



Position Description

Practice Manager

headspace Queanbeyan

Location: **headspace** Queanbeyan

Department: **headspace** Services Limited

Employment Type: Maximum term, Part time

Approved by: Greg Young

Date Approved: August 2015

Agreed by:

Date Agreed:

1. HEADSPACE PURPOSE

To build the resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities.

2. HEADSPACE VALUES

It is a requirement of all **headspace** positions that work will be undertaken in line with the **headspace** values as follows:

- Innovative – We have the courage to explore new ideas and take new approaches
- Collaborative – We bring the right people together to get the best result
- Inclusive – We respect and value diversity and believe everyone counts
- Passionate – We are dedicated to making a difference in the lives of young people and their families
- Responsive – We listen to community needs and deliver on expectations to achieve great results

3. POSITION SUMMARY

The **headspace** Queanbeyan Practice Manager provides high level practice management and administrative support to facilitate a high level of care to young people in accordance with the **headspace** model of care and in alignment with the business and strategic plans of the Centre. The Practice Manager is responsible for overseeing the day-to-day functioning of the **headspace** Queanbeyan Centre, and through the development, implementation and refinement of systems, will work to ensure efficient and smooth service delivery and general operation. With a focus on client service and experience, the incumbent will lead the delivery of frontline care services by ensuring the coordination and service-wide application of systems to support the needs of an allied health multidisciplinary team. The **headspace** Queanbeyan Practice Manager will also liaise and work closely with the **headspace** Canberra Practice Manager and when required, will provide administrative support to the Canberra site.

4. POSITION CONTEXT

The Practice Manager will work proficiently in a fast-paced environment and will be an experienced professional with considerable knowledge in health service operations and delivery. The Practice Manager will work collaboratively with all **headspace** Queanbeyan Centre staff, including private practitioners and will report to the Centre Manager. The incumbent will also be required to establish and maintain productive working relationships with **headspace** Queanbeyan consortium members and other key stakeholders. This position holds line management responsibility for the Receptionist & Administration Officer role.

headspace Queanbeyan is operated by **headspace** Services Limited, a subsidiary of **headspace** National Youth Mental Health Foundation. **headspace** Queanbeyan provides young people with access to Allied Health Professionals and community supports to assist young people to access the support they need to develop and maintain the skills and confidence to live healthy and happy lives. **headspace** Queanbeyan also engages in community awareness and seeks to develop and implement innovative programs to improve the mental health and wellbeing of young people in the Queanbeyan region.

headspace centres aim to create highly accessible, youth friendly, integrated service hubs that provide evidence based interventions and support to young people aged 12–25 years. The aim is to improve outcomes for young people by addressing the major barriers for service use, and enabling better access to, and engagement in, early intervention services that provide holistic and integrated care.

5. KEY RESPONSIBILITIES/OUTCOMES

- Manage and lead the administration team in providing high level and accurate reception and clerical duties for the **headspace** Queanbeyan Centre team.
- Support the operations and communications between **headspace** Queanbeyan staff and private practitioners.
- Ensure appropriate documentation for credentialing, registration, insurance, and service agreements of private practitioners are on record and kept up to date.
- Contribute to the development and effective operation of the General Practitioner workforce.
- Assist in the induction of all new staff and in the recruitment of administrative staff, as required.
- Ensure IT systems are operating effectively and liaise with IT support services to promptly address malfunctions.
- Maintain accounting and payroll systems and manage petty cash.

- Ensure all administration staff uphold a high level of professional standards in maintaining accuracy and confidentiality of medical and client records.
- Ensure compliance with Medicare and other statutory requirements.
- Manage and lead all Medicare billing, batching and electronic claims and ensure all provider details are current and correct.
- Ensure all reporting and correspondence is of a high quality and meets the needs of referring agents, healthcare providers and young people.
- Prepare and coordinate staff and room rosters.
- Monitor stationery and practice supplies.
- Maintain the equipment and asset register.
- Monitor workplace health and safety within the Centre.
- Ensure the service adheres to quality standards.
- Manage and oversee the maintenance and repairs of building and office equipment.
- Action and follow-up on medical history requests and subpoenas.
- In conjunction with the Centre Manager, develop and implement quality assurance and client satisfaction programs.
- Review and update related policies and procedures as required.
- Model and demonstrate constructive working relationships and information exchange across the organisation.
- Other duties as consistent with the position where required and/or requested by a member of the **headspace** Queanbeyan leadership team.

6. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

6.1 Essential

- Certificate or Diploma level qualification in a relevant discipline **and/or** substantial experience in a similar practice management role or setting within the health sector.
- Specialist knowledge to efficiently and effectively manage the processes of a busy multidisciplinary health service
- Highly developed verbal and written communication skills, and the ability to engage with young people, health practitioners and external stakeholders.
- High level working knowledge of Medicare and health insurance systems and processes.
- Highly developed analytical skills and a proven track record in problem solving and effective decision making.
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks.
- Advanced computer skills including word processing, spreadsheets, electronic recording systems and data management tools, along with a capacity to learn new clinical software packages.
- Ability to work both independently and collaboratively as a productive team member.

6.2 Desirable

- Experience in the Not for Profit and/or public health sector.
- A broad understanding of the mental health service system within ACT/NSW and knowledge of relevant legislation.

6.3 Other role requirements:

- Appointment is subject to a current Working with Children Check.
- Current driver's licence and access to their own vehicle. Mileage is reimbursed by **headspace** Services Limited.
- 6 month probationary period and an Annual Performance Review and Development plan.
- Some flexibility may be required to work after hours including occasional weekends and evenings and interstate/intrastate travel may be required
- Current eligibility to work in Australia

7. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognizant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times