



## Practice Manager - Key Competency Questions

Please provide an example that highlights your competency in each area (1 for each competency). Some example questions have been provided which may assist you in framing your responses, however feel free to take an approach that you feel most effectively supports the competency.

### Applicant Name:

#### 1. Motivational Fit

*The degree of alignment between what a person expects or wants from a role, and what the role can actually offer.*

- a) What has attracted you to the Practice Manager position with Knox Orthopaedic Group?

Answer:

- b) What specific specialist medical practice management experience would you bring to this role?

Answer:

#### 2. Leadership & Staff Management

*Links vision to goals/objectives, influences others, models acceptable behaviour and is a source of encouragement.*

- a) Describe a time when you have set performance/behaviour standards for staff. What was your process in establishing the framework for performance/behaviour? How did you communicate this to your staff to achieve 'buy in'?

Answer:

- b) Discuss a successful outcome you have produced through effective staff management during a period of change/growth within a business. Please highlight the process you undertook to achieve a desired result.

Answer:

#### 3. Contemporary Human Resource Management

*The notions of people enabling, people development and a focus on making the "employment relationship" fulfilling for both the management and employees.*

- a) What is your specific experience with skills gap identification, staff development and performance management?



Answer:

- b) What resources do you use to keep your knowledge current around contemporary HR practice and changes to WHS compliance and legislation?

Answer:

#### **4. Financial Management**

*The efficient and effective management of money (funds) in such a manner as to accomplish the objectives of the organisation.*

Please detail your experience in managing business/practice finances for an employer. Please include all aspects of responsibility and provide information outlining your level of responsibility and reporting.

Answer:

#### **5. Quality Management Framework**

*The framework of policies, processes and procedures used by an organisation to ensure that it can fulfill all the tasks required to achieve its objectives.*

Please outline your involvement in the timely and effective creation/review of a quality management system. What regular audits, risk management and continuous improvement processes did you implement as a result of the introduction/review of the system?

Answer:

#### **6. Marketing & Promotion**

*The level of knowledge and demonstrated experience in growing a practice. The ability to develop and strengthen relationships with referring doctors; Increase patient numbers.*

- a) Please provide detail of an occasion when you worked to shape the direction of the practice. What was your input to the overall business plan to move the practice forward?

Answer:

- b) What specific channels did you utilise and how were these channels utilised to reach your audience? (eg: website, social media, events, other etc)

Answer: