

Position Description

Position	Practice Manager
Reports to	Executive Officer
Direct reports	Care Team and Service Contractors
Internal stakeholders	Partnerships & Marketing Manager, Partnerships & Fundraising Coordinator, Volunteer Coordinator, Business Support Officer, Volunteers
External stakeholders	Clients, families, carers; health service providers (private, public, GPs); cancer health eco-system stakeholders (local and regional); support group representatives

Position Summary

The Practice Manager is accountable to the EO and is responsible for overseeing the day-to-day operations of client service delivery, ensuring the delivery of high-quality client-centred care to support and enable the cancer-impacted community to live well.

The Practice Manager will manage and implement client services operations and systems which are effective, efficient, sustainable and delivered in accordance with legislative requirements and professional standards of practice which support and sustain to enhance and further the strategic mission of COUCH.

Key Responsibilities and Performance Criteria

Client Services Development & Delivery	Measures
<p>Leadership & Management</p> <ul style="list-style-type: none"> Provide leadership to staff and contractors to embed a high-performance culture across the team by establishing clear expectations aligned to organisation and service goals and priorities, ensuring each team member is accountable for their success with KPIs linked with strategic priorities. Ensure effective resource and workflow management strategies to optimise quality, efficiency, and productivity. Manage the recruitment, training and performance evaluation of staff members, fostering a culture of teamwork, professionalism and continuous learning Ensure appropriate contractor frameworks and service agreements are in place, monitored and managed in accordance with service scope and deliverables Ensure safe and supportive working environment and be accountability for health and safety responsibilities Contribute to Governance, Quality & Risk Committee meetings Establish positive rapport with clients 	<p>Workforce Management (Employee, Contractor) Measure: Retention rate, hours contributed by workforce category as percentage of total hours Deliverables: Monthly reporting, development initiatives implemented.</p> <p>Workforce Efficiency: Measure: Total workforce costs (staff/contractor) cost as % of total income, Total workforce cost (staff/contractor) cost as % of total costs Deliverables: Monthly reporting</p> <p>Compliance/ Statutory Measure: Incident/accident rate against industry average Appropriate workforce registration and credentialling Deliverables: Annual Workcover rating</p>

<p>Client Services & Systems</p> <ul style="list-style-type: none"> • Ensure client care is provided consistent with COUCH's Living Well Client Pathway to maximise client health and wellbeing outcomes • Service delivery managed and monitored against PHN contract • Develop and implement operational policies, procedures and protocols to optimise workflow, enhance client satisfaction and ensure compliance with regulatory standards, best practice and audit standards • Oversee the scheduling of client appointments, coordination of care, and management of client records to ensure seamless continuity of care and optimal client outcomes • Collaborate with internal teams to align service delivery efforts with community development and other organisational objectives and priorities. • Manage and monitor stock control and inventory • Ensure practice complies with industry regulations • Ensure Medicare / private health fund systems in place and used to ensure appropriate claims are processed through HICAPS and staff are able to process payments/claims accurately 	<p>Measure: Cost per program participant, CWC revenue/total clients, source of revenue per client, ROI by package of care Client feedback</p> <p>Deliverables: Program impact assessments. Private health, Medicare, private fees ratios Monthly reporting Program / Funding reporting</p>
<p>Service Development</p> <ul style="list-style-type: none"> • Identify service development and funding opportunities to expand service delivery, complete cost benefit analysis and present to EO • Collaborate with service delivery care team and contractors to develop and implement strategies for addressing the identified gaps and health care needs of the cancer impacted community 	<p>Service Development: Measure: # new programs developed, ROI per new development Service agreements scope and deliverables reflect operational ability to deliver results</p> <p>Deliverables: Monthly, annual reporting, program evaluation reports.</p>
<p>Quality & Risk</p> <ul style="list-style-type: none"> • Client feedback mechanisms, management and reporting monitored and actioned • Implement and monitor quality and risk management systems and activities, coordinating quality improvement programs to promote service delivery excellence • Manage, mitigate, monitor and report clinical / client-related risks in accordance with organisation frameworks 	<p>Measure: Compliance with legal regulations, adherence to professional standards or practice, internal audit program, client feedback managed</p> <p>Deliverables: Compliance reports, client complaints/compliments reporting Health professionals registration/credentialling</p>
<p>Performance, Information Management and Reporting</p>	<p>Measures</p>
<p>Service Performance</p> <ul style="list-style-type: none"> • Monitor key performance indicators (KPIs) including client satisfaction scores, wait times, appointment scheduling, and revenue cycles metrics. • Ensure compliance with Medicare regulations • Client service delivery data captured and reconciliations completed for reporting 	<p>Measure: Approved KPIs - % achieved</p> <p>Deliverables: Monthly, quarterly and annual reporting Compliance reporting Medicare reporting</p>
<p>Information Management</p> <ul style="list-style-type: none"> • Manage, monitor and maintain client and clinical databases to maximise clinical system data capture and integration, including updating system to create new data capture requirements 	<p>Measure: Quality of reporting Time to produce reports and analysis Security breaches Service delivery data captured and reconciliations completed for reporting</p>



<ul style="list-style-type: none"> • Maintain records of activity to support reporting and evaluation • Ensure care team staff are trained to enable accurate data input and timely data reporting • Provide accurate and timely information for reporting and analysis • Ensure clinical information systems and security ensuring confidentiality and appropriate access and use of information • Operational and clinical software management and monitored 	<p>Deliverables: Monthly, quarterly and annual reporting</p>
<p>Financial Management & Performance</p> <ul style="list-style-type: none"> • Manage, monitor approved budget, financial and resource management including service contractor invoicing process • Provide input into the budget process and monitor and manage approved budgets • Cost control monitoring and reporting against budget • Report any significant operational changes • Financial systems implemented and monitored • Timesheets approved and submitted for processing • Financial records of activity maintained and support reporting and evaluation 	<p>Measure: Budget input P&L results EoFY Financial data collection and collation valid Reporting requirements and financial deadlines met</p> <p>Deliverable: End of day and end of month financial processing completed Contractor payments reflect activity levels Operational budget approved Monthly reporting Variances identified and addressed</p>
<p>Stakeholder Engagement & Relationship Management</p>	<p>Measures</p>
<ul style="list-style-type: none"> • Establish and maintain clinical and client-related stakeholder networks • Provide support and clinical / service delivery information to support stakeholder engagement strategies and plans 	<p>Measure: # of stakeholder engagements by category # of collaborative care packages developed with partners</p> <p>Deliverable: Monthly reporting New programs implemented</p>
<p>Team COUCH</p>	<p>Measures</p>
<p>Role model and promote the values of the organisation, with individual actions contributing to the success and reputation of COUCH</p> <p>Complete all other duties as assigned</p>	<p>Measure: Individual actions and contributions enhance the success and reputation of COUCH Learning / development needs identified Policy, standards and WHS compliance</p> <p>Deliverable: Performance review completed Approved development initiatives to maintain and extend knowledge and skill base required for effective performance met</p>



Education, Training, Knowledge and Experience

- Demonstrated experience as a Practice Manager with proven leadership and management experience
- Diploma of Practice Management preferred
- Proficient in practice management systems with previous experience assessing and implementing practice management systems would be highly regarded
- Experience with financial management, billing systems and quality processes, ideally with experience driving process improvements
- Knowledge of Medicare Benefits Schedule, Private Health Fund claims through HICAPS
- Demonstrated client-focussed approach in service provision
- Advanced computer skills with practice management software, Microsoft Office programs, preferably with understanding of Xero accounting software or similar
- High computer literacy to enable learning new programs / design features with ease

Personal Attributes

- A passion for making a difference in the lives of those impacted by cancer with a genuine commitment for improving health services for people
- Exceptional communicator, with empathy, respect and compassion.
- Ability to use judgement, initiative and common sense when performing duties.
- Strong organisational skills that reflect the ability to perform and prioritise multiple tasks seamlessly with excellent attention to detail.
- Highly developed decision-making skills, which demonstrate initiative and creativity.
- High level of emotional maturity and intelligence.
- Forward looking thinker who actively seeks opportunities and proposes solutions.

