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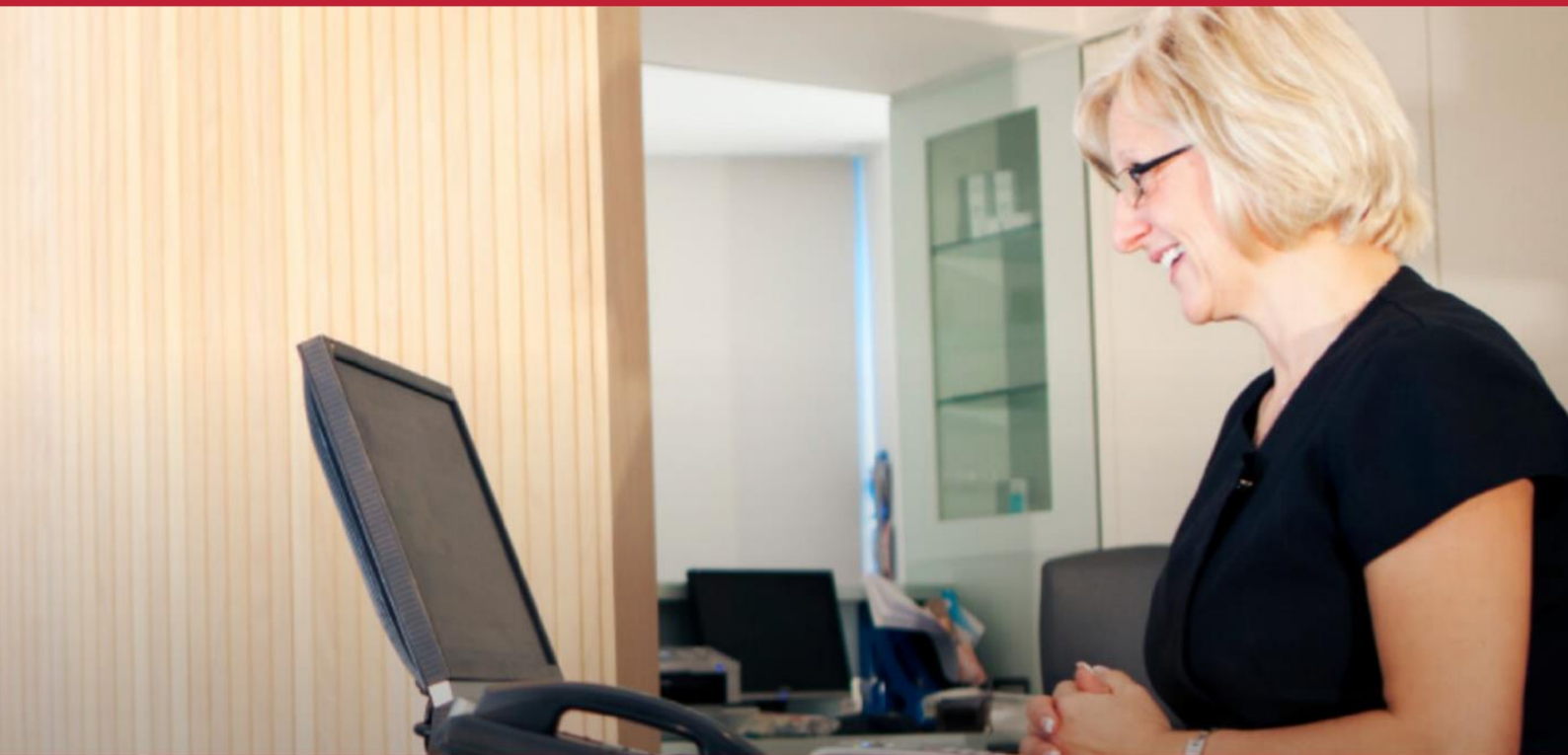


STAWELL
REGIONAL HEALTH

Assignment Specification Practice Manager

Stawell Medical Centre

By Simonne Sigston & Lauren Taylor



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IMPORTANT:

The information contained in this document is of a highly confidential nature and must not be disclosed in whole or in part to any other party without the prior approval of Johnson Recruitment, the Consultants managing the assignment, or the client.

Stawell Medical Centre - Overview

Stawell Medical Centre is a private, medium-sized AGPAL accredited General Practice that has been providing exceptional care to the people of Stawell and surrounding districts for over 50 years. One of the key values of the practice is to provide excellence in patient care to ensure the best possible outcomes. From being a proud RACGP accredited teaching practice, to providing a range of primary health services through a long-standing collaboration with Stawell Hospital, Stawell Medical Centre is truly a community minded practice.

Our Vision – Caring for our Community

Our Mission – In partnership with our community, Stawell Regional Health will deliver high quality care and improve health outcomes by providing safe, accessible and integrated services.

Our Values

Our values represent the key areas our workforce commits to every day and play a critical role in shaping how we operate as an organisation.

Community CARE – Our community speaks to those we serve, those we work alongside, those we partner with and those we are accountable to.

Compassion – We are kind and considerate in our care for others

Accountability – We each take personal responsibility for our decisions and actions

Respect – We value how people are different and diverse

Excellence – We continually strive to deliver quality, efficient, and evidence-based services



Location

Stawell Medical Centre

26 Wimmera Street
Stawell
VIC 3380



Stawell is a regional township located in Northern Grampians Shire Council. With a population of over 11, 500 in the broader district, it's a welcoming and vibrant community from a wide variety of backgrounds. The township is well developed with transport, communication, utilities and service infrastructure.

The area is imbued with a proud history and at the doorstep of some of Victoria's most beloved natural attractions. Outdoor enthusiasts will marvel at the myriad of activities on offer and those with an interest in the arts will be inspired by galleries, museums and the lively creative community.

The Stawell Gift - Australia's richest footrace is a prominent feature on the events calendar each April and brings to the area competitors from around the world providing excellent economic support to Stawell's local community and business. <https://www.stawellgift.com>

For more information about Stawell and the broader region, [please click here](#).



Executive Team - Stawell Regional Health



Kate Pryde
Chief Executive Officer
To learn more about Kate, click [here](#).



Trudi Dunmore
Director of Clinical and Residential Care Services
To learn more about Trudi, click [here](#).



Rhys Duncan
Director of Primary and Community Care
To learn more about Rhys, click [here](#).



Ian Martin
Director of Finance and Business
To learn more about Ian, click [here](#).



Ceri Hugo
Director of People and Culture

Position Description

The Practice Manager position exists to support the overall management of the Stawell Medical Centre in alignment with the organisational Vision; Mission and Values and broader integration with Stawell Regional Health.

POSITION TITLE:	Practice Manager
DIRECTORATE/TEAM:	Clinical Services & Aged Care
CLASSIFICATION & AWARD:	HS3 – HS4 – dependant on experience.
REPORTS TO:	Director Clinical Services & Aged Care
MANAGES/COORDINATES:	Stawell Medical Centre
INTERNAL LIAISONS:	All levels; units & departments
EXTERNAL LIAISONS:	Primary Health Network; MCCC; Deakin University; BHS; EGHS; DHHS; Medicare; RWAV; Doctor recruitment agencies; AGPAL; RACGP; ACRRM all others as required.

POSITION PURPOSE

Overall management of the Stawell Medical Centre in alignment with the organisational Vision; Mission and Values and broader integration with Stawell Regional Health.

KEY ACCOUNTABILITIES, RESPONSIBILITIES & DUTIES

Business Planning and management

- Determine annual business goals & KPI's in consultation with SRH Executive team
- Develop and implement strategies for achievement of practice goals in line with the SRH strategic plan.
- Prepare budgets and business plans around the goals.
- Monitor and provide regular reports on business performance in relation to the budgets, business plans, and business goals.
- Establish improved referral pathways and further integrate patients with Stawell Regional Health
- Optimise the utilisation of contemporary models of practice management principles
- Establish and monitor referral pathways and integration of allied health services

Risk Assessment and Management

- Undertake regular risk assessments in the areas of financial services, human resources, facilities, clinical services and patient services.
- Review all significant events/incidents, near misses or mistakes in accordance with practice procedures and in consultation with the practice OH&S officer where required.
- Maintain responsibility for handling all internally or externally generated grievances to resolution.
- Develop and maintain the practice's emergency response plan in conjunction with SRH Executive team.

Human Resources

- Recruitment, development and management of non-clinical practice staff to ensure high performance and continuing professional improvement.
- Assist in the recruitment, development and management of clinical practice staff including nursing team, registrars and doctors in accordance with the HR policy.
- Coordinate the registrar matching process including maintenance of the reporting portal.
- Leadership and management including team building, delegation of tasks and conflict resolution.
- Oversee payroll and RosterOn to ensure both employee and employer interests are protected, tax/superannuation obligations are met, and records are maintained.
- Collaborate with the broader health service to increase effective nursing and administration staff outcomes
- Support and optimise clinical training, student registration and nursing health

Quality Improvement Leadership

- Demonstrate leadership in reviewing and improving practice systems to ensure smooth and efficient functioning, high quality services and continuous improvement.
- Actively encourage engagement and participation of other members of the practice team in quality improvement opportunities.
- Maintain a quality improvement plan that is regularly reviewed and feedback presented to the practice team.

Finances

- Check the control of debtors, creditors and general ledger to ensure maximum profitability and cash flow and compliance with all taxation, record keeping and other statutory requirements. All accounts are paid through SRH Finance, but must be checked and approved by PM prior to payment.
- Ensure all Practice Incentive requirements are being met to legitimately maximise payments to the practice.

Equipment and Software and Data Security

- Maintain primary responsibility for the practice's electronic systems and computer security, in consultation with our external IT contractor, including:
 - Overseeing maintenance of computer hardware and software
 - Work with IT in Scheduling maintenance and upgrades of equipment
 - Educating the practice team about data security and the need to follow the practice's security protocols and policies
 - Monitoring all members of the practice team to ensure they are following the practice's security protocols and policies.
- Prepare recommendations to be submitted to procurement at SRH for purchase of capital equipment.

Compliance

- Maintain awareness of current and new legislation to ensure the practice is complying with all statutory and regulatory in accordance to policy handed down by SRH.
- Ensure relevant personnel are kept informed and changes are made to systems and procedures as required.
- Ensure practice complies with all contractual obligations.
- **AGPAL Accreditation** Prepare and maintain practice to accreditation standards.
 - Complete self-assessment; arrange external survey; schedule assessors within required time frames.

General

- Participate in other responsibilities as required

KEY SELECTION CRITERIA

Essential:

- Extensive previous experience in the management of a mixed billing General Practice including RACGP accreditation.
- Confidence in the management of a diverse team of people
- Maintain absolute confidentiality regarding patient and practice information.
- Have a vigilant attitude to accuracy, being prepared to double check as necessary.
- Ability to work cooperatively and independently.
- Ability to prioritise and organise, with attention to detail.
- Demonstrated commitment to ongoing professional development.
- Confidence in a wide variety of IT platforms
- Experience with AGPAL accreditation requirements

- Experience with and understanding of Australian GP Training programs and Fellowships (i.e. Victorian Rural Generalist Program)

Desired:

- Experience with the recruitment and management of the GP registrar program
- Experienced in the use of Best Practice and Zedmed programs
- Business or Practice Management qualifications

PROFESSIONAL PERFORMANCE STANDARDS

- Stawell Regional Health Code of Conduct, policies and clinical standards
- Occupational Health & Safety Act 2004
- Australia Commission on Safety and Quality in Healthcare (NSQHS Standards)
- RACGP Accreditation

ORGANISATIONAL RESPONSIBILITIES

All employees are required to:

- Positively promote Stawell Regional Health internally and externally to the organisation
- Comply with Stawell Regional Health policies & procedures and familiarise those relevant to their position, these can be located on the intranet
- Promote practise which comply with the policies and procedures of SRH and actively participate in the maintenance of relevant policies and procedures to ensure best practise
- Promote and manage in a way that reflects SRH's commitment to a learning culture and employee development
- Maintain appropriate levels of immunisation in accordance with Stawell Regional Health's Workforce Immunisation/Screening Policies, in the interests of yourself, all Stawell Regional Health staff, patients and visitors
- Participate in departmental and organisational meetings as required
- Participate in Risk Management activities if relevant and assist with identification and control of risks within their department
- Report all clinical and non-clinical incidents using VHIMS system and assist with investigation where required
- Establish, maintain and fulfil a personal professional development plan and actively participate in Stawell Regional Health's annual Professional Development Review (PDR) process.
- Engage in processes to monitor service delivery and participate in improvement activities.
- Undertake not to reveal to any person or entity any confidential information relating to patients, employees, policies, and processes and do not make public statements relating to the affairs of Stawell Regional Health without prior authority of the Chief Executive Officer. Any breach of the Confidentiality Policy may result in disciplinary action and /or dismissal and a possible fine under the Health Services Act (Vic)
- Participate in the emergency incident response activities as directed
- Successfully complete the mandatory training and competencies within the first three months of employment, unless an employee is able to produce evidence of successfully completing a

mandatory clinical competency. Each employee is required then to successfully complete relevant mandatory training and competencies annually

- Disclose full details of any pre-existing injuries or disease that might be affected by employment in this position prior to being appointed
- Undertake workplace duties in a manner that embraces SRH's commitment to being an inclusive and equal opportunity employer that supports inclusion and acknowledges, accepts and respects people's diversity and maintains a zero tolerance to workplace bullying and harassment.

Stawell Regional Health is a Bully Free and Smoke Free Employer

Stawell Regional Health is committed to providing employees with a healthy, smoke free work environment where bullying and harassment does not occur. Consistent with this and Stawell Regional Health's corporate values, Stawell Regional Health will not tolerate employees:

- Behaving in a bullying or harassing manner in the workplace; or
- Smoking on Stawell Regional Health premises or in Stawell Regional Health vehicles.

Stawell Regional Health is an inclusive and equal opportunity employer

Stawell Regional Health is committed to attracting and retaining a diverse workforce that reflects the community we serve. Stawell Regional Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability.

VACCINE PREVENTABLE DISEASES

Some roles within Stawell Regional Health are designated as 'Vaccine Preventable Disease (VPD) risk roles' as per the *Australian Immunisation Handbook 10th Edition 2016*. A VPD risk role is a role in which the incumbent may be exposed to the risk of acquisition and/or transmission of a VPD. If you are applying for a role that has been designated as a VPD risk role you must be able to provide evidence that you either:

- Have been vaccinated against the VPD's listed in the Staff Immunisation Policy; or
- You are not susceptible to the VPD's listed in the Staff Immunisation Policy.

It is the responsibility of the line manager to ensure the applicant meets the VPD requirements of the position prior to commencement. Any job offer would be subject to the supply of evidence related to the VPD's in addition to other required employment screening.

Regardless of risk category all employees are encouraged to undertake vaccination against VPD's.

POLICE RECORDS CHECK

New staff will be required to satisfactorily complete a Police Records Check and provide a Working with Children's check prior to commencing employment.

During employment, if an individual is charged with or convicted of any offence, they must advise their manager immediately. The matter will be referred to Human Resources who will arrange for a police records check to be conducted at the individual's expense. If there is a disclosable record it will be assessed and a decision will be made in relation to the individual's ongoing employment or engagement.

OCCUPATIONAL HEALTH & SAFETY

Each employee has the right to a safe working environment. Employees must:

- Carry out their duties in a manner which does not adversely affect their own health and safety or that of others
- Comply with measures introduced in the interest of health and safety
- Undertake any training provided in relation to Occupational Health and Safety
- Immediately report all matters that may affect workplace health and safety to their manager/supervisor
- Report all incidents and near misses as soon as possible after the event
- Comply with all Commonwealth and State legislative requirements
- Correctly use any information, training, personal protective equipment and safety equipment provided by SRH
- Refrain from recklessly or wilfully interfering with anything that has been provided for health and safety reasons

PROBATIONARY PERIOD

A six (6) month probation will apply to this position (6 months from date of commencement). Performance reviews will then be held annually on anniversary of commencement.

Remuneration and Benefits

The **Practice Manager** is a senior level position. An attractive remuneration package - Classification & Award level HS3 – HS4 will be negotiated based on qualifications, skills and experience of the successful applicant. Salary Packaging is also offered.

Consideration may be given to provide a 'relocation allowance' and interim accommodation support for a candidate who requires to resettle in Stawell in accepting this position.



Application Process

Johnson Recruitment has been retained exclusively by Stawell Medical Centre to manage the recruitment process for this role. Only applications received and processed by Johnson Recruitment will be considered for this role.

Expressions of interest and applications can be made via the submission of a cover letter and resume (Word version only). Information can be submitted by clicking the "apply" tab of the respective online advertisement or via www.johnsonrecruitment.com.au/jobsearch.

Applicants shortlisted for the role will be required to provide detail addressing competency questions relevant to the role.

Organisation Capability – Johnson Recruitment

Johnson Recruitment is an independent firm specialising in recruitment and consulting to the Health, Community Services, Social Services and Not-for-Profit Sectors. Johnson Recruitment is part of the Lawson HR Group that includes specialist Organisational Development, Professional Services Recruitment, Corporate Services Recruitment and Business Advisory.

Our consultants have worked extensively across our selected field providing clients with expert consulting services that support the attraction, recruitment, development and retention of excellent staff. We partner with our clients to understand their recruitment and human capital needs to address their individual strategic and organisational objectives.

Our experience in working with hiring managers means we understand the processes and sensitivities associated with satisfying stakeholders yet providing quality outcomes. Our commitment to the needs of individuals is what sets us apart and leads to an exemplary track record of success.

We pride ourselves on partnering closely with a select group of clients, deeply understanding their business activities and objectives and assisting them in achieving timely and successful outcomes.

Managing Consultants



Simonne Sigston, Director

P: +61 472 511 579

Experience

Simonne heads up the specialist Medical & Dental team for Johnson Recruitment and is a passionate advocate for the Practice Management profession. Recognised as a true leader in the sourcing, engaging, assessing, and appointment of Practice Managers (and all roles that report to them), Simonne is regularly asked to commentate and share insights on the trends, salaries and market conditions that influence the medical and dental sectors when making staff appointments.

Offering more than a recruitment service, Simonne is a professional consultant with a deep knowledge of the complexities present within specialist practice and she understands the staff dynamics and unique combination of skills required to flourish in a private practice environment. Simonne's commitment to partnership with her clients is unique and her success in this area, unmatched.

Simonne began her career in the recruitment industry with Quinn Group in New Zealand during the mid-1990s before migrating to Melbourne in 2002 where she combined her passion for recruitment and healthcare, managing a \$15million portfolio of healthcare clients for Fairfax that saw her consulting with HR teams, CEOs, senior executive & hiring managers on how best to maximise their recruitment advertising strategy within The Age.

In December 2012 she successfully moved into the position of Director with Johnson Recruitment and has built an unrivalled reputation of success within the specialist Medical & Dental sectors over the past nine years.



Lauren Taylor, Candidate & Resourcing Manager

P: +613 9946 7323

Experience

With direct Medical & Dental administration experience, Lauren has a real appreciation of the nuances of the space and the key indicators of success within any practice.

Lauren's particular focus on the Healthcare and Medical sectors in her role as Candidate and Resourcing Manager will further expand the capabilities of the Johnson team in continuing to provide exceptional services to both clients and candidates alike. She is genuinely passionate about coaching and supporting the career goals of aspirational candidates, and highly respectful of how challenging the journey of finding a new job can be.