



PRACTICE MANAGER

APRIL 2023

POSITION SUMMARY

Location:	Headspace Glenroy		
Functional area:	Primary Clinical Services		
Classification/ Salary:	\$75,000 - \$85,000 commensurate with skills and experience + 10.5% super + access to \$15,900 NFP salary packaging		
Reports to:	Clinical Services Manager		
Employment type:	Full to part time (1.0 - 0.8 FTE)		
Employment length:	Ongoing position		
Direct reports	1	Indirect reports	2

POSITION PURPOSE STATEMENT

The Practice Manager will ensure the effective delivery of day-to-day operational services at headspace Glenroy. This includes management of administrative and reception staff responsible for reception, appointment systems, billing and medical records, private provider support services. The position is integral to the overall functioning and delivery of mental health and wellbeing services to young people and their families and carers.

About headspace

headspace is a world-first youth mental health initiative that supports young people who are going through a tough time; whether it's depression, anxiety, relationship break-ups or alcohol and other drug issues. The youth-friendly services at headspace are aimed at teenagers and young adults in recognition of the fact that 75 percent of mental disorders emerge before the age of 25 years.

POSITION FOCUS

	Key responsibility area	Percentage
1	Administrative duties	40%
2	Financial	40%
3	Staff management	10%
4	Other	10%

REVOLUTION IN MIND

POSITION KEY RESPONSIBILITY AREAS

- **Administrative duties**
- Oversee and coordinate administrative processes at headspace Glenroy.
- Oversee the management of allocation of clients to Private Practitioners through MBS and Targeted Psychological Services (TPS), client and GP closure letters and maintenance of clear and concise records.
- Maintain all centre maintenance, equipment and consumables (purchasing and reporting).
- Coordinate centre-based IT issues.
- Coordinating office maintenance and repairs.
- Responding to inquiries and requests from employees and clients.
- Managing incoming and outgoing emails and overseeing the management of the EMR systems – including the management of accurate records and files.
- Assisting in the human resources, Medicare and payroll administration
- Ensure the practice operates in compliances with all relevant laws and regulations, including those related to health care, employment and privacy.
- Create and implement policies and procedures that promote efficient and effective practice operations.
- Analysing practice performance data and strategies for improvement
- Ensure the practice stays up to date with advances in medical technology and best practice in healthcare.

- **Financial**
- Oversee the provision of payroll services to the centre.
- Oversee the reconciliation of MBS income and preparation of invoices for processing by OYHRC, to facilitate Private Provider pays.
- Preparation of meaningful and timely financial reports as required.
- Maintenance of records.
- Oversee the preparation of accounts for payment.
- Prepare requests for accounts receivable invoices.
- Oversee, manage and reconcile petty cash for the site including community awareness and group work.
- Reconcile credit card statements.
- Oversee and manage the centres' fee recovery.
- In consultation with the Director of Clinical Programs, contribute to the preparation of budgets and annual plans to meet the objectives of headspace Glenroy.

- **Staff management**
- Oversee the induction and training of all staff, including private practitioners.
- Provide direct reports, as required, with appropriate ongoing supervision, training and instruction in accordance with Orygen policies.
- Collaborate with the Clinical Services Manager, to determine the production of direct reports, including task types and task allocation in response to the needs of the centre.
- Oversee regular administrative staff meetings and report any significant matters back to the Director of Clinical Programs.
- Managing schedules for the administration team.
- Managing staff and ensuring that they are properly trained and motivated to provide high quality patient care. This including ensuring all risk management policies are compliant with industry standards

- **Other**
- In collaboration with the Clinical Services Manager facilitate and improve communication methods within the centre.
- Facilitate continuous quality improvement.
- Ensure adherence and compliance with relevant legislation, Workplace Health Safety standards (OH&S), policies and procedures and headspace clinical governance frameworks.
- Support staff to utilise risk management software (Riskman) and conduct risk management.

- In lieu of Practice Nurse, facilitate infection prevention and control processes.
- Support and promote research and evaluation projects conducted at headspace Glenroy.
- Comply with and support others to comply with Orygen’s policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.

EDUCATION / QUALIFICATIONS

Desirable	<ul style="list-style-type: none"> • Tertiary qualifications in business management, administration or similar.
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EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> • Proven experience working in a health service or similar environment in a management role • Ability to review systems for operational efficiency and control. • Computer literacy and familiarity with software programs including Medical Director and practice billing software. • Skills in accounting and business reporting. • Knowledge and understanding of the health and welfare issues affecting young people. • Knowledge and understanding of relevant legislation, policies and issues informing health and other services for young people and families. • Proficient time management skills and attention to detail.
Personal attributes	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills and demonstrated ability to consult, liaise, and negotiate with young people, carers, family members, health and other professionals. • Demonstrates initiative, is motivated and enthusiastic. • Ability to prioritise own work and ensure targets are achieved in a complex and demanding environment. • Commitment to continuing education. • Ability to work independently and as part of a collaborative team.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Headspace team • Quality Improvement team • OH&S team • Finance team
External	<ul style="list-style-type: none"> • Medicare • AHPRA/AASW and similar registration bodies.

SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia.
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- Successful applicants will be required to provide proof of COVID-19 vaccination prior to commencement.
- You may be required to work across more than one of Orygen’s sites, which are currently located within the north and west of Melbourne.
- A current Victorian driver’s licence (desirable).

- In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.
- Our headspace sites operate after 5pm multiple times a week, availability to work across rotating shifts required.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	[insert name]
Signature	[insert signature]
Date	[insert date]