



Position Description

Practice and Office Administration Manager

Family Planning Victoria's (FPV's) vision is for everyone to enjoy reproductive & sexual health.

Our ambition is to be a credible and trusted authority that advocates for reproductive & sexual health for everyone & provides education & clinical training which;

- Strengthens the primary healthcare, school & community-based service systems to deliver inclusive, timely, accessible information & services
- Empowers people to make informed choices that are right for them

Our Values are:

- **Leadership:** Facilitating the highest standard of service in reproductive and sexual health
- **Openness:** Fostering an open minded, non-judgemental and approachable service
- **Expertise:** Providing superior knowledge and expertise
- **Trust:** Offering the highest level of confidentiality, privacy, honesty and integrity
- **Passion:** Working with commitment, drive and dedication
- **Community:** Empowering the communities and individuals with whom we work

1. General Information About the Role

PROGRAM AREA:	Service Delivery
CLASSIFICATION:	Manager
HOURS PER WEEK:	38 hours
BASIS OF EMPLOYMENT:	Permanent Full Time
LOCATION:	This position operates across both FPV's sites – Box Hill & the Action Centre in the CBD Travel to regional Victoria and interstate may be required.
REPORTS TO:	Service Delivery Director (Direct line) Corporate Services Director (Dotted line for Projects)
DIRECT REPORTS	Clinic Administration Team
KEY INTERNAL STAKEHOLDERS:	Clinic Services Manager, Schools & Community Manager, Clinical Education Unit Manager, Service Delivery Director, Medical Director, Corporate Services Director, Finance and Purchasing Team
EXTERNAL STAKEHOLDERS INCLUDE:	Medicare, Pathology Providers, Clinical Trainees, Clients, Suppliers, Schools & Community Trainees, Contractors and other FPOs
ESSENTIAL REQUIREMENTS OF ROLE	A police check and a current Working with Children (required prior to appointment) Australian citizenship, residency or valid visa to work in Australia essential

2. Primary Purpose and Organisation Context of Position

The purpose of this position is to:

- Lead administration across FPV functional areas including Clinical services, Education and Training and Corporate Services
- Design and embed innovative and efficient administrative practices that enable staff and the organisation to deliver valued customer-centred services internally and to the broader community
- Build cross-organisation capability of the administrative team and guide the professional development of administration staff aligned with the future needs of FPV.
- A significant focus of the role is delivering administration support to clinical staff and in the day to day operations of clinical services. This includes but is not limited to; reception rostering, client record management, Medicare compliance/record keeping obligations and ensuring clinic rooms are appropriately equipped for the services scheduled each day.

3. Key Responsibilities

This role has broad responsibilities in supporting FPV to deliver care, education and advocacy. The Practice and Office Manager is a pivotal role in the day to day running of the organisation. The team they lead provide the administrative and operational support that enables specialist staff to safely, efficiently and effectively carry out their duties. Managing the front of house staff, the Practice and Office Manager holds responsibility for ensuring a client experience that is aligned with FPV values and is best practice in delivering client centric clinical services.

The position supports the Clinical Education and School and Community teams by ensuring efficient and effective processes for bookings, logistics of staff, fleet, rooms and the allocation of other resources.

Leading Office Administration:

- Align administration activities to deliver FPV strategic outcomes and operational goals of the organisation as a whole and those of individual functional teams including Clinical Education Unit, Schools & Community Team and Clinical Services that rely heavily on administrative support
- Contribute to policy and procedures development and implementation with a continuous improvement and customer-centric mindset
- As a member of the Leadership Team drive efficient use of resources and adoption of technologies across the organisation
- Ensure administrative and operational process and practices are aligned with the relevant Standards and Regulations required to acquire or maintain industry accreditations (such as RACGP and QIP)
- Ensure all data collected across the clinic, education and training and in broader operations is consistent, complete, accurate and retrievable and meets FPV compliance obligations

Clinical Practice Administration:

- Co-ordinate the efficient and effective delivery of all administration and reception functions associated with clinical service delivery across all FPV sites

- Work with senior clinicians including the Medical Director, Clinical Services Manager and Senior Nurse to ensure all clinic operating procedures are relevant, reflect regulatory requirements and are implemented consistently across all clinic operations
- Manage the rostering of reception staff, ensuring sufficient coverage is in place across operating hours and across all FPV sites. Effective use of resources across the administration team for backfill and cross-skilling opportunities
- Plan and manage the lifecycle of medical records including accuracy and retrievability, archiving and disposal. Ensure the integrity of data and information that is available to clients and clinic staff, whilst adhering to principles of client confidentiality and data privacy
- Primary responsibility for the practice administration of Medicare, ensuring all associated processes are efficient and effective in processing transactions, claims and updating clinician details. Liaise with finance and procurement to resolve any Medicare or clinic finance reconciliation issues

Education and Training Administration

Oversee and support Administration Team to;

- Manage administration of the clinical trainee lifecycle including course enquiries, enrolment, billing, verifying eligibility, clinical trainee placements and access to on-line learning materials
- Coordinate printing and collation of resources for use in education in Schools and Clinical training
- Manage the rostering of school and community educators
- Manage communication between FPV and external speakers and contributors with regard to the administrative aspects of their work
- Ensure resources such as rooms, vehicles and equipment are available as required and troubleshoot any issues/conflicts arising
- Coordinate the administration of on-line learning and enrolment systems, ensuring they meet the needs of the schools & community and clinical education programs and trainees

Facilities and Resource Management

- Overall responsibility for day to day facilities, ensuring they are fit for purpose and meet the expectations of staff and clients
- Manage the day to day operation of FPV fleet of vehicles. Ensure vehicles are available and rostered effectively to deliver off-site education and training programs
- Liaise with the procurement and purchasing function to monitor stock usage and inventory levels. Ensure stock is secured and stored in line with relevant clinical guidelines

Staff Leadership

- Direct supervision and management of administration staff. Lead, motivate and inspire administrative staff to provide customer-centric services for internal and external stakeholders
- Through a process of continuous consultation, review and feedback, provide opportunities for staff to develop and cross-skill aligned with organisation needs and individual career goals

General

- Comply with OH&S legislation and contribute to and operate in accordance with, established Health, Safety and Wellbeing practices and procedures



- Liaise with third party organisations (e.g., I.T, Best Practice) as required to maintain optimal function
- Adhere to FPV's values, policies, procedures and relevant legal requirements

In addition to the duties and key result areas specified in this position description, perform any other tasks duties and responsibilities appropriate to the position and any other reasonable duties specifically assigned

4. Selection Criteria

Mandatory

- Relevant tertiary qualifications and/or vocational qualifications in health practice administration and management
- Demonstrated experience as Practice Manager or similar role in a health organisation
- Strong stakeholder management and customer service skills, preferably in a health setting
Experience working with medical professionals and senior staff mandatory
- Demonstrated ability to effectively allocate resources and problem solve conflicting priorities to ensure continuity of, and consistency in, service delivery
- Demonstrated experience in the implementation and monitoring of risk and quality related improvement measures
- Experience using information systems and technology to streamline cross organisation processes
- Experience administering Medicare processes within a clinic setting
- Demonstrated experience leading and developing staff in cross functional teams
- Excellent communication skills
- Valid Working with Children Check. The incumbent will also be required to undertake and complete a Satisfactory National Police Check

Desirable

- Experience with Best Practice, Hot Docs, Learning Management Systems (LMS), and Microsoft Office Suite highly regarded
- Experience with resource booking and student lifecycle management processes
- Experience with reproduction and sexual health education and clinical services

5. EMPLOYMENT CONDITIONS

- **Performance management:** Employment Contract with ongoing monthly supervision.
- **Remuneration:** Depending on qualifications and experience and as detailed in Employment Contract, including:
 - Access to salary packaging
 - Superannuation
- **Probation:** Six-month probationary period

Authorised by: Tania Rose. Corporate Services Director

Date Reviewed: 31 March 2021