ensure the integrity of data and information that is available to clients and clinic staff, whilst adhering to principles of client confidentiality and data privacy and meets the needs of funders.
- Coordinate compliance with billing, in line with funding and organisational requirements.
- Continuously assess and improve practice operations and patient outcomes.
- Ensure administrative and operational process and practices are aligned with the relevant Standards and Regulations required to acquire or maintain industry accreditations (such as RACGP and QIP)
- Implement and optimise healthcare management systems and technology to improve efficiency and patient care.
- Increasing and diversifying funding opportunities.
- Other duties as directed.

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Key Selection Criteria

Essential

1. Relevant tertiary qualifications and/or vocational qualifications in health practice administration and management.
2. Demonstrated experience as Practice Manager or similar role in a health organisation.
3. Strong stakeholder management and customer service skills, preferably in a health setting
4. Experience working with medical professionals and senior staff.
5. Demonstrated experience in the implementation and monitoring of risk and quality related improvement measures.
6. Experience administering Medicare processes within a clinic setting.
7. Excellent communication skills.
8. Valid Working with Children Check. The incumbent will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Experience with Best Practice, Hot Docs and Microsoft Office Suite.
2. Experience with reproduction and sexual health education and/or clinical services.
3. Ability to provide vaccination status information that meets the requirements for healthcare workers.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- To meet agreed targets
- Clinical skills documentation meets standards consistent with the role
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

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Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

Other Essential Requirements

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *“Quality is everyone’s business, safety is my responsibility”*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

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Other Information

- BCCHS' Employee Assistance Program is available to employees and immediate family.
- BCCHS is an Equal Opportunity Employer.
- All BCCHS sites are smoke free workplaces.
- BCCHS has a commitment to environmental sustainability.

APPROVED