

POSITION DESCRIPTION

Position Title:	BYS Medical Clinic Practice Manager		
Program/Team:	Health Services Team		
Employment Type & Hours:	Full-Time 76 Hours per fortnight 24-Month Fixed Term Contract		
Award Conditions:	Health Professionals and Support Services Award	Remuneration:	Level 8
Working From:	Youth Support Centre, Fortitude Valley and/or other BYs offices		
Reporting Relationships:	Reports to the Health Services Senior Manager Daily oversight of two [2] onsite health practitioners		
Probation Period:	Six [6] months		
Primary Purpose of Position:	<p>The position will actively contribute to the BYs medical clinic’s operational objectives in providing flexible and responsive primary health services, tailored to meeting the needs of vulnerable young people aged 12-25 years at risk or facing homelessness.</p> <p>This position is responsible for the day-to-day operations of clinic, including managing the clinic reception, bookings and appointments, close liaison with health practitioners, liaison with external services, hospitals and other practitioners as appropriate and development of policy and procedures related to the clinic.</p>		
In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting			
Selection Criteria:	<ol style="list-style-type: none"> 1. Understanding of and commitment to BYs vision, values, and objectives and demonstrated experience working within a trauma informed practice framework 2. Demonstrated ability to establish, provide and manage clinical administrative services and staff 3. Demonstrated knowledge of issues impacting vulnerable young people including homelessness, mental health and domestic violence 4. Demonstrated experience in using electronic patient database systems, including Best Practice, Proda, CTG/PIP, eHealth, Medicare, use of Tyro Machine and secure messaging data bases e.g., Kiteworks and Medical Objects 5. Demonstrated ability to work holistically with vulnerable young people, triaging and prioritising patients where necessary 6. Strong communication skills, including interpersonal skills and writing skills and the ability to advocate effectively on behalf of others 7. Strong organisational and planning skills and the demonstrated ability to work independently and prioritise and manage competing demands 		

Education, Qualifications, Requirements [Mandatory]:	<ul style="list-style-type: none"> • Post-Secondary qualification in Practice Management, Healthcare management, Business administration, or a related field and/or substantial relevant work experience within a health care setting • Current Queensland driver's license • Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement • National Police Check clearance • Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B and COVID-19 • Two references, including most recent manager
Skills & Experience:	<ul style="list-style-type: none"> • Experience and proven ability to establish, provide and manage clinic administrative services • Experience managing medical software applications including health information management • Experience in AGPAL accreditation processes • Excellent communication and interpersonal skills • Ability to determine workload priorities and meet deadlines • Ability to work within a multi-disciplinary health environment
Personal Attributes:	<ul style="list-style-type: none"> • An ability to lead, direct, motivate and contribute in a positive way to the health of an organisation • Personal drive and integrity and ability to stay calm under pressure • Consultative and collaborative working attitude • Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable • Commitment to a learning culture and ongoing professional development
Role and Responsibilities	
Leadership:	<ul style="list-style-type: none"> • Provide support to general practitioners and health professionals to ensure the delivery of safe and quality services in line with program guidelines and the BYS Practice Framework • Undertake risk assessments and safety planning appropriate to the role • Manage, identify, mitigate and monitor operational risks in the clinic and actively use risk management systems to ensure the safety of staff, young people and the community • Demonstrate leadership qualities such as ability to mentor, support and guide; provide debriefing [including incident debriefing] to colleagues, as required, and model the BYS core values of Respect, Optimism, Accountability and Resilience • Plan and support team induction processes including practice mentoring and shadowing opportunities for new team members • Lead projects in implementing continuous quality and service improvement through project management tools [Asana]. • Supporting development and implementation of policies and procedures related to the clinic
Practice Management:	<ul style="list-style-type: none"> • Continually monitor the services of the clinic rooms and act on feedback as appropriate • Manage, co-ordinate and direct the administrative and financial accountability activities of the practice effectively

	<ul style="list-style-type: none"> • Promote and implement a client-focused team approach to systematically assess and continuously improve work processes and subsequent outcomes • Maintain expected standards, policies and procedures for client consent, information handing, storage and utilisation • Record correspondence from specialist consultations and transfer patient health information to valid and authorised requests in a secure manner • Maintain effective, prompt and secure document flow, recording and filling of client’s clinical files in Best Practice and other Client Management systems within BYS • Ensure Medicare eligibility, Medicare billing, and monitor failed payments and action accordingly • Manage the implementation of new administrative systems and associated improvements • Order and maintain medical, cleaning, and other supplies as necessary • Organise regular maintenance to the clinic infrastructure as appropriate • Regularly monitor and prepare reports on the quality of services provided by the clinic • Assist clients in accessing available resources and services as appropriate • Participate in service improvement activities and provide direction and leadership to the clinic • Work with consultants and staff of the clinic in continually developing and improving systems and procedures • Participate in quality improvement programs and accreditation processes • Ensure the operations of the clinic are within the standards, guidelines, statutory requirements and in line with BYS policies • Prepare and maintain medical records for all clients, client data information systems and general office systems and procedures. • Deliver expertise and manage Medicare billing & processes
<p>People, Culture, Safety:</p>	<ul style="list-style-type: none"> • Model and drive a culture of respect, optimism, accountability and resilience in line with organisational values • Participate in regular supervision to monitor clinic operations and performance and collaborate on high-risk planned support and self-care initiatives • Provide effective supervision to team members and maintain supervision records in line with BYS policies • Create a trusting, cohesive environment where people can express opinions, and those opinions are heard • Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others • Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities • Protect and promote the rights of children and young people, including making decisions compatible with the Human Rights Act 2019; and responding to and reporting suspicions and disclosures of abuse or harm • Ensure a healthy and safe workplace for all by adhering to BYS Work Health, Safety and Wellbeing Policy, Procedures and Practices

	<ul style="list-style-type: none"> Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support First Nations equality across our organisation and services
Administration:	<ul style="list-style-type: none"> Undertake all administrative functions and financial accountability relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and BYS policies Ensure the timely, consistent and accurate completion of client data records by all team members, including provided care & outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes Collect and maintain accurate, timely client data and contribute to program-specific and organisation-wide monitoring, evaluation and learning activities Undertake any other duties or tasks as required

The changing demands of BYS's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably requested of an employee during the course of their employment. You are required to sign and date this Position Description to demonstrate your commitment to fulfill this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
-----------------------	--	-------------------	--	--------------	--