

## Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

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| <b>Position Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Practice Manager – RPCC                                                                                                                                                                                                                                                                                                          |
| <b>Position ID</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | [Insert Position ID]                                                                                                                                                                                                                                                                                                             |
| <b>Department</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Primary Care – Rochester Primary Care Centre                                                                                                                                                                                                                                                                                     |
| <b>Award</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027                                                                                                                                                                             |
| <b>Classification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Grade 5                                                                                                                                                                                                                                                                                                                          |
| <b>Employment Type</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Permanent ongoing, 1.0 EFT                                                                                                                                                                                                                                                                                                       |
| <b>Reports To</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Director of Allied Health and Community Services                                                                                                                                                                                                                                                                                 |
| <b>Direct Reports</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>Client Services Team Leader</p> <p>Practice Nurse – operational line management. Professional nursing accountability is held by the Director of Clinical Operations.</p> <p>General Practitioners – operational line management. Professional medical officer accountability is held by the Director of Medical Services.</p> |
| <b>Date Document Approved</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 02/10/2026                                                                                                                                                                                                                                                                                                                       |
| <b>Approved by</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Director of Allied Health and Community Services                                                                                                                                                                                                                                                                                 |
| <b>Purpose of Position</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                  |
| <p>The Practice Manager – RPCC provides operational leadership for the Rochester Primary Care Centre (RPCC), the general practice operated by REDHS, ensuring safe, efficient, patient-centred and financially sustainable service delivery.</p> <p>The position coordinates day-to-day practice operations, supports general practitioners, nursing and administration staff, and maintains effective systems for patient access, billing, workforce coordination, accreditation, compliance and business performance.</p> <p>The position works closely with the Director of Allied Health and Community Services and clinical leaders to strengthen service quality, improve patient experience, support workforce sustainability and identify opportunities to grow primary care services in response to community need. The practice is located within the REDHS Primary Care Centre, working in close proximity to allied health and other hospital services and practitioners, and the position is expected to actively foster and advance the benefits of a genuine multidisciplinary model of care.</p> |                                                                                                                                                                                                                                                                                                                                  |

## Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

| Key Accountabilities (Strategic Focus)                                                                                                                                                                                                                                                                                                                                                                       | Performance Indicators (Measures of Success)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Practice Operations and Patient Access</b><br>Lead the day-to-day operation of the practice, including reception workflows, appointment systems, clinician schedules, patient flow, facilities, supplies and administrative processes. Ensure systems support timely access, continuity of care and a professional patient experience.                                                                    | <ul style="list-style-type: none"> <li>Appointment systems, patient flow, intake, referral and recall processes operate reliably and support timely access and continuity of care.</li> <li>Demand, appointment availability and clinician utilisation are monitored, with workflows and resources adjusted in consultation with clinical leaders.</li> <li>Facilities, equipment and supplies are maintained to support safe and efficient practice operation.</li> <li>Operational matters beyond the position's delegation are escalated promptly to the Director of Allied Health and Community Services.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>People Leadership and Workforce Coordination</b><br>Provide visible, supportive leadership to the team, including the Client Services Team Leader. Coordinate recruitment, onboarding, orientation, rostering, training, performance development and workload allocation within delegated authority.                                                                                                      | <ul style="list-style-type: none"> <li>Annual performance development plans are completed for direct reports within scheduled timeframes.</li> <li>Recruitment, onboarding and orientation of practice staff is completed and documented.</li> <li>Rosters support appropriate clinical coverage and service continuity across operating hours.</li> <li>Day-to-day supervision of administrative and reception staff is exercised through the Client Services Team Leader, with delegations and escalation pathways documented.</li> <li>Professional nursing accountability for the practice nurse is respected, with nursing clinical matters escalated to the Director of Clinical Operations.</li> <li>Professional medical officer accountability is respected, with medical matters escalated to the Director of Medical Services.</li> <li>Employees are correctly classified under the applicable enterprise agreement, with industrial advice obtained where coverage or classification is unclear.</li> <li>Workplace issues are addressed promptly and respectfully, and effective working relationships are maintained across general practitioners, nursing, allied health and corporate teams.</li> </ul> |
| <b>Billing, Medicare and Financial Performance</b><br>Maintain accurate and compliant billing processes across Medicare, Department of Veterans' Affairs, Transport Accident Commission, WorkSafe Victoria and private billing arrangements relevant to the practice. Hold operational oversight of general practice financials and contribute to budget development, forecasting and performance reporting. | <ul style="list-style-type: none"> <li>Billing complies with MBS requirements, including bulk billing and applicable practice and workforce incentive programs.</li> <li>Billing exceptions, receipting, reconciliations and outstanding accounts are monitored and actioned.</li> <li>Patient registration through MyMedicare is supported and maintained.</li> <li>General practice income and expenditure is monitored monthly, with material variances explained and actioned.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>Budgets are developed, forecast and reported within organisational timeframes.</li> <li>Clinician utilisation is monitored and practical opportunities to improve efficiency, revenue and financial sustainability are identified and progressed.</li> </ul>                                                                                                                                                                                                                                                                                                                            |
| <b>Quality, Accreditation and Compliance</b><br>Coordinate practice readiness for accreditation and ensure policies, procedures and operational systems align with applicable Royal Australian College of General Practitioners standards, privacy obligations, workplace health and safety requirements and REDHS policy. | <ul style="list-style-type: none"> <li>Accreditation readiness is maintained, with required registers, documentation and evidence current.</li> <li>Compliance is maintained with the RACGP Standards and the National Safety and Quality Health Service Standards as applicable to the practice.</li> <li>Corrective actions arising from audits and accreditation are coordinated and closed within agreed timeframes.</li> <li>Continuous quality improvement activity is planned, implemented and evaluated in collaboration with the Community Care Quality Officer and the REDHS Quality and Innovation team.</li> </ul> |
| <b>Patient Experience, Feedback and Complaints</b><br>Promote respectful, inclusive and patient-centred service. Monitor patient feedback and service experience, and respond to administrative concerns and complaints within delegated authority.                                                                        | <ul style="list-style-type: none"> <li>Patient feedback and service experience data is collected, reviewed and reported.</li> <li>Administrative concerns and complaints are acknowledged and resolved within REDHS timeframes.</li> <li>Clinical or otherwise significant matters are escalated appropriately to the relevant clinical lead or the Director.</li> <li>Feedback is demonstrably used to improve systems, communication and patient access.</li> </ul>                                                                                                                                                          |
| <b>Information, Systems and Data Integrity</b><br>Maintain effective use of the practice management and electronic clinical record systems, including user access, templates, recalls, reminders, data quality and administrative workflows.                                                                               | <ul style="list-style-type: none"> <li>User access is provisioned and reviewed in accordance with REDHS policy, and confidentiality and privacy obligations are met.</li> <li>Recalls, reminders and templates are current and operating correctly.</li> <li>Data quality is monitored and operational reporting is accurate and timely.</li> <li>Staff capability in relevant systems is supported through training and local guidance.</li> <li>System issues are resolved with REDHS information technology and relevant vendors, and system changes are implemented safely.</li> </ul>                                     |
| <b>Service Development and Stakeholder Engagement</b><br>Work with the Director of Allied Health and Community Services and the clinical team to support practitioner recruitment, onboarding and retention, service planning and sustainable growth of the practice.                                                      | <ul style="list-style-type: none"> <li>Practitioner recruitment, onboarding and retention activity is supported and progressed.</li> <li>Productive relationships are maintained with Murray Primary Health Network, local health services, community partners and service providers.</li> <li>Opportunities to strengthen patient access, introduce or expand services and improve integration with other REDHS programs are identified and proposed.</li> <li>The practice is represented professionally in relevant internal and external meetings and forums.</li> </ul>                                                   |

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| <p><b>Risk, Safety and Continuous Improvement</b></p> <p>Identify and manage operational risks, incidents and service issues within scope, and meet the occupational health and safety responsibilities of a manager.</p>                                   | <ul style="list-style-type: none"> <li>• Hazards, incidents and risks are identified, recorded and controlled in accordance with REDHS systems.</li> <li>• Risks and service issues beyond the position's scope are escalated appropriately.</li> <li>• Consultation obligations with employees and Health and Safety Representatives are met.</li> <li>• Data, feedback and team input are used to implement and evaluate improvements.</li> <li>• A culture of accountability, learning and safety is actively supported within the practice.</li> </ul>                                                                                                                                                                                                                                                                               |
| <p>Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to <b>Growing Together: Our People, Our Services and Our Future.</b></p> | <ul style="list-style-type: none"> <li>• Models and reinforces REDHS values in team expectations, performance conversations and decision-making.</li> <li>• Actively shapes a culture of trust, inclusion, accountability and continuous improvement.</li> <li>• Recruits, selects and onboards team members aligned to organisational values and behavioural expectations.</li> <li>• Addresses behaviours inconsistent with REDHS values in a timely and constructive manner.</li> <li>• Implements engagement strategies beyond survey feedback, fostering open dialogue and shared ownership.</li> <li>• Ensures workforce planning, resourcing and development practices support a capable, motivated and sustainable team.</li> <li>• Aligns team objectives and behaviours to Our People, Our Services and Our Future.</li> </ul> |

## Key Relationships

| Internal Relationships                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <ul style="list-style-type: none"> <li>• Director of Allied Health and Community Services</li> <li>• Director Medical Services</li> <li>• Director of Clinical Operations</li> <li>• Client Services Team Leader</li> <li>• General Practitioners</li> <li>• Administration Support Officers</li> <li>• Practice nurse</li> <li>• Allied Health Team Leader</li> <li>• Allied Health Team</li> <li>• Quality and Innovation team</li> <li>• REDHS information technology</li> <li>• People and Culture</li> <li>• Finance Team</li> <li>• Health and Safety Representatives</li> </ul> |
| External Relationships (Community, Industry etc)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <ul style="list-style-type: none"> <li>• Patients, carers and families</li> <li>• Murray Primary Health Network</li> <li>• Services Australia and Medicare, including MyMedicare</li> <li>• Department of Veterans' Affairs, Transport Accident Commission and WorkSafe Victoria</li> </ul>                                                                                                                                                                                                                                                                                            |

- Practice management and clinical record software vendors
- Accreditation assessors under the RACGP Standards
- Local health services, community partners and external referrers
- Visiting Specialists

## Key Selection Criteria & Capabilities

| Key Selection Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <ul style="list-style-type: none"> <li>• Demonstrated experience managing a general practice, medical centre or comparable primary care service, with a strong understanding of day-to-day practice operations.</li> <li>• Demonstrated leadership experience, including workforce coordination, staff development, performance support and the ability to build a positive, accountable team culture.</li> <li>• Sound knowledge of Australian general practice billing and Medicare requirements, together with the ability to monitor revenue, expenditure, budgets and operational performance.</li> <li>• Knowledge of general practice accreditation, quality improvement, privacy, records management and relevant healthcare compliance requirements.</li> <li>• High-level communication, relationship management and problem-solving skills, including the capacity to work effectively with medical practitioners, multidisciplinary teams, patients and external stakeholders.</li> <li>• Demonstrated capability using electronic practice management and clinical record systems, together with Microsoft Office applications and operational reporting tools.</li> <li>• Ability to manage competing priorities, exercise sound judgement, work with a high degree of autonomy and remain calm and professional in a busy healthcare environment.</li> </ul> |
| Qualifications                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>• Relevant qualification business or health administration is desirable</li> <li>• Significant experience in practice management is essential</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Essential Registrations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>• Evidence of identity and the right to work in Australia.</li> <li>• Current National Criminal History Check.</li> <li>• Working with Children Check and NDIS Worker Screening Check, where determined by REDHS policy and the inherent requirements of the role.</li> <li>• Current immunisation status in accordance with REDHS policy, including influenza vaccination.</li> <li>• Current Victorian Driver's Licence.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Technical and Professional Capabilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>• Competent in general practice appointment, billing, recall and reminder systems.</li> <li>• Working knowledge of Medicare, the Medicare Benefits Schedule, MyMedicare and general practice incentive programs, and of Department of Veterans' Affairs, Transport Accident Commission and WorkSafe Victoria billing arrangements.</li> <li>• Applies budget monitoring, forecasting and financial reporting to practice operations.</li> <li>• Understanding of accreditation and audit requirements under the RACGP Standards.</li> <li>• Competent use of Microsoft Office applications and operational reporting tools.</li> <li>• Working knowledge of the HASMAW and Nurses and Midwives enterprise agreements as they apply to the practice workforce.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Personal & Leadership Capabilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>• Provides visible, accessible leadership to an administrative and nursing team.</li> <li>• Builds effective working relationships with medical practitioners and across clinical and corporate teams.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

- Communicates clearly with patients, families and colleagues, including in difficult situations.
- Exercises sound judgement and remains calm and professional under competing operational pressures.
- Works with a high degree of autonomy within a defined delegation and escalates appropriately.
- Demonstrates the REDHS values of Reliability, Engagement, Diversity, Hospitality and Sustainability in daily practice.

## Growing Together – Our People. Our Culture, Our Future.

### REDHS Values and Behaviours

Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.

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| <b>R</b> | <b>Reliability</b><br>We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.                            |
| <b>E</b> | <b>Engagement</b><br>We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing. |
| <b>D</b> | <b>Diversity</b><br>We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.                                  |
| <b>H</b> | <b>Hospitality</b><br>We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.          |
| <b>S</b> | <b>Sustainability</b><br>We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.                        |

## Employment Obligations

### 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

### **Professional Conduct and Organisational Compliance**

Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards.

All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.

### **Personal Centred Care**

All staff are required to support the REDHS "This is Me" philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.

### **Work Health Safety & Risk**

All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.

### **Clinical Practise Requirements (Clinical roles)**

Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.

### **Employment Conditions**

Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working With Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

## **Additional Requirements**

### **Position Review**

- This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee.
- Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working With Children Check and, where applicable, an NDIS Worker Screening Check.
- This document outlines the general duties and responsibilities of the role and is not exhaustive.
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

### **Acceptance of the Position**

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

**Name**

**Date**

**Signature**

