



POSITION DESCRIPTION PRACTICE MANAGER

NAME:

RESPONSIBLE TO: Business Manager

FUNCTIONAL RELATIONSHIPS WITH:

Internal - CEO
Reception and administrative staff
Doctors
Nurses
Clinical Lead
Nurse Lead
Gore Hospital staff
Gore Health Board
Other health providers

External - Patients
Visitors
Business Partners
PHO
Other health professionals

MAIN PURPOSE OF THE JOB:

The Practice Manager is a pivotal person in the medical centre environment, as they are responsible for co-ordinating the majority of non-medical tasks in the practice.

The Board entrust and delegate the running of the practice on a day to day basis and in line with the direction of the business.

Patients should feel that they have been dealt with in a friendly, courteous manner and that all that can be done for them, has been done. "Going the extra mile" is our philosophy.

The internal focus is delegation of workload and liaison with staff, policy and process development, systems development and maintenance, and any other issues that require attention.

Gore Health Centre is committed to the principles of Te Tiriti O Waitangi (the Treaty of Waitangi) and the overarching objectives of the New Zealand health and disability strategies.

Key Tasks			Standards/Outcomes Expected
1		Human Resources	
	1.1	Recruitment and training of staff in conjunction with Business Manager	• Positions filled quickly by most suitable candidate following a robust recruitment process • All pre-employment checks completed • 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. • Be responsible for obtaining locum cover to cover leave when required • An induction programme for new employees and contractors is developed and implemented
	1.2	Position descriptions and person specifications	• All staff have position descriptions and person specifications appropriate to their role.
	1.3	Employment Agreements and negotiations	• All staff have Employment Agreements that are up to date with current legislation.
	1.4	Payroll overview	• Overview of wage rates and accurate payments made. • Ensure payroll administration is completed in an accurate and timely manner • Ensure that any salary changes and/or other payments are authorised • Ensure payroll records are maintained to audit and legal requirements
	1.5	Motivation, management and discipline of all staff	• 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. • Be responsible for clinician's templates and workflow
	1.6	Staff and leave rosters – all areas	• All staff know when they are on duty and are advised well in advance of any changes to their rosters. • Co-ordinate all clinician's annual leave and CME • Co-ordinate After hours rosters – staff allocation and updating of Ka Ora

	1.7	Health and Safety	• Ensure the staff work in a safe environment and employ good health and safety practice. • Know and comply with current H & S at Work legislation • Liaise with Health and Safety Officer for the practice • Ensure the partners/business owners/directors are aware of their responsibilities under the HSWA 2015 • Establish effective audit processes
2		Treaty of Waitangi/Te Tiriti o Waitangi	
	2.1	Demonstrates an ability to apply the principles of the Treaty of Waitangi/Te Tiriti o Waitangi.	a) Understands the Treaty of Waitangi/Te Tiriti o Waitangi and its relevance to the health of Māori in Aotearoa/New Zealand b) Demonstrates knowledge of differing health and socio-economic status of Māori and non-Māori. c) Apply the Treaty of Waitangi/Te Tiriti o Waitangi to your work
3		Health Equity	
	3.1	Enable delivery of services to patients in a way that acknowledges different cultural values	a) Work to ensure that services are delivered in a culturally safe, appropriate and competent manner, ensuring that the integrity of each individual's culture is acknowledged and respected and that the particular needs of the community are catered for. b) Culture may include age, gender, sexual orientation, ethnicity, culture, disability or beliefs. c) Assist patients to gain appropriate support and representation from those who understand the patient's culture, needs and preference
	3.2	Social determinants	
		Be aware of social determinants that impact on health outcomes	a) Understand the inequities that lead to poor health outcomes b) Investigate, enable and encourage use of programmes, policies that are available to address inequities c) Consider alternative ways to enable provision of services to reach vulnerable patient populations
4		Business Management	
	4.1	Financial Management	• Overview of all financial management of the practice.

			• Provide regular up to date and accurate reports to the Board of work in progress and key projects • Accurately brief the Business Manager on matters arising where the organisation may be exposed to risk • Overview of credit management is maintained, and bad debts are kept to a minimum.
	4.2	Develop and maintain office systems and protocols	• In conjunction with administrative staff, develop suitable protocols and processes. • Protocols and policies are reviewed on a regular basis.
	4.3	Develop and maintain clinical protocols	• In conjunction with medical and nursing staff assist in developing clinical protocols that ensure safe, compliant patient treatment practice.
	4.4	Implement and maintain quality management systems	• In conjunction with all staff, develop and review quality management systems. • Maintain Foundation Standards • Ensure GP Policies are updated
	4.5	Risk management	• Risks are identified and mitigated. • Maintain the practice risk register • Develop and maintain the practice business continuity plan
5		IT System Management	
	5.1	Training and development	• All staff are trained in the use of the practice management system – Medtech and HealthOne. • Undertake and encourage self-directed training to deal with recurring problems
	5.2	Troubleshooting	• All network issues and user problems are dealt with within agreed timeframes.
6		PHO Management	
	6.1	Patient PHO enrolment	• Overview of patient enrolment to ensure funding opportunities are maximised.
	6.2	Age/Sex register	• Overview of accuracy of the register to ensure funding opportunities are maximised.
	6.3	PHO Reporting	• Reports are completed within agreed timeframes.
	6.4	Board	• The Board are kept up to date on any issues that affect their funding streams.

	6.5	PHO Liaison	- Attend meetings to ensure currency of knowledge and familiarity with any relevant issues - Develop and maintain relationships with key PHO staff
7		Communication	
	7.1	Internal	- All staff and owners are kept informed by way of regular communication as to the things that affect them within the practice. - Daily huddles and staff meetings are organised with staff and minutes are distributed promptly. - Meetings are organised and minutes are kept of all staff and team meetings.
8		Compliance	
	8.1	All subsidy schedules	Overview of accuracy of all claims made and payments received.
	8.2	Health & Disability Commission	The Practice Manager is the Complaints Officer for the practice. Ensure all complaints are dealt with in a professional and empathetic manner, within agreed time frames.
	8.3	Privacy Act & Health Information Privacy Code (HIPC)	- Training of all staff in privacy and HIPC issues and ensuring these standards are maintained. - Appointment of Privacy Officer.
	8.4	Health & Safety	- Risk/Hazard register and 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.
9		Leadership	
	9.1	Leadership	- At all times exhibit a professional, approachable leadership style. - Provide leadership and ongoing support and coaching to direct reports - Represent the practice at professional meetings related to the medical profession - Support the practice reputation - Develop and maintain effective working relationships with relevant stakeholders - Develop and maintain strong and effective working relationships with colleagues within the practice

10		Privacy & Complaints	
	10.1	Privacy	• Ensure Gore Health complies with the Privacy Act, Health Information Privacy Code and any other legislation governing personal and health information • Privacy Training is provided to all Gore Health staff on a yearly basis. • Ensure all staff comply with our privacy policies and procedures. • Ensure all requests for access to personal and health information are handled appropriately and in a timely and confidential manner • Act as a liaison person for Gore Health with the Privacy Commissioner • Current knowledge of applicable privacy legislation is maintained to ensure organisational compliance.
	10.2	Complaints	• Maintain strict confidentiality • Provide background information, speak with staff, investigate practices and make recommendations to Business Manager/CEO for resolution of complaints • Work with managers and staff to implement resolutions
11		Other	
	11.1	Other duties	• Allocate room space for all providers daily • Assist or lead specific administration or organisational projects are required following Board authorisation. • The Practice Manager will be asked from time to time, to perform other tasks in order to maintain the smooth and effective service of the practice.

Date this document was initially agreed upon:

Next review date:

Employee:

Business Manager: