Clinic Support Manager

Work type: Full time or Part Time, continuing

Location: Shepparton

Shepparton Medical Centre

Salary: AUD$60,000 - AUD$70,000 plus 9.5% superannuation

About Melbourne Teaching Health Clinics

The Melbourne Teaching Health Clinics (MTHC) was established by the University of Melbourne to operate and manage teaching health clinics that provide students at the University with world class clinical training as a core component of their studies. The organisation also provides continuing professional development training to persons working in the area of health care provision, facilitates research into health outcomes and provides patients with health services at affordable rates.

The Shepparton Medical Centre (SMC) and the Melbourne Dental Clinic (MDC) are two of the five teaching health clinics within the MTHC. The MDC was established by the University of Melbourne in 2013 to provide excellence in clinical education for the next generation of dental professionals and increase access to comprehensive dental care for members of the public. The SMC is a general practice-centred, multidisciplinary teaching clinic, the mission of which is to increase the quality and capacity of medical education for undergraduate and postgraduate medical students and provide high quality, comprehensive general practice care for members of the public.

Position Summary

Working closely with the Operations Manager, the Clinic Support Manager will coordinate the business and operational management of the Shepparton Medical Centre (SMC). The position has primary responsibility for the day to day operation of the Centre, is focused on the delivery of exceptional customer service and patient centred care as well as delivering the achievement of key administrative outcomes. The Clinic Support Manager will manage and support the administrative and nursing teams, ensure the Centre operates efficiently and effectively in accordance with the goals and objectives of the Centre and has policies, procedures and systems in place for the safe delivery of service that is compliant with all legislative and accreditation requirements.

Key responsibilities include:

- Responsible for the smooth, day to day operation of the Centre
- Provide high quality customer service to patients, key stakeholders and the community attending SMC
- Manage and support the administrative and nursing staff, allocating work responsibilities, providing direction, mentoring staff and facilitating resolution of any problems and conflicts.
- Develop and implement mechanisms to support continuous improvement in clinic operations
- Working with the Operations Manager, ensure that business continuity and operational plans are implements and Centre issues are immediately addressed
- Develop, implement and maintain procedures to enable all Medicare and private health insurance claims from medical practitioners are entered into the medical billing system, collated and then forwarded to the appropriate agency
- Manage the Centre’s budget in a financially responsible manner ensuring prompt attention to identified problem areas with support from the Operations Manager as required
- Oversee the financial processes ensuring payments, receipts, disbursements and other reimbursements, reconciliations and transfers are completed in a timely manner
- Implement and maintain Centre policies, procedures and guidelines as required by Practice Accreditation requirements, and identifying as well as addressing policy gaps
- In consultation with the GP’s, manage the medical students and Registrar placement at the Centre including induction, training schedule, PIP and registered training provider requirements

About you

Essential Selection Criteria:

- Proven experience in autonomous management, including supporting and coordinating the day to day operations, financial and human resource aspects of a business
- Demonstrated ability to collaboratively develop and implement high quality systems and processes in a fast-paced environment
- Ability to communicate effectively and sensitively with a diverse range of people, both verbally and in writing
- Sound leadership skills including team building and conflict resolution skills
- Ability to both coordinate and undertake the key administrative functions to ensure the smooth operation of the Centre

Desirable Selection Criteria:

- Management experience of a health clinic or general practice
- Understanding of the intricacies and complexities of healthcare management, including trends and initiatives in the development of health services
- Confidence and capacity to solve problems and make sound decisions in own area of responsibility.

Please submit your application through the APPLY FOR THIS JOB button next to the advertisement on the SEEK website. Previous applicants need not apply

A cover letter, CV and document addressing the key selection criteria listed above will need to be included in your application.

For inquiries please contact Ms Joanne Kinder, (03) 5823 3133.

Applications close: Thursday 13 September 2018