



POSITION DESCRIPTION PRACTICE MANAGER

Location:	Southport
Conditions of Employment:	Part Time (fixed-term) position
Hours:	22.5 hours per week
Salary:	\$55 000 p.a. pro rata
Superannuation:	Employer superannuation contributions of 9%
Other Benefits:	Salary Packaging and staff training and development opportunities.
For enquiries contact:	Amelia Callaghan Ph. (07) 5509 5900 or email amelia@headspacegoldcoast.org.au
Closing Date:	1 March 2010

Organization Context

Supported by funding from **headspace** (the new Youth Mental Health Foundation), the Gold Coast Drug Council Inc. is the lead agency who has collaborated with the other services to form **headspace Gold Coast (GC)**.

headspace GC is based on a commitment by all agencies involved to work in partnership to improve Participant outcomes for young people aged 12-25 years (and their families) affected by mental health and/or alcohol and other drug (AOD) disorders. The shared principles of a participant centred, community orientated approach will deliver sensitive, accessible and quality services for the target group.

The Mission of **headspace** is to provide a holistic health service to all young aged 12-25, thus reducing the burden of disease caused by mental health and related substance use disorders. **headspace GC** will focus on community awareness, early identification and effective, evidence-based intervention delivered by primary care and specialist providers working together within a unified, accessible and integrated service framework.

About Gold Coast Drug Council Inc.:

The Gold Coast Drug Council Inc (GCDC) has been providing services to the Gold Coast community for 30 years. The Council employs in excess of 40 staff; has an operating budget of around \$2.25 million and a capital asset base of approximately \$1.5 million. In 2006/07 these resources were utilised to provide services to 1549 individuals from across the Gold Coast and South East Queensland.

The GCDC operates a number of residential and community based programs offering services to young people who are experiencing problems relating to their drug use. The flagship program of the GCDC is Mirikai, a 40 bed residential drug treatment facility which operates under a Therapeutic Community model. Other programs / services provided by the Council include: supported accommodation, court and police diversion initiatives, out Participant counselling and personal support programs. Services are delivered by a multidisciplinary team which provide psychiatric, general medical, nursing, psychological and counselling input into our treatment capability. Referral to external specialist providers is facilitated as required.

In recent years, and in response to a changing profile of Participant drug use and clinical presentation, Mirikai has developed expertise in, and a respected reputation for, treating Participants with both drug use and mental health disorders.

Service Philosophy

The GCDC believes that the reason for drug use is both social and psychological. Therefore our programs have been designed to incorporate flexibility so that we can best meet the problems and progress of the individual participant.

Our programs can assist our participants to strengthen their decision to stop taking their drug/s of dependence and to deal with the underlying reasons for drug use. They also offer Participants practical skills that can help their behaviour to become more self-regulatory, and enhance their choices in making major lifestyle changes in order to stay free of drug/s of dependence.

We strongly believe in consumer and community participation in the development, design and evaluation of the program and we will use all avenues available to us to facilitate community participation in the way services are delivered.

Purpose of the Position

1. To provide practice management and administrative support which enables the effective management of the **headspace GC** service, in order to meet the health needs of young people.
2. The Practice Manager's role is to oversee the operation of the headspace private practice, and to ensure that the service runs efficiently and effectively within agreed targets and policies, and according to best practice standards.
3. To oversee the smooth daily operation of the **headspace GC** office

Organisational Relationships

The Practice Manager reports to the Operations Manager of **headspace GC**, and works closely with the lead agency (GCDC), **headspace GC** team members, partner agencies and **headspace** private providers. The Medical Receptionist staff report to this position.

Key Responsibilities

1. Human resources:

- Communicate effectively with doctors, private practitioners, other staff and clients
- Support operation and communication between private practitioners, access team and administration staff
- Work collaboratively with private practitioners to ensure that any difficulties are identified and problem solved to ensure the long term ongoing satisfaction of private practitioners
- Ensure that appropriate documentation for credentialing, registration, insurance, service agreements, Medicare and associated agencies, of private practitioners are on record and up to date at all times
- Supporting the recruitment, and establishment of any new practitioners and ensure they are orientated to the procedures and operations of the service
- Oversee and supervise the Medical reception staff.
- Encourage a team supported environment within the headspace office

2. Financial management:

- Maintenance of the systems for accounting of monies earned and expended through service provision, including the accurate provision of private providers payroll information to GCDC, and reconciling Medicare payments to GCDC bank accounts
- Petty cash monitoring and management
- Operate the practice in a fiscally responsible manner including maximizing practice income and minimising outgoings
- Exercise overall responsibility for the billing systems, including ensuring that Medicare and billing systems are updated, developed and maintained, including forwarding of electronic data accounts to Medicare, health funds to endure speedy payment
- Ensure compliance with any statutory and Medicare requirements
- Support the billing and Medicare systems of any headspace services provided remotely (eg. in schools, other welfare services etc)
- Update forecasts of revenue generation from private practitioners as practice changes over time

3. Asset management:

- Maintain the equipment and asset register, including key log
- Monitoring Occupational Health & Safety within the practice

4. IT systems:

- Liaise with the IT management company to ensure that all IT systems are operational and meet requirements and that any malfunctions are promptly addressed.
- Liaise with the IT management company to ensure that all software upgrades are completed in a timely manner.
- Ensure that Prac Soft and Medical Director are operating effectively to meet the needs of the service

5. Office management:

- Ensure the headspace site and equipment is cleaned and maintained via appropriate contractors
- Organise and coordinate the room rosters
- Order and monitor stationery and practice supplies
- Scheduling maintenance and repairs including air conditioning, cleaning, IT, security etc
- Coordinate the maintenance of the staff room and kitchen areas

6. Practice management:

- Work to achieve accreditation and to ensure that the service adheres to Quality standards
- Review and update the Practice Manual as required
- Develop and implement quality assurance and client satisfaction programs, with the Transition Manager
- Monitor treatment room stock and its rotation and ensure that rooms are stocked appropriately at all times.
- Monitor out of date stock dispose as required
- Action and follow up on Medical history requests
- Liaise with Qld Health regarding the maintenance of vaccine stocks and vaccine fridges (including monitoring cold breaches)
- Responsible for overseeing the MD recalls system

7. Other duties:

- Monitor 'do not attend' rates and report to Manager.
- Participate in service evaluation and quality assurance activities including data collection
- Participate in headspace team meetings, planning activities and organisation wide quality assurance activities

SELECTION CRITERIA

Below are the essential (unless otherwise indicated) qualifications and experience a person requires in order to successfully fulfil the responsibilities of this position. An applicant must provide specific information and/or examples of how you can meet each of these criteria in your application in order to be considered for this position.

Qualifications & Experience

SC1. Possession of a diploma or certificate in a relevant discipline (such as Diploma in Practice Management or Business Administration) and/or substantial experience in a similar role in health care management, general practice or health sectors

SC2. Demonstrated ability to utilize highly developed interpersonal skills and specialist knowledge to efficiently manage private practice administration, client reception and IT systems

SC3. Detailed knowledge of structures and processes of Medicare and Health Insurers

SC4. Excellent working knowledge and familiarity with Microsoft Word, Excel, Prac Soft and Medical Director and the capacity to learn a new clinical software package for keeping electronic client records (MHAGIC).

SC5. Highly developed communication skills, including written & verbal communication, customer service skills and good telephone manner, and the ability to engage with young people, private providers, staff and stakeholders

SC6. Organisational and analytical skills in problem solving, making decisions and developing systems

SC7. Time management and organizational skills

SC8. A demonstrated ability to work with young people in a manner that is approachable and 'youth friendly'.

SC9. Possess (or can obtain) a working with Children check suitability card.

Special Job Requirements

In order to fulfil the responsibilities of the position you must hold a current drivers licence and have access to a comprehensively insured motor vehicle. On the occasions when you use a privately owned motor vehicle for work-related purposes, you will be paid a motor vehicle allowance on a per kilometre basis, according to the GCDS's Policies and Procedures. Some intrastate and interstate travel may be required which may involve overnight stays.

THIS POSITION DESCRIPTION IS APPROVED BY:

headspace Transition Manager:

GCDC Executive Director:

Date: 15/02/10