

### Administration/Support Services Position Description

#### The Practice: Physical Edge Healthcare Thirroul

#### ROLE

The Administration/Support Services member works under the direction of Principals of The Practice.

At all times, the Administration Staff retains responsibility for his/her actions and remains accountable to the doctors and Allied Health Professionals for all delegated functions.

#### FUNCTION

The position exists to ensure that the management of The Practice:

- Fully supports the delivery of high quality care to patients.
- Ensures a safe and hygienic standard of care to patients.
- Works safely within the guidelines of the Occupational Health and Safety Policies.

#### GENERAL RESPONSIBILITIES

- Co-operate with all members of the health care team.
- Implement established procedures in an emergency situation.
- Seek immediate assistance of Doctor, Allied Health Professionals, or Nurse when no guidelines exist.
- Perform procedures in accordance with procedure guidelines and Practice Manual.
- Report faulty/unsafe equipment.
- Maintain a safe work environment.
- Eliminate and/or prevent environmental hazards where possible and act appropriately to produce safe outcomes.
- Identify problems and initiate actions to resolve it.
- Attend in-service education programs to update and maintain skills.
- Maintain a working knowledge of relevant policies and procedures of the practice.
- Attend staff meetings and doctor/staff meetings, regular practice meetings and special practice meetings as required to ensure that you are up to date with changes in work practices and patient care.
- Participate in six-monthly evaluation of your performance.
- Show respect to doctors, other staff members and patients consistently.
- Collect, document and report data accurately and comprehensively.
- Maintain a working knowledge of all equipment used in the office.
- Fulfil the duty of care in the course of practice.

## **PRINCIPAL ACCOUNTABILITES**

The Administration Staff is accountable for provision of expert management services to the Practice, specifically being accountable to the Practice partners for:

- The performances of staff other than Medical Practitioners and Allied Health Professionals.
- The organisational review and personnel management function for a team of staff carrying out a range of clerical, technical and professional activities.
- Provision of accurate and timely financial data.
- Development of organisation systems to maximise productivity in the workplace.
- Maintenance of the assets of the practice.
- Continuous review of the operating environment of the practice.
- Public relations and marketing.
- Occupational Health & Safety.

## **PRIMARY TASKS**

### **Patient Care**

- Ensure patient privacy and confidentiality is maintained at all times.

### **Staff Management/Human Resources**

- Aide in recruitment of staff other than Medical Practitioners or Allied Health Professionals.
- Employment interviews to fill job vacancies and assist Practice Principals with employment decisions.
- Facilitate induction of staff.
- Determination of the job requirements of these staff, including positions definition, task types and task allocation in response to the needs of the Practice. Use information technology/ management to improve office efficiency.
- Training of non-medical staff.
- Facilitate training of nursing staff.
- Advice Practice Principals on appropriate training programs for non-medical staff.
- Review of systems of staff performance appraisal and training needs analysis.
- Review of staff performance.
- Co-ordinate and approve annual leave and long service leave for staff other than Medical Practitioners and Allied Health Professionals.
- Formulating Medical Practitioners daily and after-hours rosters and coordinating annual leave.
- Assistance to Practice Partners in recruiting practitioners, arranging locums and facilitating Health Professional and Student attachments, including teaching rosters and associated related to Health Professional terms.
- Organise and chair staff meetings.
- Maintain appropriate human resources systems, i.e.: staff files.



## **Financial Performance**

- Maintain accounting systems for all income and expenses and allocations to principals as appropriate.
- Preparation of meaningful and timely financial reports as required by principals.
- Preparation of statutory reports and accounts.
- Provision of payroll services to the Practice.
- Maintenance of records.
- Collection of debt.
- Payment of outgoing accounts (At least one Principal must sign all cheques).
- Bank Reconciliations.
- Debtors Ledger.
- Staff Wages, Superannuation & Workers Compensation.
- Principals and Associates Salaries, Superannuation & Workers Compensation.
- Taxation.
- End of month reports, statements and other financial reports.
- End of Financial Year Payment Summary Slips and reports.
- Use of computer systems including practice management software (Nookal), Xero, Word, Excel and MYOB.
- Stock control, including maintenance of adequate supply of typed forms and certificates.

## **Productivity**

Development and maintenance of systems, including appropriate measurement and monitoring for:

- Staff performance.
- Fee recovery.
- Purchase and use of consumables.
- Provision of services to the practice.
- Hours of operation.
- Types of services provided by the practice.
- Return on investment.

## **Business Planning**

- Provide monthly Practice Management Reports completed according to format provided by practice principals. This is a priority task.
- Preparation of budgets and annual plans to meet the principals practice objectives with guidance from the practice principals.
- Ensure staff competencies are in line with plan requirements, assisted by medical staff at the staff performance reviews.
- Develop strategies for change and growth when required.
- Attend practice meetings and provide required background information, research, data analysis, statistics and financial records as required.

## **Asset Maintenance**

- Development and maintenance of equipment registers including depreciation schedules.
- Schedule and ensure routine and non-routine maintenance of equipment.
- Advise on purchase and replacement of equipment and methods of funding.
- Arrange appropriate insurances for the business as instructed by the practice principals.

## **Operating Environment**

- Maintain knowledge of and comply with Government legislation and regulation.
- Maintain knowledge of and comply with contractual obligations of the practice.
- Maintain knowledge of and comply with relevant industrial awards. (Medical Practitioners Award, Allied Health Award and Miscellaneous Workers Award).
- Maintain knowledge of impending changes to the political, economic legislative and physical environments of the practice.
- Develop appropriate strategies for change when required and advise principals as necessary.
- In association with principals and staff, develop and maintain appropriate practices and procedures for the business, i.e.: Practice Manual.
- Review, maintain and update Practice Manual annually (by August) with guidance from practice principals.
- Awareness and maintenance of Accreditation Standards for General Practice.

## **Reporting Relationships**

- The Administration support staff reports to the Principals of the Practice.
- All other non-medical staff reports to the Practice Manager.

## **Other Professional Relationships**

The Administration support staff will negotiate/confer/liaise with the following outside service providers on behalf of the practice:

- Suppliers of goods and services.
- Bank personnel.
- Accountant.
- Legal adviser.
- Insurance adviser.
- Physiotherapy supplies representatives.
- Security personnel.
- Companies requiring medical contacts
- Other medical services.

## **Authorities**

The Administration support staff will have the following authorities:

- Veto the selection of staff for whose performance the Practice Manager is accountable.
- Assign tasks and designate task types as appropriate to employees.
- Approve annual leave and long service leave.
- Hire temporary replacement staff.
- Approve training programs for employees.

## **Skills & Knowledge**

The Administration support staff is expected to have demonstrated achievement or capability in the following areas:

- A broad understanding of the requirements of a small to medium business.
- Ability to communicate verbally and in writing.
- Time management skills and the ability to priorities tasks.
- Leadership and team building experience.
- Ability to devise and review systems for operational efficiency and control.
- Computer management skills, including information security (computer backup).
- Skills in accounting and business reporting.
- Knowledge of relevant legislation.
- Knowledge of employment conditions.
- Commitment to continuing education.
- Decision making competence.