POSITION DESCRIPTION

Practice Manager & Lead Clinician

Position Level 7
Faculty/Division Medicine
Position Number 00099795
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Position Summary
The Practice Manager & Lead Clinician is responsible for managing the Faculty of Medicine and Health’s Lifestyle Clinic. This will involve overseeing the day-to-day operations including but not limited to billing, delivery and development of staff and services, as well as identifying and implementing new strategic initiatives to support the development and expansion of the Clinic.

The role reports to the Head of School and may take direction from the School Manager, supporting the School of Health Sciences. All Lifestyle Clinic clinicians and administration staff will directly report to this position.

Accountabilities
Specific accountabilities for this role include:

- Lead the day-to-day delivery of services, including billing, administration, and clinical services to clients in the Lifestyle Clinic.
- Lead the team of both clinicians and administrative staff within the Clinic providing support and advice and identifying professional development opportunities.
- Plan and take a leading role in the development of the organisational structure of the Lifestyle Clinic, resource allocation and staffing.
- Identify and act on growth opportunities to support the development of the Lifestyle Clinic into a multidisciplinary care centre.
• Work with the Head of School and Head of Disciplines to develop a suite of new multidisciplinary services to be delivered to clients living with chronic disease, as well as preventative health care services.

• Conduct and build upon patient consultations as well as deliver primary and secondary prevention services, ensuring patient privacy and confidentiality.

• Provide general clinical discipline training, supervision, quality control and manage operating systems relating to services provided.

• Manage and direct workflows within the administrative team, providing guidance and training to the administrators and other relevant staff.

• Provide accurate and prompt information to patients, health/medical professionals, students and visitors, and refer to appropriate staff when required.

• Operate the clinic’s patient management system and database and ensure all patient data is entered accurately, correctly, and efficiently and staff/student rostering is sufficient to cover clinic needs and government/governing body regulations. This includes ensuring the services provided are delivered and billed to Medicare, Department of Veteran Affairs, Private Health Funds, Workers Compensation, UNSW Salaries, NDIS, and any other applicable compensable schemes or regulations and always comply with governing body standards.

• Assist the day-to-day functioning of the clinic by providing appropriate administrative support to all staff, including processing referrals, reports and financial transactions, organising and attending meetings, drafting agendas and minute taking.

• Liaise with medical/health stakeholders regarding clinic referrals and activities.

• Run End of Day procedures and daily/weekly reconciling in conjunction with requests from the School Finance Analyst, School Manager or Head of School of Health Sciences.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience in physiotherapy, dietetics or exercise physiology.

• Excellent time management and organisational skills, and the ability to work well under pressure and manage multiple tasks with competing deadlines.

• Demonstrated ability to supervise, influence and guide staff.

• Highly advanced interpersonal, written and oral communication skills.

• Demonstrated experience providing effective customer service and support to clients at all levels.

• Highly proficient computer literacy with excellent skills in Microsoft Office and clinical software applications.

• Ability to plan, organise and co-ordinate projects and tasks.
• Excellent numeracy skills with the ability to understand and communicate financial information and monitor budgets.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.