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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

DUTY STATEMENT

POSITION TITLE:	Practice Manager & Registered Nurse
REMUNERATION/CONDITIONS:	In accordance with the Nurses Award 2020
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Deputy Chief Executive Officer (DCEO)
PERFORMANCE APPRAISAL:	6-month probationary period, Performance reviews every 12 months against accountability targets jointly set by the CEO and the Board
POSITION FUNCTION:	To coordinate health services to clients of [Service]. Responsible for clinical governance and the facilitation of culturally appropriate health services to the community. Maintain effective and positive relationships with all stakeholders.
MINIMUM SKILLS REQUIRED:	Registered Nurse qualifications with current AHPRA registration
DOCUMENT CONTROL	Version 1.0 Review Date: May 2027
ACCREDITATION & GOVERNANCE ALIGNMENT	RACGP 5th Edition: C1.1, C1.2, C1.3, C2.1, C2.2, C2.3, C3.1, C3.2, C3.3, C3.4, C3.5, C3.6, C5.1, C6.1 NSQHS Standards: Standard 1 – Clinical Governance; Standard 2 – Partnering with Consumers QIC Health and Community Services Standards: Governance, Human Resources, Service Delivery, Quality Improvement, Risk Management

POSITION SUMMARY

The Practice Manager is responsible for the day-to-day management of a range of high quality, culturally appropriate health services to clients of [Service]. They will support the DCEO to develop and implement programs focusing on early intervention, health promotion, prevention, and treatment within the Aboriginal context of health, considering social, emotional, cultural, physical, and spiritual aspects.

The Practice Manager also oversees program evaluation, continuous quality improvement, and clinical accreditation. The role includes daily management of clinical and reception staff, capacity building, and ensuring training and supervision. As a Practice Nurse, the role involves triage and integrated care delivery in collaboration with GPs and relevant health providers.

The Practice Manager provides operational and clinical leadership to support safe, effective, culturally appropriate, and evidence-based healthcare delivery in alignment with organisational clinical governance frameworks.

CULTURAL SAFETY

- Support culturally safe, trauma-informed, and community-centred healthcare delivery.
- Promote respectful engagement with Aboriginal and Torres Strait Islander patients, families, community members, and staff.
- Contribute to an organisational culture that values cultural identity, self-determination, and community control.
- Participate in relevant cultural learning and reflective practice activities.

RESPONSIBILITIES

Practice Manager

- Support organisational clinical governance, accreditation, compliance, audit, reporting, and continuous quality improvement activities to ensure safe, effective, and culturally appropriate service delivery.
- Lead or coordinate an integrated and culturally sensitive suite of relevant clinical and health promotion programs that meet the needs of community members.
- Assist in the identification and implementation of innovations to improve the effectiveness and efficiency of clinical service delivery.
- Coordinate clinic schedule to maintain coverage.
- Proactively develop and implement a range of health promotion activities.
- Coordinate outreach clinics to the local Aboriginal communities.
- Supervise clinical staff, including reception staff to ensure appropriate rostering, client workflow management, compliance with agreed services levels and national health accreditation standard to ensure performance targets are met and exceeded.
- Coordinate RACGP GP Registrar placements.

- Provide quality leadership and management to team members, GPs and other clinical staff as required, including conducting regular ongoing support and supervision, and performance development and reviews.
- Facilitate recruitment, induction and training of new staff members.
- Develop and maintain effective internal and external relationships as required, including developing and managing formal partnership agreements.
- Ensure high quality data and reporting compliance.
- Oversee secure and compliant management of clinical information systems, including documentation standards, data integrity, privacy, confidentiality, and reporting requirements
- Monitor and ensure the maintenance of clinic stocks and equipment.
- Manage staff leave, relief staff and time sheets.
- Manage budget and expenditure within delegation.
- Participate in the Clinical Governance Committee and other committees as directed.
- Actively model the [Service] Code of Conduct and demonstrate appropriate professional workplace behaviours.
- Proactively address WH&S hazards, incidents and injuries, including infection control processes.
- Comply with infection control, safe handling and disposal of medical waste protocols.
- Adhere to and follow the [Service] incident and accident and complaint policies and procedures.
- Manage grievances and discipline issues promptly and constructively.
- Recognise staff achievements and strengths.
- Identify and implement service improvement opportunities through audit, review, and quality improvement activities.
- Management of all services to budget.
- Funding program deliverables met.
- Effectively lead and manage organisational change, employee and budget management.
- Understanding of and capacity to implement Equal Employment Opportunities (EEO), WH&S, ethical practice, and principles of a culturally diverse society.
- Comply with all [Service] policies and procedures.
- Other duties within scope as reasonably directed by the CEO

Registered Nurse (Dual Role)

- Triage our patients and prioritising emergency situations.
- Provision of primary health care to patients & health education to Aboriginal community members
- Work in partnership with Aboriginal Health Workers, respecting the cultural expertise of Aboriginal Health Workers to ensure the provision of holistic and culturally appropriate health care to Aboriginal People.

- Monitor local Aboriginal health problems and needs, advising the D/CEO as required.
- Provide clinical services to the Aboriginal population with appropriate allied and medical referrals.
- Assist Medical Practitioners as required.
- Maintain stock and medical supplies.
- Contribute to development, implementation, and evaluation of appropriate health promotion programs.
- Supervise trainee nurses and health assistants in clinical duties.
- Pathology Collection & ECG.
- Patient Information Recall System Management.
- Clinical care e.g. Infection control, Wound Care, Ear Syringing, Patient triage, Immunisations.
- Assisting GP with procedures including excision of lesions, plastering and assessments.
- Health coaching to support patients with achievement of their health goals.
- Effective management of patient reminder systems.
- Coordination, management, and maintenance of patient clinical data.
- Monitoring of patient clinical outcomes.
- Create and implement clinical care plans.
- Attend to and provide clinical care for our clients. Preparation and review of care plans.
- Organise and facilitate all allied health services for our clients.
- Overseeing and implementing quality improvement initiatives to ensure high quality of services.
- Promote a strong customer focused culture.
- Ensure all documentation, procedures and reporting meets relevant guidelines and legislation.
- Ensure compliance with relevant legislative requirements.
- Support the specialist doctors with various procedures and ensure the patient is comfortable and relaxed throughout.
- Prepare the examination room to ensure it is clean and tidy for the doctors and patients.
- Handle instruments to support the doctor during procedures.
- Administrative duties including managing patient enquiries via telephone and email.
- Assisting the GP with the management of the Chronic Diseases.

SERVICE DELIVERY MANAGEMENT

1. Implement any new [Service] policies or systems as directed.
2. Oversee and receive feedback on clinical morning briefs.
3. Manage control of consumable stock and equipment.

4. Monitor and disseminate important health communications and updates (e.g. health alerts).
5. Ensure health promotion and other relevant programs are implemented, delivered and evaluated.
6. Manage Allied Health Clinics.
7. Manage the QUMAX program.
8. [list additional programs]

Ensure the Clinic is working towards organisational objective

1. Participate in relevant research activities as directed /approved by the CEO.
2. Set Health Service performance targets and key performance indicators and monitor performance as per Strategic Plan.
3. Provide all reporting in a timely manner as required, including, but not limited to:
 - Strategic Plan KPI
 - Risk Management Plan
 - ITC Activity Reports
 - Annual Report
4. Be involved in ongoing accreditation and continuous quality improvement processes.
 - Work closely with the CQI Officer/ or delegate to implement quality improvement processes.
 - Support the Health Services Team and staff to maintain accreditation standards and act on recommendations.
5. Provide monthly performance reports to management as directed.

SAFETY AND QUALITY GOVERNANCE

- Review systems, policies and processes in place to help ensure compliance with National Standards, relevant legislation, and best practice / evidence-based health service provision.
- Promote a culture of safety, quality improvement, and evidence-based clinical practice.
- Support the identification, escalation, and management of clinical risk and patient safety issues.
- Identify in-house and external training/education requirements and opportunities.
- Coordinate investigation, review, and follow-up of clinical incidents, near misses, and patient safety events.

- Coordinate the review of the Medical Policy & Procedure Manual annually with the CQI Officer including researching relevant legislation, directives, RACGP and AGPAL standards.
- Facilitate clinical performance and risk management in relation to risks to clients, staff and practitioners, and the organisation.
- Foster a supportive environment and approach to incident reporting and investigation with the focus being on system failures while not ignoring human factors involved.
- Assess the (non-General Practitioner) staff for clinical competency at induction, annually and as required, inclusive of:
 - Infection control;
 - Medication safety;
 - Vaccine management;
 - Clinical procedures (within scope of practice);
 - Use of clinical equipment;
 - Allocation of AMSED modules and ensure completion by staff within required timeframes.

CLINICAL GOVERNANCE

- Attend the Clinical Governance Committee Meeting, and Chair when required.
- Advise, direct and coordinate clinical governance across the Health Service Team.
- Ensure safety and quality in the clinic by regular monitoring and auditing of:
 - Medication stock
 - Doctors bags
 - Consumable stock
 - Equipment maintenance
 - Infection control measures
 - Immunisation/vaccine management, including Strive for 5 annual audits
 - Clinic housekeeping checklists
- Review infection control and vaccine/immunisation management protocols annually.
- Ensure that relevant staff are made aware of any changes to the existing P&P's through education and training.
- Promote use of evidence-based guidelines.
- Provide education and training on evidence-based guidelines available to the clinical staff

MEETINGS

- Represent [Service] in meetings as required and authorised by CEO.
- Attend meetings as required by the Deputy/ CEO.
- Attend all Health Services Team, Management and Clinical Governance Committee Meetings.

- Chair monthly Clinical Meetings.
- Attend monthly GP Meetings
- Hold annual Health Service Planning Meetings.

KEY PERFORMANCE INDICATORS

Clinic Operations & Service Flow	≥90% appointment capacity met each month; reduction in client waiting time by 10% annually.
Accreditation	Maintain accreditation status with no major non-conformances
Continuous Quality Improvement	Minimum 2 audit based CQI activities annually
Team Management & Staffing	100% of staff receive annual performance reviews; absenteeism rates remain under 5%.
Client Experience & Safety	≥85% client satisfaction based on annual survey
Incident Management	All clinical incidents reviewed within 5 business days
Stock & Asset Management	Monthly stock takes completed; 0 critical shortages.
Compliance & Reporting	100% mandatory reports submitted by due dates

PROFESSIONAL DEVELOPMENT

Participate in ongoing professional development and training. Evaluate and report performance regularly to the D/CEO.

MANDATORY REQUIREMENTS

- Current AHPRA Registration (Registered Nurse)
- Medical practice management qualification or equivalent experience
- Understanding of Aboriginal and Torres Strait Islander health issues
- Knowledge of Medicare Benefits Schedule
- Experience with RACGP/QIC accreditation standards
- Computer proficiency, clinical data system experience
- Professional communication, reporting, and time management skills
- Current Working with Children Check and National Police History Check
- Valid NSW Driver's Licence

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____