Good Country Physiotherapy

Position Description

Position Overview

Position Title	Clinic Manager
Job Type	Part Time (4 days per week)
Location	Naracoorte
Reporting To	Practice Manager
Liaison	Patients Clinical Staff Suppliers Referring doctors and/or their staff Other Health providers
Salary Range	Based on qualifications and experience (indicative: Health Professionals and Support Services Level 7)
Other Benefits	Refer to www.goodcountryphysio.com.au/careers

Organisational History

Good Country Physiotherapy is a private practice providing high quality, evidence-based physiotherapy services with a key focus on self-management strategies and exercise-based therapy within the Upper Limestone Coast region.

Good Country Physiotherapy, originally trading as Angela Dunsford Physiotherapy, was established in February 2004 to service clients in the Upper Limestone Coast of South Australia. Currently, Good Country Physiotherapy has 4 main clinics in Naracoorte, Bordertown, Kingston and Keith with a satellite clinic in Millicent. The objective is to expand the business to service the entire Limestone Coast region.

Organisational Culture

Good Country Physiotherapy is committed to our mission, vision and values.

Our Mission

ON your TEAM
WORKING TOGETHER
FOR your HEALTH

Good Country Physiotherapy

Our Vision

1. To provide a healthcare service that is affordable, accessible and available
2. To grow the health awareness of our community and be a leader in our profession
3. To be a strong voice for our community to improve rural health services
4. To be a supportive team that prioritises work/life balance and lifelong learning

Our Values

1. We are friendly, approachable, kind and generous
2. We are respectful, open-minded, inclusive and fair
3. We are flexible and reliable
4. We act with integrity and professional autonomy
5. We build relationships with a foundation of trust using clear communication and active listening
6. We work together as one team to achieve the best outcomes for our patients
7. We put patients first and empower them to manage their own health
8. We value connection with our community
9. We value self-care and self-worth
10. We value lifelong learning
11. We encourage a sense of humour and finding enjoyment every day

Our management team and staff are expected to uphold these values at all times while in the employ of Good Country Physiotherapy.

Purpose of Position

The purpose of this position is to support the delivery of effective physiotherapy treatment to patients as well as providing a positive experience for the patients in their dealings with the practice. The role encompasses a range of management, office and administration responsibilities that are aimed at ensuring services can be delivered efficiently and effectively, as well as contributing to the ongoing development of the business.

The quality of the overall Good Country Physiotherapy client experience relies heavily on this position as it is the front line for the organisation. The role provides the initial and final contact with the patient and as such it is critical in providing a positive image. It is imperative that this role communicates clearly and in a timely manner with clients and staff, both internal and external to the company.

Key Responsibilities

Provide clinic support functions:

- The coordination of patient appointments and communication regarding times allocated
- The filing of patient records in electronic form
- Reception and patient greeting functions
- Assisting clinicians in the efficient use of time to ensure that patient contact time can be maximised
- Providing administrative support to the physiotherapists and Practice Manager
- Ensuring that quality processes are established, documented and adhered to across all areas of the clinic
- Receipting, reconciling and depositing funds received by the practice

- Being knowledgeable about the stock available to purchase in the clinic, to answer patient questions regarding stock

Undertake marketing activities:

- Contribute to the positive marketing and promotion of the practice and the clinic
- Prepare marketing materials as directed
- Assist in preparing the practice newsletter and other promotional material
- Assist in preparing regular marketing correspondence to referrers and client groups
- Collect and collate patient satisfaction survey information
- Liaise and maintain positive communications with patients

General:

- Ensure the practice is presented neatly and remains clean
- Abide by all relevant legal requirements including work health and safety, privacy, equal opportunity etc
- Ensure that the patient is treated with respect, privacy and dignity at all times
- Contribute to minimising risk within the service
- To participate in the appraisal system, ensuring that organisational goals are achieved
- To be familiar with the policies and procedures of the organisation
- To ensure records are accurate for the purpose of charging clients the appropriate fees
- To be capable of functioning semi autonomously, and prioritising own work within established policies, guidelines and procedures

Personal result areas:

- To maintain a client focus that includes empathy, kindness, high levels of communication and responsiveness
- To ensure that the role is approached with integrity
- To maintain a quality approach
- To be responsible
- To maintain a level of physical fitness appropriate to delivering the services required
- To be reliable

Clinic Manager Role

- To attend team meetings with the clinic physiotherapist and practice manager (x1 weekly) to ensure the day to day running of the clinic is optimised.
- To check diaries at the start of each week:
    - to ensure there are appropriate patients booked to see the appropriate physiotherapists
    - to ensure that the diary is adjusted to reflect leave and roster changes when advance notice is provided
- To organise a weekly meeting with other admin team member(s) in Naracoorte to ensure last weeks tasks are completed and plans are made for the following week
- To provide guidance and direction on the prioritisation of tasks to other admin team members
- To oversee the daily running of the clinic.
- To be the lead contact for external contractors, cleaners, handy man, electricians
- To be the lead contact for work experience students
- In the absence of senior management staff, to meet and greet students upon their arrival
- To organize new equipment delivery and set up

- To organise external and internal clinic events in advance, to ensure the space is booked, the time is in the diary to attend, all equipment is ready for presentations
- To prioritise your tasks to faciliate the most efficient running of the clinic during the week
- To source stock for patients if required, in collaboration with the Stock Controller
- To be available to the Director(s) for additional tasks/projects from time to time in relation to growing the business

Key Selection Criteria

Essential

- Experience working in an office environment
- Good communication skills
- High quality interpersonal skills
- The ability to assess problems and develop creative solutions
- Competence in computer based practice management systems, word processing and spreadsheets
- Demonstrated commitment to high standards
- Demonstrated empathy for and kindness towards the needs of patients
- Excellent time management and prioritisation skills
- The ability to adapt to changing environments
- A strong customer service focus
- The ability to function independently and within a team
- A current drivers licence

Desired

- Experience in managing a small admin team
- Experience with managing patients
- Experience in liaising with referrers and suppliers
- Qualification in office administration
- Experience in a private practice or other health care setting
- Marketing skills or qualifications