



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Practice Manager
<b>PROGRAM:</b>	The Centre Clinic and Equinox / PRONTO! PrEP Clinic & Peer Testing
<b>STATUS:</b>	1.0 EFT
<b>REPORTING TO:</b>	Director of Services
<b>LOCATION:</b>	St Kilda and Abbotsford sites
<b>CLASSIFICATION:</b>	Contract

### 1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health is an LGBTIQ+ community-controlled organisation, governed by our members, and working for our sex, sexuality and gender diverse communities.

For 35 years as the Victorian AIDS Council (VAC), the organisation led the Victorian community's response to HIV and AIDS. Our work has now moved beyond Victoria, and Thorne Harbour Health is responding to a broad range of issues. Thorne Harbour Health aims to improve the health, social and emotional well-being of LGBTIQ+ communities and those living with or affected by HIV, with a particular emphasis on bringing the HIV and AIDS epidemic to an end.

#### Our Vision

We envision a healthy future for our sex, sexuality and gender diverse communities, a future without HIV, where all people live with dignity and wellbeing.

#### Our Mission

We devise and deliver effective community-driven health and wellbeing programs. We advocate to reduce stigma and discrimination.

For more information on our organisation, please visit our website [www.thorneharbour.org](http://www.thorneharbour.org)

## 2. PROGRAM CONTEXT, ROLE & FOCUS

The Practice Manager position coordinates the operations of the Thorne Harbour Health General Practice services including The Centre Clinic, Equinox and PRONTO! PrEP Clinics. The role is supported by an administrative assistant currently funded to provide support for 15 hours per fortnight until June 30 2024.

### **The Centre Clinic**

The Centre Clinic is an AGPAL Accredited General Practice located in the Victorian Pride Centre in St Kilda. The service provides general health care to the LGBTIQ+ community, as well as specialist medical care and treatment for people living with HIV. The practice workforce includes GPs, NPs, Nurses, GP Registrars (Extended Skills), Sexual Health Physician Advanced Trainees and a Dietitian. The clinic generates income from a mixed billing model and participation in PIPS/WIPS service incentive programs.

### **Equinox**

Equinox is an AGPAL Accredited General Practice providing gender affirming care to the trans and gender diverse (binary and non-binary) community. The practice offers hormone therapy initiation under an informed consent model of care, mental health, sexual health and all other general practice services. The clinical team consists of GPs and a Registered Nurse. Equinox is funded through MBS billing, PIPS and WIPS and offers bulk billing services.

### **PRONTO! PrEP Clinic**

PRONTO! PrEP is co-located with Equinox and offers PrEP prescribing and BBV/STI testing and treatment services to individuals at high risk of HIV acquisition. The service is delivered by a mix of General Practitioners and Nurse Practitioners. PRONTO! PrEP Clinic services are bulk billed and the services income and expenses are held within the Equinox budget.

The Practice Manager is responsible for managing clinical and non-clinical staff, optimising financial/billing practices and implementing quality systems in order to ensure smooth and efficient functioning of the practices and providing an exceptional standard of care to our patients. The primary goal of the role is to ensure the ongoing sustainability and quality of the general practice services delivered by Thorne Harbour Health.

### **PRONTO! Peer Testing**

PRONTO! is the Thorne Harbour Health peer HIV testing program that has operated since 2013. In this time, the Peer Test Facilitators have provided health promotion education to and tested over 13,000 Gay/Bi/Men who have sex with men (MSM) for HIV. Over 84 men from a wide range of ages, cultures and sexual identities have been diagnosed with HIV and provided support and referral by this service. In 2016, the program expanded to provide Peer STI testing services and has since tested over 8,000 men for STIs. The Peer Test Facilitators work in collaboration with onsite General Practitioners and Nurse Practitioners who provide Pre-Exposure Prophylaxis (PrEP) and STI treatment services.

HIV testing is a key HIV prevention strategy for Gay/Bi/MSM in Australia. Increased coverage and frequency of testing for HIV amongst high-risk Gay/Bi/MSM who have sex with men is an effective public health intervention to reduce future transmissions of HIV.

## 3. POSITION ROLE AND RESPONSIBILITIES

Planning & Implementation:

- Monitor budgets & plans and provide regular reports on business performance.
- Develop and implement strategies required to enhance performance and meet performance goals.
- Work with Director of Services to develop and implement strategies for achievement of practice goals.

#### Staffing:

- Recruitment, induction, development and line management of non-clinical practice staff to ensure high performance and continuing professional improvement.
- Recruitment, practice support and non-clinical management of clinical practice staff to ensure high performance and continuing professional improvement.
- Leadership and management for staff including team building, delegation of tasks and conflict resolution.
- Preparation of reception rosters, approval of staff time sheets, leave applications and contractor doctor invoices.

#### Systems:

- Review and improve practice systems to ensure smooth and efficient functioning, high quality services and continuous improvement.
- Work with IT Coordinator to ensure computer hardware and software are current and maintained.
- Ensure relevant personnel are kept informed and changes are made to systems and procedures as required.
- Maintain and manage practice digital security certificates on PRODA.
- Complete verification reporting for PIPS/WIPS and ensure current details are maintained on HPOS system.

#### Finances:

- Work with Director of Services and finance department to ensure compliance with all taxation, record keeping and other statutory requirements.
- Monitor financial performance against budget and take action as required.
- Prepare financial reports and liaise with finance department.
- Prepare recommendations and arrange finance for purchase of capital equipment.
- Approval of invoices as per THH financial delegations policy.
- Work with finance department in the development of annual clinic budgets.
- Ensure that practice banking processes are followed, accurate and coordinate with finance department to bank cash and cheques.
- Monitor patient and third-party debts and ensure that debt recovery processes are followed up by reception team in a prompt and timely manner.
- Ensure that Medicare claims are submitted, processed and rejections resubmitted in a timely manner by reception team.

#### Quality & Compliance:

- Maintain policies & procedures of the clinics and oversee AGPAL quality standards and accreditation.
- Maintain clinic RACP (Chapter of Sexual Health) Training site accreditation.
- Maintain GP Registrar Training Accreditation for Extended Skills placements.
- Maintain awareness of current and new legislation to ensure business is complying with all statutory and regulatory obligations including MBS item utilisation, OHS requirements and privacy obligations.
- Ensure practice complies with all contractual obligations.
- Responsibility for the maintenance and monitoring of all Occupational Health and Safety related matters including the reporting and follow up of significant hazards or events that occur within the service.
- Manage privacy breaches in accordance with relevant legislation and THH policies and procedures.

#### Customer Service, External:

- Maintain a customer service culture that delivers trauma informed, compassionate and affirming care to all LGBTIQ+ community members accessing health services at Thorne Harbour Health.
- Manage client feedback and complaint processes.
- Maintain online appointment booking system.
- In consultation with Health Promotion & Communications staff, oversee the development and implementation of marketing, social media and promotions for the health services.
- Provide occasional front desk reception cover during periods of unplanned staff absence.

#### Customer Service, Internal:

- Set up clinician user profiles in Best Practice, manage schedules, leave requests and professional development requests.
- Support clinicians in accessing LGBTIQ+ / TGD culturally safe resources and referral information.
- Liaise with Thorne Harbour Health Therapeutic Services and HIV Services teams to support internal referral pathways across services and to provide clinicians with updated service information.
- In collaboration with the Medical Director, manage recruitment and on-boarding of Extended Skills placement GP registrars and Advanced Sexual Health Physician Trainees.

#### Facilities:

- To ensure the safety and security of all on-site equipment and facilities through the timely implementation of maintenance contracts and ensuring all security protocols are adhered to by all staff and visitors to the service.
- Represent Thorne Harbour Health on Victorian Pride Centre Tenant Working Group committee.

#### Other:

- Undertake other duties as directed in support of the organisation and its objectives.

## 4. KEY SELECTION CRITERIA

### Qualifications

There are no mandatory qualifications required for this position.

### Skills and experience

1. Demonstrated experience in managing a medical practice including office management, finance reporting, recruitment/staff management and working with Medicare billing systems, HPOS and PRODA in the Australian primary healthcare system.
2. Demonstrated experience in leading practices to the achievement of quality accreditation against RACGP standards.
3. An ability to lead others in a way that meets operational imperatives whilst maintaining a positive service culture.
4. Demonstrated ability to engage competently with a range of medical patient records management systems, online booking software programmes, PRODA, HPOS and Online Claiming systems.
5. Demonstrated understanding of the principles of and requirement for confidentiality relating to any client engagement or interaction.
6. An understanding of the issues impacting access to health care for LGBTIQ+ people, HIV positive and trans and gender diverse people and the capacity to develop flexible service responses to these issues and barriers to healthcare.
7. Demonstrated capacity to provide individual supervision to staff members.
8. Experience in advancing external partnerships, with service providers and other stakeholders, to enhance care pathways and build sector capacity.

### Desirable

1. Experience in using Best Practice patient records management software, POLAR and/or Cubiko dashboards.
2. Experience working in sexual health, with lesbian, gay, bisexual and transgender communities and/or people affected by HIV.
3. Previous experience in a community-based organisation.
4. Accredited training in business or medical practice management/ knowledge of medical terminology.
5. Membership of Australian Association of Practice Managers.

## **5. CONDITIONS OF EMPLOYMENT**

- Salary is paid in accordance with the VAC/GMHC Employment Agreement 2014. Paypoint will be commensurate with experience.
- Salary packaging is available at Thorne Harbour Health. It is a legitimate method of restructuring existing salary into a combination of salary and expense payment benefits to provide a higher net remuneration for the employee.
- Employer's contribution to superannuation will also be paid.
- Conditions of employment are as stated in the VAC/GMHC Employment Agreement 2014.
- The position is for 38 hours per week.
- Completion by Thorne Harbour Health of a satisfactory police check.
- Evidence of a valid Working with Children Check.
- A willingness and ability to work flexible hours is required, including some early morning, evening and weekend meetings and other work-related commitments.
- A Confidentiality Agreement must be signed.
- Thorne Harbour Health is an equal opportunity employer. All staff members are required to contribute to creating a non-discriminatory workplace.
- Thorne Harbour Health provides a non-smoking workplace.
- Membership of the appropriate union is strongly encouraged.
- Applicants must either be Australian citizens or have permanent resident status.

## **6. PROFESSIONAL SUPERVISION**

Thorne Harbour Health has a commitment to ensuring that staff members receive high quality supervision on a regular basis. This role is required to attend this supervision.

## **7. WORKPLACE HEALTH & SAFETY**

As an employee of Thorne Harbour Health, staff need to strive to ensure a safe and healthy workplace by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Duties of Employees).

## **8. APPLICATION PROCESS**

Written applications addressing the selection criteria and including a resume and the names and contact details of three professional referees should be sent to [recruitment@thorneharbour.org](mailto:recruitment@thorneharbour.org)

For further enquiries please contact the (Acting) Director of Services on 03 9865 6700 or via [recruitment@thorneharbour.org](mailto:recruitment@thorneharbour.org)

Applications close Sunday, 10th March 2024.

Important: it is essential that applicants specifically address the selection criteria. Where selection criteria have not been addressed, applications will not be considered.