



BUSINESS MANAGER - ORTHOPAEDIC PRACTICE

JOB & PERSON SPECIFICATION

JULY 2021



BUSINESS MANAGER - ORTHOPAEDIC PRACTICE

| | |
|----------------------------|---|
| Services: | sportsmed |
| Reports to: | Director – People and Culture |
| Other Key Contacts: | Manager- Technology Clinical Manager - Wards |

About the role

The Practice Manager will play a pivotal role in developing and managing operational plans that support the strategic direction and future growth of the organisation. The Practice Manager is responsible for providing strong leadership to a large group of multi-skilled staff and overseeing the day to day operations of the practices. This includes acting as the coordinator for patients and their families, referring doctors and medical practitioners regarding patient care and service delivery. The role is also accountable for the ongoing administration and maintenance of the clinical practice management system, training and supporting new and existing users and ensuring integrity of the data in accordance with all applicable laws and regulations.

About sportsmed

South Australian practitioner owned and operated sportsmed is an industry leading private orthopaedic hospital, surgery and multidisciplinary outpatient clinic provider, operating in one of the largest purpose-built sports medicine facilities in the world.

Operating for over 25 years in South Australia, sportsmed is committed to providing excellence in sports medicine and related services to people of all ages ranging from elite athletes to older active people.

Key responsibilities of the role

a) Leadership and communication

- Lead a team of staff committed to offering high levels of service and support within a busy and complex working environment.
 - Promote a strong and consultative leadership style.
 - Act as mentor/coach to the Practice Supervisors to facilitate their growth and development.
 - Act in a professional and confidence-inspiring manner at all times when dealing with patients, their families and others who have dealings with sportsmed.
 - Develop and maintain a work environment built on mutual trust and respect for each other.
 - Maintain a flexible and positive approach to the changing needs of patients, practitioners and staff.
 - Establish a high level of communication with the medical practitioners, hospital staff and other teams and maintain effective communications throughout the practice.
 - Advise the Director – People and Culture of any substantial issues that may impact on the practice.
 - Provide updates/reports regarding the performance of the practice.
-

b) Oversight of the Clinical Practice Management System for the Orthopaedic Clinic

- Work with the practice supervisor to ensure the day to day smooth operation of the clinical practice management software (Clinic to Cloud)
 - Practitioner and staff set up and training
 - Location and schedule management.
 - Fees & Item code management.
 - Daily monitoring and reporting of financials
 - Process improvement and development.
- Work with the Manager Technology to enhance the functionality of Clinic to Cloud
- Maintain close working relationship with Helpdesk on resolution of issues to minimise risk.

c) Technical / operational

- Develop and implement initiatives to enhance productivity and efficiencies across a multi-disciplined practice.
- Problem solving/triaging to respond to diverse set of issues using critical thinking to determine the impact
- Implement practice policy and procedures and update regularly to reflect current practice systems and processes.
- Ensure the integrity of patient records is maintained.
- Apply the RACGP standards guide in preparation for accreditation.
- sportsmed administration staff uniform management and review.
- Request for Medical records processing & central registration.
- Maintain technical skills and knowledge relating to practice management system and or other systems.
- Liaise with external vendors and support agents as required or as instructed by the Manager – Technology.
- Consult and liaise with the Clinical Manager- Wards to ensure clinical oversight and healthcare standards are adhered to by orthopaedic clinic nurses.

d) Patient management

- Communicate effectively in both written and verbal form, catering to specific needs of internal and external stakeholder groups.
- Understand and seek feedback of the service needs of different stakeholder groups and ensure that sportsmed services meet those requirements.

e) People & Culture management

- Promote learning and development, and a culture of continuous improvement to facilitate growth and development and to minimise risk management.
 - Lead a team of staff committed to offering high levels of service and support within a busy and complex working environment.
 - Develop and maintain a work environment built on mutual trust and respect for each other.
 - Maintain a flexible and positive approach to the changing needs of patients, practitioners and staff.
 - Establish a high level of communication with all sportsmed practitioners and teams.
 - Able to express expectations and give feedback for future operations effectively.
-

f) Compliance policy and procedure

- Comply with policies, procedures, work practices and Code of Conduct as may be amended from time to time.
- Take reasonable care to protect own health and safety at work and avoid adversely affecting the health and safety of other persons in accordance with the requirements of the *Work Health and Safety Act 2012 (SA)*;
- To support and act in accordance with the Mission and Agreed Behavioural Framework of the organisation.
- Maintain knowledge of and comply with government legislation and regulation.
- Monitor own systems and procedures, identify areas for improving efficiency and make recommendations for streamlining where practical.

g) Personal and professional development

- Identify own education and learning needs, participating in programs to advance professional skills.
- Commitment to and promotion of sportsmed united, acting as a role model to other staff.
- Conduct regular self-assessment to ensure current knowledge is maintained.
- Engage in professional networking.
- Ability to accept feedback and commit to improvement if this has been identified.

h) Special requirements

- Learn to respond to short deadlines and unexpected workloads. In this regard a flexible approach to working hours is essential.
- Non-standard working hours will be required in some circumstances to ensure maximum uptime of systems during working hours.
- The incumbent will be required to maintain up to date and accurate knowledge of IT systems, software and infrastructure and assist to apply this knowledge to the organisation.

Performance measures

Performance measures are detailed in the Performance and Development Discussion form.

Skills / competencies / education

- Practice Management experience in specialist, medical and or allied health fields.
 - Good understanding of the management structures of the business.
 - Solid knowledge of information technology as it relates to practice management.
 - Strong interpersonal and communication skills, both written and verbal.
 - Ability to develop and review systems for operational efficiency and control.
 - Knowledge of relevant legislation.
 - Decision making competence and reliability.
 - Understanding of current and future role of medical practitioner or relevant healthcare professional within the healthcare industry.
 - Understanding the role of other healthcare professionals (i.e. allied health professionals, nurses) and their relationship with medical practitioners.
 - Understanding medico-legal issues.
 - Understanding Accreditation standards.
-



Our Mission

We exist to create the best patient care and experience.

Our Agreed Behavioural Framework

We have direct, genuine conversations at the right time and place. We reward and challenge behaviours.

We have a positive attitude and enjoy what we do. We put the patient first.

We walk the talk.

We strive for individual and organisational excellence. We are open to ideas and willing to change.

We respect, trust, value and support each other regardless of department and role:

- Make time for each other;
- Celebrate and promote successes;
- Accept group ideas.

Our responsibilities

As an employer, we will:

- Provide a safe work environment;
- Provide equipment/resources that minimise the risk of harm;
- Treat your personal information with care and discretion;
- Pay you promptly and accurately for the work you do;
- Provide opportunities for you to develop and acquire new skills that support your growth;
- Provide you with meaningful work suited to your skills and abilities;
- Support your health and wellness;
- Act in a manner consistent with our agreed behavioural framework;
- Recognise and reward performance that goes above and beyond;
- Communicate with you on all relevant issues that have the potential to impact on the working relationship;
- Provide clean amenities for your use while at work.

Your responsibilities

As an employee, it is your responsibility to:

- Read and comply with the Code of Conduct;
 - Read and comply with established policies, processes and procedures that may be amended from time to time;
 - Carry out your duties in a diligent manner;
 - Act in a manner consistent with our agreed behavioural framework;
 - Notify us of your inability to present for work and wherever possible, the estimated duration of your absence;
-



- Notify your manager of any hazards / risks you identify in the course of your daily duties;
 - Actively participate in quality and safety activities;
 - Communicate effectively, politely and suited to your audience;
 - Actively protect the privacy and security of sportsmed information;
 - Use equipment and devices for their intended purposes and only after training;
 - Actively pursue opportunities for professional development;
 - Maintain confidentiality during the course of your employment and after your employment with us has ceased;
 - Undertake only the duties that you are suitably qualified in and that fall within the scope of your skills / knowledge and experience.
-



HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply. For a confidential discussion, please call Andrew or Hannah Way on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.