

## POSITION DESCRIPTION

## Practice Coordinator POSCS3123

ISO9001 | Approved by Neos Zavrou | Next Revision: 08/10/2021



<b>Hours:</b>	Fulltime (hours negotiable)
<b>Location:</b>	Richmond Based – Various Locations
<b>Classification:</b>	OH4
<b>Reports To:</b>	Manager People and Program Development
<b>Direct Reports:</b>	Nil

### The Organisation

Odyssey House Victoria (OHV) is a place of hope and positive change for individuals working towards breaking their pattern of addiction. At OHV we believe that every person should have the opportunity to change and grow. Our diverse teams work with individuals, families and communities to reduce drug use, improve mental health and reconnect people to their family and the community.

### Position Objective

The Practice Coordinator is responsible for leading the enhancement and redesign of current medical and allied health services within Odyssey House Victoria Residential and Community Services.

The role will facilitate the development and implementation of new business models to increase OHV client access to medical and allied health services.

This includes, ensuring financial viability, developing strong partnerships with primary health services and providers, managing the day to day running of agency practices embedded within current services and support the development of innovative models of primary health care for clients in rural residential settings.

## Role Responsibilities:

### Leadership

- Provide leadership to primary health care services within OHV.
- Facilitate and support change and improvements within OHV Primary Health Care Services.

### Development

- Undertake a review of current medical and allied health services operating within Odyssey House Victoria.
- Support the implementation of new primary health care programs and services within the organisation.
- Develop strong partnerships with stakeholders which encourage greater client shared care
- Develop and manage service agreements with consultant staff.

### Management (as required)

- Resourcing of all aspects of the day to day management of the practice in consultation with medical and allied health staff.
- Organise and assist the recruitment and orientation of staff and contractors with relevant managers.
- Support effective communication and team building, within the clinical team and across the organisation with relevant managers.
- Promote a holistic, multidisciplinary approach to primary health care / general practice
- Oversee and guide preparation for accreditation, infection control audits and development and maintenance of related policy and procedures.
- Provide ongoing support to staff and contractors working within the organisations primary health services.
- Ensure client confidentiality is respected and services are delivered in a culturally sensitive manner.
- Develop and maintain strategic relationship with key stakeholders.

### Financial Performance and Legislative Compliance (as required)

- Oversee the development, implementation and audit of MBS billing processes.
- In collaboration with relevant senior managers, identify opportunities to further strengthen sustainability of the services.
- Maintain a working knowledge of government legislation and RACGP Standards for General Practice, as relevant to the practice and ensure compliance is maintained at all times.
- Maintain a working knowledge of the Commonwealth funding streams.
- Develop, monitor and review practices and procedures as required.
- Develop and review systems in an ongoing manner to ensure the practice is running efficiently.

## Key Selection Criteria

- Tertiary qualification (Diploma level or above) in Practice Management or similar qualification in health / management
- Minimum 3 years' experience managing a Multi-site General Practice or similar service
- Commitment to improving the health of vulnerable and marginalised communities
- Experience with financial management, billing systems and quality processes
- The ability to demonstrate and encourage leadership and teamwork
- Strength in building customer and stakeholder relationships
- Detailed contemporary understanding of the Medicare Benefits Schedule
- Familiarity with GP client management software programs
- Demonstrated client-focused approach in service provision
- Excellent interpersonal and communication skills
- Experience or an interest in working within Telehealth systems
- Experience and ability to work collaboratively with others in a multidisciplinary setting

## Essential Requirements

- Satisfactory outcome of a confidential Police Check and Working with Children Check. OHV is committed to child safety and is a child safe organisation.
- Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders.
- Possession of a current Victorian Driver's License.
- Information technology skills, including proficiency in Microsoft Office suite.
- Eligibility to work in Australia.

## Desirable Requirements

- First Aid Certificate.
- Current knowledge of OH&S practices.

I have read and understand the requirements of my position

Name: \_\_\_\_\_

Signature: \_\_\_\_\_