






Our Vision

A compassion society that takes an informed, health-first approach to alcohol and other drug use

Our Mission

To empower individuals, families and communities to maximise health and wellbeing, by working in partnership and without judgement

Our Values

 Integrity
  Compassion
  Acceptance
  Respect
  Excellence

Position Description

Position Title:	Practice Manager
Program:	Althea Wellness Centre
Classification	CSE Level 4/5
Reports to:	Althea Practice Nurse Coordinator
Position Outline:	This position will work closely with the General Practitioners, nurses, pharmacist, mental health, psychology, reception and other staff to ensure a high standard of customer service to clients; develop and implement workplace practices and procedures; and manage all reception and front of house activities to ensure service delivery staff are well supported to facilitate a professional and holistic service to Directions clients.

Key Accountabilities

- ❖ Work collaboratively with the Althea Wellness Centre multidisciplinary teams as well as other Directions' programs to support the provision of integrated, holistic services to Directions' clients
- ❖ Coordinate and supervise the activities of the Reception team to provide an efficient and responsive service, including providing up back as required
- ❖ Support mobile clinic and outreach operations, including providing responsive support for stock and logistics
- ❖ Coordinate the roster for pharmacotherapy deliveries and COVID screening/cleaning staff
- ❖ Assist with Medicare activity and data reporting processes and procedures
- ❖ Trouble shoot client information management system issues and maintenance of the appointment calendar
- ❖ Assist Althea nurses with stock and medical equipment maintenance practices
- ❖ Maintain professional standards in relation to service delivery, confidentiality, maintenance of client records and privacy as per Directions policies and procedures
- ❖ Assist with staff training and recruitment processes and monitor administration staff performance
- ❖ Coordinate compliance, audit and accreditation processes
- ❖ Promote and maintain a positive and cooperative work environment and culture
- ❖ Coordinate and participate in staff meetings, and provide secretariat support as required
- ❖ Promote a continuous quality improvement and safety framework and ensure ongoing adherence to accreditation guidelines

Duties and Responsibilities

- Work collaboratively with Althea team members and other Directions staff members to support a comprehensive and holistic approach to meeting clients' needs and participate in case reviews, as required
- Support the Althea clinic and outreach operations through general practice coordination and stock management activities, including managing the operational needs of the mobile clinic
- Ensure documentation is up to date and of an appropriate standard, including data entry, reports and other written communication, and ensure effective handover of information when required
- Maintain professional and clinical standards in relation to service delivery and confidentiality

- Take responsibility to work in accordance with health and safety guidelines and Directions' policies and procedure and actively engage in continuous quality improvement and risk management processes
- Engage in evaluation of own performance and performance of administration staff through the Annual Performance Review process

Selection Criteria

1. Qualification and Experience

- Qualification/Certificate IV in Administration or Medical Administration and/or proven experience in this field
- Minimum of 2 years' experience, preferably in a community or general practice setting
- Demonstrated leadership and staff management experience

2. Skills, Knowledge and Capabilities

- Excellent interpersonal, oral and written communication skills, computer literacy in a Microsoft Windows environment, and experience with patient information management systems
- Excellent administrative and organisational skills with strong attention to detail
- Capacity to work collaboratively with other programs across the organisation
- Commitment to continuous quality improvement and WHS practices

3. Behaviours

- A commitment to the mission and values of the organisation
- Leadership and motivational skills
- Ability and a commitment to effectively engage with vulnerable clients and peers from a marginalised background, in a non-judgemental courteous and respectful manner

4. Other Requirements

- A current Senior First Aid Certificate or willingness to obtain
- Willingness to undertake the 4 core competency units in the Certificate IV in Alcohol and Other Drug Work if required
- Employment is subject to a satisfactory AFP National Police Check and Working With Vulnerable People Registration
- Australian Citizenship or suitable rights to work in Australia
- A current Driver's Licence is required
- Mobile vehicle and other relevant travel required, generally within the ACT

Directions is a Non-Government Not for Profit Organisation funded by the Commonwealth and ACT Governments, and all positions and employment agreements are subject to the availability of funding.

I acknowledge that I have read and understand the duties and responsibilities required of me in this position and that my supervisor will provide any further clarification required.

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Employee Signature

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Date