



fertilitySA

MANAGER – CLINICAL OPERATIONS

JOB & PERSON SPECIFICATION

NOVEMBER 2018



JOB SPECIFICATION

POSITION: Clinical Operations Manager

REPORTS TO: Chief Executive Officer

1. PREAMBLE

Fertility SA is a leader in fertility treatment in South Australia. Our clinic is owned and operated by our team of medical specialists which includes world-renowned doctors, Procedures are performed at St Andrews Hospital, 350 South Terrace, Adelaide with the head office and consulting rooms at 431 King William Street, Adelaide. Consulting sessions are also held in various other locations. The Manager Clinical Operations is based at the King William Street Head Office.

Due to the success of the Clinic, we are seeking a high performing manager for the newly created role of Manager, Clinical Operations to continue our pursuit of excellence in everything we do. This role would suit a motivated manager with health sector experience and excellent interpersonal skills who is looking to make an impact in a growing practice.

2. SUMMARY OF THE BROAD PURPOSE OF THE POSITION

The Manager Clinical Operations has responsibility for the efficient and effective coordination of Nursing and Administrative staff and functions throughout the organisation to ensure the provision of high quality services to all patients and staff of Fertility SA. The successful candidate will build effective teams through good communication and leadership to promote a united approach to patient care and growth of the company.

The position reports to the CEO and also has reporting responsibilities to the Medical Director for matters impacting medical outcomes.

Direct reports:

Patient Experience Manager

Nurse Manager

Administrative Staff

Project Officer – Audit & Quality Assurance

3. STATEMENT OF KEY RESPONSIBILITIES AND ASSOCIATED ACTIVITIES

Management of the Administration Team and Administrative functions.

Management of the administrative aspects of the Nursing team functions.

Maximising opportunities to support the provision of premium healthcare services.

Contributing to the development, implementation and maintenance of best practice administrative and nursing systems and customer service in accordance with Fertility SA strategic plans, policies and procedures.

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3.1 Management

The Manager Clinical Operations will actively lead and manage the day-to-day activities of the patient contact providers, support staff and the physical work environment across the organisation.



Duties include:

- Staff management and co-ordination of practice to ensure appropriate clinical flow management
- Attendance at management meetings, and where required, Board meetings
- Key performance reporting for management and marketing
- Ensuring the provision of high quality training to reporting staff
- Ensuring that all administrative and nursing aspects of the clinical service are covered appropriately during sickness, leave of absence and annual leave
- Contributing to the development of clinic planning processes and budgets, including capital expenditure proposals
- Developing equipment maintenance/replacement schedules and plans
- Contributing to the development of divisional budgets
- Managing budgets
- Maintaining and reviewing OH&S Policy, Procedures and Training
- Overseeing Operating Manual updates for Administration and Nursing as required
- Logistics and coordination of Regional Consultancy operations
- Conducting performance reviews and identify training needs
- Updating approved fee schedules
- Recruitment - Admin and Nursing related

3.2 Facilities, technical and supplier management

- Managing facilities including contractors, ensuring the building is functioning in good working order; ensuring compliance with fire regulations, liaising with the landlords agents regarding building maintenance and tenancy issues

3.3 Research & Education

- Assist where required in the support of research projects
- Coordinate and attend staff education sessions
- Support for Marketing initiatives as required

3.4 Quality Control

- Adhering to mandatory legislative frameworks such as the RTAC Code of Practice and NHMRC Guidelines for Assisted Reproductive Technology and ensuring these are addressed through nursing procedures, training and protocols
- Manage the Audit of relevant areas and maintain records to ensure RTAC accreditation is maintained
- Implement corrective action in response to Audit findings action continual assessment updates and evaluation
- NATA accreditation
- Ensure up to date documentation of internal Quality Control Manual
- Liaison with external IT systems provider

3.4 Communication

- Regular meetings and feedback sessions with staff
- Clear and effective direction
- Promote strong communication links between all areas of the organisation

3.5 Occupational health, safety and welfare



Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Conduct and the company's human resource policies, including the OHS&W requirements.

3.6 Other Duties

- Management of Medical Billings
- Coordination of on-site events
- As directed by the CEO

4. EXPECTATIONS

Expected to:

- Consistently demonstrate appropriate and professional workplace behaviours in line with the Fertility SA Code of Conduct
- Comply with FSA Policies and Procedures



PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Significant management experience within the Health sector
- Health Qualification – Nursing, Medical or similar
- A high level of organisational skills including problem solving and decision making
- Well-developed demonstrable interpersonal, oral and written communication skills (English)
- Ability to lead, encourage, build and communicate effectively across a multidisciplinary team
- Ability to develop and manage to financial budgets
- Microsoft Word and Excel competence

DESIRABLE CRITERIA

- Sound knowledge of computerised patient appointment and billing systems
- Experience of implementing new systems and processes to improve the experience of doctors, patients and staff
- Previous book-keeping and financial experience including MYOB

PERSONAL ATTRIBUTES & SKILLS

- Strong work ethic and commitment to providing a high level of service to all patients, doctors and staff of the organisation
- Able to work within and across teams in a supportive, collaborative and productive manner
- A personality that enjoys team building and engaging with staff in a manner that values them and gets the best out of the team
- Ability to manage and prioritise multiple tasks

Staff responsibilities and hours may be varied by the CEO in order to allow Fertility SA to respond to operational needs or requirements. This will be in negotiation with the Manager Clinical Operations



HOW TO APPLY

Applications should be addressed to Andrew Reed. Please click on the Apply Today button to submit your application.

For a confidential discussion, please call Andrew or Justin Hinora on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.