



POSITION DESCRIPTION PRACTICE MANAGER

SECTION A

Position:	WellNow Urgent Care South Practice Manager
Location:	Invercargill
Accountable to:	Senior Administrator
Direct reports:	WellNow Urgent Care practice staff
Term:	Permanent
Hours:	Part time 24 hours

SECTION B

Objectives / Role Purpose:	<p>The Practice Manager will ensure the efficient day to day operations of the WellNow Urgent Care South service.</p> <p>The Practice Manager will bring a combination of people, business, service and operational leadership to the role, working with clinical and non-clinical staff to enable them to deliver a high quality patient centered service.</p> <p>The Practice Manager is accountable to the WellNow Urgent Care South Governance Group, and is responsible for working with this group and other parties, to plan the future direction of the service.</p>
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Internal Relationships:	Senior Administrator WellNow Urgent Care South Governance Group WellNow Urgent Care South Clinical Advisory Group General practitioners and nursing staff WellSouth reception and administration staff
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External Relationships:	Patients Suppliers, Visitors and Contractors Other Health Professionals General Practice staff DHB and Emergence Department staff Pharmacy and Diagnostic staff
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SECTION C

KEY RESPONSIBILITIES	STANDARDS AND EXPECTED OUTCOMES
1. PLANNING AND DIRECTION	
Business Development	<ul style="list-style-type: none"> - Opportunities for service development are identified and reported to the WellNow Urgent Care South Governance Group (GG). - Opportunities, once approved are then explored and implemented according to GG instructions. - Project management of new projects.
Strategic and Business Planning	<ul style="list-style-type: none"> - Co-ordination of strategic planning process and facilitation of input by practice staff. - Facilitation of strategic planning meeting. - Responsibility for developing strategic plan report. - Development of annual business plan and budget for approval.
2. SERVICE PERFORMANCE	
	<ul style="list-style-type: none"> - Analyse and interpret data on practice performance against goals and targets, proactively address issues where performance is not aligned with targets - Revenue targets achieved. - Budget met. - Patient numbers within target. - Service mix analysis within target .e.g. urgent care, ACC.
3. BUSINESS OPERATIONS	
Financial Management	<ul style="list-style-type: none"> - Overview of all financial management of the practice. - Liaison with WellSouth Financial Team and assist with preparation of annual budget and variance reporting. - Financial and management reporting to the GG to be completed within agreed timeframes. - Overview of credit management is maintained and bad debts are kept to a minimum.
Develop and maintain office systems and protocols	<ul style="list-style-type: none"> - In conjunction with administrative staff, develop suitable protocols and processes. - These are reviewed on a regular basis.
Develop and maintain clinical protocols	<ul style="list-style-type: none"> - In conjunction with the WellNow Urgent Care South Clinical Advisory Group medical and nursing staff, assist with developing clinical protocols that ensure safe, compliant patient treatment practice.
Implement and maintain quality management systems	<ul style="list-style-type: none"> - In conjunction with all staff, develop and review quality management systems.
Risk management	<ul style="list-style-type: none"> - Risks are identified and mitigated.
4. LEADERSHIP	
Leadership	<ul style="list-style-type: none"> - At all times exhibit a professional and approachable leadership style.

	<ul style="list-style-type: none"> – Build a team culture that focuses on processes and outcomes, service, quality and continuous improvement. – Develop strong working partnerships with general practitioners and nursing staff so that if issues arise concerning patient issues, workload or other concerns, they are quickly addressed, solutions implemented or escalated. – Represent the service at professional meetings when required. – Support the service reputation.
5. IT SYSTEM MANAGEMENT	
Disaster Recovery Processes	<ul style="list-style-type: none"> – Back-up processes are in place and maintained accordingly to agreed guidelines. – Regular testing of back-up reinstatement is completed to agreed guidelines.
Training and development	<ul style="list-style-type: none"> – All staff are trained in the use of the practice management system and telemedicine utility.
Troubleshooting	<ul style="list-style-type: none"> – All network issues and user problems are dealt with within agreed timeframes.
Strategic overview	<ul style="list-style-type: none"> – Strategic overview of the capability and any issues that influence the usability of the IT system. – Maintenance and replacement of components and peripherals as required.
6. COMPLIANCE	
All subsidy schedules	<ul style="list-style-type: none"> – Overview of accuracy of all claims made and payments received.
Health & Disability Commission	<ul style="list-style-type: none"> – The Practice Manager is the Complaints Officer for the service. Ensure all complaints are dealt with in a professional and empathetic manner, within agreed time frames.
Privacy Act & Health Information Privacy Code (HIPC)	<ul style="list-style-type: none"> – Training of all staff in privacy and HIPC issues and ensuring these standards are maintained.
Health & Safety	<ul style="list-style-type: none"> – Hazard register is maintained and regularly updated. – Fire and evacuation plan in place and regularly practiced. – Protocols are in place for when emergencies occur and assistance is required immediately. – Comply with current NZ legislation.
7. FACILITIES MANAGEMENT	
Property Management	<ul style="list-style-type: none"> – Liaison with WellSouth Executive as guided by the GG.
Security	<ul style="list-style-type: none"> – Overview of all external and internal security procedures to ensure staff and patient safety.
Property maintenance	<ul style="list-style-type: none"> – All buildings, car parks, signage and facilities are kept to agreed standards.
Equipment maintenance	<ul style="list-style-type: none"> – All medical equipment and office equipment is maintained in good working order.

	<ul style="list-style-type: none"> – A register of scheduled maintenance required for medical equipment is maintained and utilised.
8. HUMAN RESOURCES	
Recruitment and training of staff	<ul style="list-style-type: none"> – Positions filled quickly with appropriate type of person. – Temporary gaps in staffing are managed accordingly. – Workflow and productivity is maintained with minimal disruption. – Assess training needs for all staff on a regular basis. – All staff are trained to a required level of competency.
Position descriptions and person specifications	<ul style="list-style-type: none"> – All staff have position descriptions and person specifications appropriate to their role.
Employment Agreements and negotiations and Payroll overview	<ul style="list-style-type: none"> – All staff (employees and contractors) have Employment Agreements that are up to date with current legislation. – Manager is up to date with current employment legislation and best practice. – Overview of wage rates and accurate payments made.
Motivation, management and discipline of all staff	<ul style="list-style-type: none"> – First point of contact for any staff problems or assistance required. – Maintain a friendly, positive staff workplace environment. – Staff performance is monitored and managed in accordance with practice policy. – Any issues with clinical staff are escalated to the WellSouth Medical Director or the WellSouth Director of Nursing.
Staff and leave rosters – all areas	<ul style="list-style-type: none"> – All staff know when they are on duty and are advised well in advance of any changes to their rosters.
Health and Safety	<ul style="list-style-type: none"> – Health and Safety Officer for the practice. Ensure the environment for staff is safe to work in and employ good health and safety practice.

9. PATIENT SATISFACTION	
	<ul style="list-style-type: none"> – Set up patient feedback forums/methods to gain feedback on patient experience with the service. – Maximise funding streams and opportunities. – Develop strategies to improve or introduce new patient services, working with the Clinical Advisory Group and the GG.
10. COMMUNICATION	
External	<ul style="list-style-type: none"> – Patients receive regular information about the service, via forums that have been approved by the GG. – Practice brand and profile is marketed according to agreed guidelines. – Maintain good working relationships with all business partners and suppliers.
Internal	<ul style="list-style-type: none"> – All staff and owners are kept informed by way of regular communication as to the things that affect them within the practice. – Meetings are organized and minutes are kept of all staff and team meetings.
11. OTHER DUTIES	
	<ul style="list-style-type: none"> – The Practice Manager will be asked from time to time, to perform other tasks in order to maintain the smooth and effective operations of the service.
FINANCIAL DELEGATIONS	<p>Capital expenditure within budget – delegated Capital expenditure outside budget – confer with Gov Group Operating expenses within budget – delegated Operating expenses outside budget – confer with Gov Group</p>

SECTION D

PERSON SPECIFICATION	
QUALIFICATIONS REQUIRED	<ul style="list-style-type: none">– Tertiary qualification preferred
EXPERIENCE REQUIRED	<ul style="list-style-type: none">– Practice management, public sector health provision or business management experience preferred– Financial management– Team management
ESSENTIAL SKILLS REQUIRED	<ul style="list-style-type: none">– Excellent verbal and communication skills– Well-developed leadership and staff management skills– The ability to work under pressure, manage and prioritise own workload.– The ability to multi task and plan effectively.– The ability to work collaboratively with clinical and nonclinical staff.– Being performance driven, with the ability to recognize critical success factors and act upon them– High level of computer literacy– Financial management and analytical skills
ESSENTIAL ATTRIBUTES REQUIRED	<ul style="list-style-type: none">– Organized, process oriented and attentive to detail.– Enjoys working in a team environment, and is equally comfortable working autonomously.– Takes initiative and has good judgment.– Works well with all kinds of people and has a friendly and outgoing personality.– Passionate about providing a quality patient focused service