

POSITION TITLE	Primary Care Team Leader
DEPARTMENT	Community Care
REPORTS TO	Director Community Care
DIRECT REPORTS	Administration Support officers Practice Nurse
AWARD	Dependent on qualification and experience
CLASSIFICATION	Dependent on qualification and experience Ongoing, Full time
DATE OF CREATION/AMENDMENT	January 2026
CREATED/AMENDED BY	Director Community Care

“Caring for Our Community”

POSITION OBJECTIVES

The Primary Care Team Leader is responsible for the effective day-to-day operational leadership of the Rochester Primary Care Centre (RPCC) - a new GP practice operated by REDHS from 2026.

The role will ensure safe, efficient, and patient-centred service delivery, overseeing all relevant activities including patient flow, billing processes, customer engagement and quality improvement.

The Primary Care Team Leader will provide direct supervision and support to the Administration Support Officers for Primary Care Reception and the main Hospital reception teams, fostering a high-performing administrative service that supports clinical care, continuity, and organisational objectives.

Working closely with the Community Care Quality Officer, the position ensures compliance with relevant standards, policies, and accreditation requirements.

The practice is located within the Community Care area in close proximity to Allied Health and other hospital services/practitioners, there is an expectation of active fostering and advancing the benefits of a true multi-disciplinary model of care.

RESPONSIBILITIES & PERFORMANCE INDICATORS

Operational service leadership

- Provide day-to-day business management of the General Practice, ensuring efficient, safe, and patient-focused service delivery
- Implement and maintain operational systems, policies, and procedures that support integrated primary and community care
- Coordinate service delivery across General Practice, Practice Nursing, Allied Health, reception services, hospital and community care interfaces (as relevant)
- Ensure services align with client goals and cultural needs

Workforce, Rostering and Team Leadership

- Manage GP and Practice Nurse scheduling and rostering to ensure appropriate clinical coverage and service continuity
- Lead and support reception teams across the GP Practice, Allied Health services, and the main hospital reception
- Provide supervision, training, performance support, and day-to-day leadership to administrative and reception staff
- Foster a positive team culture that promotes collaboration, accountability, and continuous improvement

Reception, Intake and Front-of-House Operations

- Ensure professional, efficient, and consistent reception and intake services across all service areas within the portfolio
- Oversee appointment systems, patient flow, intake, referral, transition, and discharge processes

- Support the effective use of relevant digital health and care systems and portals, including My Aged Care where applicable

Care Coordination and Risk Oversight (Operational)

- Support coordinated care delivery through effective communication between clinicians, allied health professionals, community services, hospital staff and external providers
- Monitor service delivery effectiveness, emerging risks, and changes in patient or client needs from an operational perspective
- Support the safe integration of digital / virtual care, where appropriate

Medicare, Billing and System Compliance

- Provide oversight and support for Medicare claiming and billing processes, ensuring compliance with MBS requirements
- Support accurate billing, reconciliation, and reporting processes
- Identify and address billing issues and support continuous improvement in claiming practices

Financial and Business Oversight

- Provide operational oversight of General Practice financials, including monitoring income and expenditure
- Support budgeting, forecasting, and financial performance reporting
- Monitor service utilisation to identify risks of over- or under-expenditure and support sustainable service delivery
- Ensure accurate and timely reporting to support invoicing, reconciliation, and financial compliance

Quality Improvement, Accreditation and Compliance

- Lead and participate in quality improvement (QI) activities aligned with organisational objectives and accreditation requirements
- Work collaboratively with the Community Care Quality Officer and REDHS Quality and Innovation team to ensure compliance with relevant standards, including RACGP and other applicable Standards
- Maintain accreditation readiness through effective documentation, audit preparation, and evidence management
- Contribute to service development, program improvement, and achievement of operational KPIs

Documentation, Reporting and Governance

- Ensure accurate, timely, and compliant documentation across operational, administrative, and reception systems
- Maintain records, reports, and data in accordance with organisational policies, funding requirements, and regulatory standards
- Prepare reports and provide advice to leadership on operational performance, risks, and improvement initiatives

Stakeholder Engagement and Communication

- Build and maintain effective relationships with clients, carers, clinicians, hospital services staff, allied health providers, community partners, and external stakeholders
- Support staff and consumers with service navigation and health system literacy where required
- Represent the practice professionally in meetings, forums, and collaborative initiatives

General Responsibilities

- Participate in meetings, planning activities, and organisational initiatives
- Comply with organisational policies and procedures
- Undertake additional duties as directed to support service continuity and organisational objectives

QUALIFICATIONS

Essential

- Certificate IV or above in Business / Health Administration or closely related qualification.
- Leadership experience in Healthcare, preferably in general practice or rural healthcare setting.

Desirable

- Tertiary qualifications in health, business, or management
- Project or change management experience / qualification

KEY SELECTION CRITERIA

Essential

- Experience in a management or senior practice administration role in rural or regional healthcare, preferably general practice
- Knowledge and experience of using general practice clinical and administrative software
- Detailed understanding of the Medicare Benefits Schedule and Medicare claiming processes
- Understanding of general practice accreditation requirements and relevant standards
- Demonstrated leadership skills with the ability to foster teamwork and positive stakeholder engagement
- Strong ability to build and maintain effective customer and stakeholder relationships
- Excellent written and verbal communication and documentation skills

Desirable

- Working knowledge of Windows-based software (e.g. Word, Excel)
- Understanding of medical terminology and healthcare sector stakeholders
- Experience working in a multidisciplinary healthcare environment

OCCUPATIONAL HEALTH, SAFETY & WELLBEING

All REDHS employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved policies and procedures that apply to their work.

All REDHS employees share responsibility for occupational health and safety (OH&S) with specific responsibilities and accountabilities allocated to positions with REDHS organisational structure.

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including dismissal.

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, 'near miss incidents, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions.
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities.

- Don't willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

'THIS IS ME'

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs utilising Montessori actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

All REDHS employees must participate in REDHS integrated risk management and quality improvement systems by being aware of their responsibility to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual

differences

- H Hospitality** Receiving and treating all people in a warm, friendly, generous way
- S Sustainability** Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name		Date	
Signature			