

Job description – Business Manager

Job Title

BUSINESS MANAGER

Reports To

PRACTICE PRINCIPAL

Purpose of the position

To understand, manage human resources, maintain and report to practice principal all areas including financial, business development, human resources, taxation compliance, accreditation, and implement quality systems in order to ensure smooth and efficient functioning of the practice and provide an exceptional standard of care to our patients.

Responsibilities

- ◆ **PLANNING:** Determine annual goals of practice in consultation with principals prepare budgets & plans accordingly & provide regular reports on business performance in relation to goals. Work with principals to develop and implement strategies for achievement of practice goals.
- ◆ **HUMAN RESOURCES:** Recruitment, development and management of non-clinical practice staff to ensure high performance and continuing professional improvement. Leadership and management including team building, delegation of tasks and conflict resolution.
- ◆ **SYSTEMS, QUALITY IMPROVEMENT AND RISK MANAGEMENT:** Review and improve practice systems to ensure smooth and efficient functioning, high quality services and continuous improvement.
- ◆ **FINANCES:** Maintain and control debtors, creditors to ensure maximum profitability & cash flow and compliance with all taxation, record keeping and other statutory requirements. Prepare financial reports and liaise with external accountant.
- ◆ **ELECTRONIC SYSTEMS AND COMPUTER SECURITY:** Maintain computer hardware and software in conjunction with suppliers. Schedule maintenance and upgrades of equipment. Prepare recommendations and arrange finance for purchase of capital equipment. Maintain security of computer systems.
- ◆ **PRIVACY:** Designated privacy officer in conjunction with practice partners
- ◆ **COMPLIANCE:** Maintain awareness of current and new legislation to ensure business is complying with all statutory and regulatory obligations including industrial & employment law, OHS requirements, privacy obligations and taxation responsibilities. Ensure relevant personnel are kept informed and changes are made to systems and procedures as required. Ensure practice complies with all contractual obligations.
- ◆ **OCCUPATIONAL HEALTH AND SAFETY:** Ensure proper procedures and documentation is available and communicated to employees. Ensure safety of working environment
- ◆ **INFORMATION MANAGEMENT:** Facilitate timely and appropriate procedures to ensure all information is up to date, relevant and accurate
- ◆ **QUALITY IMPROVEMENT AND RISK MANAGEMENT:** Ensure processes and procedures are reviewed regularly to facilitate quality improvement and monitor risk in the clinic environment.
- ◆ **FEEDBACK AND COMPLAINTS:** Assist lead receptionist in resolution of feedback and complaints from all sources.
- ◆ **GENERAL:** Other responsibilities as required.

Expected behaviours and personal attributes

Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.

- ◆ Excellent interpersonal and communication skills, both written and verbal.
- ◆ Be always well-presented, friendly, courteous and obliging. Represent the practice in a confident and positive manner at all times.
- ◆ Undertake all duties in a diligent manner, with honesty and integrity,
- ◆ 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

Education, Qualifications and Experience

- ESSENTIAL:**
- ◆ Proven ability to manage small business/office including human resources, planning, budgeting & reporting (minimum of five years experience in this role).
 - ◆ Basic knowledge of MS Word and Excel.

- DESIRABLE:**
- ◆ Knowledge of clinical and bookkeeping software and medical equipment
 - ◆ Accredited training in business or medical practice management/ knowledge of medical terminology
 - ◆ Member of AAPM
 - ◆ CPR/Triage training and/or experience
 - ◆ Experience with specific social groups serviced by practice, such as adolescents, aged care, migrant or refuge groups, aboriginals & Torres Straight islanders, etc.
 - ◆ Training and/or experience in management of emergencies, handling complaints, Medicare & health funds, basic infection control, safe handling & disposal of medical waste, etc

Hours Of Work

Hours as agreed and required to complete required tasks

Other features

This can be a contract or employed position part time.
 Professional development provided or expected.
 Requirement for use of own vehicle, if essential to the position.

Date:

November
2019