

POSITION DESCRIPTION: PRACTICE MANAGER

THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME

Background	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Ōtaki, Horowhenua, Manawatu and Tararua.</p> <p>THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>Horowhenua Community Practice (HCP) is a general practice that operates within the Horowhenua Health Centre along with several other health and wellness service providers. The HCP team contributes to the Horowhenua Community Afterhours Collective.</p> <p>HCP is the largest general practice team operating within the Horowhenua community and is part of a wider Horowhenua locality network that consists of health and wellbeing service providers, local Iwi, and other social service partners. The Horowhenua area is a growing community with a diverse and dynamic population. Provincial health services in New Zealand have workforce challenges and the Horowhenua community is no exception. As such the Practice Manager needs to understand what is needed to lead a high performing team, and also be open to opportunities to partner with others to collaboratively deliver a wider range of health and wellness services to the community.</p> <p>HCP has started to adopt the national Health Care Home Programme that aims to improve the patient experience, improve business sustainability, manage acute and routine care utilizing the clinical team resource available, to utilize LEAN practices to ensure workflow is maximized, and the business carries no unnecessary costs or obsolete resources.</p> <p>HCP aims to achieve Health Care Home Credentialling within the year.</p> <p>HCP does not operate in isolation and is owned by THINK Hauora. THINK Hauora is a primary health care organisation that operates as a network that designs, delivers, and supports primary health care services across the Ōtaki, Horowhenua, Manawatu, Palmerston North, and Tararua communities. THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.</p>
Primary Functions	<p>The Practice Manager is the leader of the HCP general practice team and is responsible for ensuring the practice · meets customers' expectations within the available resources · meets its business and compliance-related activities · meets the practices strategic aims and outcomes · develops a skilled, responsive internal performance culture · engages with the community to understand community aspirations.</p> <p>The Practice Manager works alongside the Clinical Nurse Lead who is responsible for clinical services and clinical quality activities.</p>
Reports to	<p>General Manager, Clinical Quality, THINK Hauora</p>

Direct reports	<ul style="list-style-type: none"> • HCP Clinical – Practice Nurses, Nurse Practitioners, General Practitioners, Clinical Nurse Lead • Locums • Clinical Administration / Reception 	
Functional Relationships	Internal <ul style="list-style-type: none"> • THINK Hauora multidisciplinary teams • Administration and Front of House Staff, HCP 	External <ul style="list-style-type: none"> • Customers, family & whānau • Iwi providers • Horowhenua Health Centre teams • MidCentral DHB staff • Contractors • Community Groups and providers • Other health and wellbeing providers
Primary Location	Based in the practice of HCP, Horowhenua Health Centre, Levin with some travel within the MidCentral region.	
Salary Range	Based on skills and experience	
Nature of Position	Permanent, full time position.	
Hours	Forty (40) hours per week (1.0 FTE), Monday to Friday	
Status as described in the Children's Act 2014	In line with the Children Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a Core Worker position.	
Health and Safety	<p>All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate or minimise any hazards, and applies THINK Hauora's health and safety policies and procedures.</p> <p>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe.</p>	

ORGANISATIONAL VISION, MISSION and VALUES

Our Vision	Tūhonotia te hāpori ki te Ora – Connecting Communities for Wellbeing
Our Strategic Aims	<p>Whānau Ora: Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p>Equity: Driving equity of outcomes through people, community voice and data</p> <p>Access: Ensuring access to health care is easy, available, cross-sectors</p> <p>Value: Creating value through teams, technology and performance</p> <p>Innovation: Activating innovation, engagement and delivery of excellence</p> <p>Networking: Enabling networking and relationships to achieve partnerships</p> <p>Growth: Driving sustainability through system and alignment focus</p>
Our Values	<p>Trust: Maintaining open and honest relationships</p> <p>Respect: Embracing diversity, uniqueness and ideas</p> <p>Unity: Valuing strengths and skills</p> <p>Accountability: Working in a transparent and responsible manner</p> <p>Courage: Participating with confidence and enjoyment</p>
Equity	<p>THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.</p>
Commitment to Te Tiriti o Waitangi:	<p>We are committed to Te Tiriti o Waitangi (The Treaty of Waitangi), recognising and respecting the principles of Partnership, Protection and Participation, and the articles of Kawanatanga – governance and the relationship between Treaty Partners, Tino Rangatiratanga – the right to be self-determining in all areas, Oritetanga – authentic contributions that drive equitable access and outcomes and Te Ritenga – honouring the beliefs, values and aspirations of Māori.</p> <ul style="list-style-type: none"> • Implementing Te Tiriti o Waitangi articles and principles into the overall governance, planning and delivery of services. • Acknowledging Te Tiriti o Waitangi articles and principles that underpin our strategy. • Being responsive to Māori interests and ensuring these are protected.

KEY RESPONSIBILITIES	
Activities / Expectations	
Human Resources	
HR Services	<ul style="list-style-type: none"> • Manage recruitment processes, with the support of THINK Hauora, to obtain staff needed to fulfil the practices obligations and ensure all new staff have the necessary skills for the role • Management of personnel files and variations of employment with the support of the THINK Hauora HR Coordinator • Ensure all staff (clinical and non-clinical) have an up-to-date job description, receive an annual performance review, desired skills/behaviours are accessed, and that performance development plans are developed and implemented in accordance with best practice • Complete relevant annual performance reviews and support the Clinical Nurse Lead (CNL) and team leads to do the same • Work together with the CNL to ensure all staff are trained to the required level of competency and there is a friendly, positive, productive workplace environment • Develop, implement and maintain an induction and orientation programme for new employees and contractors • Act as the first point of contact for any administrative staff issues or assistance • Work together with the CNL to ensure workflow and productivity is managed and reviewed periodically • Temporary and casual staffing gaps are managed accordingly
Timesheets and rosters	<ul style="list-style-type: none"> • Check and approve all timesheets, paying particular attention to any changes • Ensure timesheets are submitted prior to the THINK Hauora pay period
Business Management	
Financial Management	<ul style="list-style-type: none"> • Responsible for the financial performance of the practice. Work with the THINK Hauora Corporate Services Team to develop and maintain annual budgets, and monthly financial and variance reporting.
Controls risk management and compliance	<ul style="list-style-type: none"> • Ensure the practice maintains its Cornerstone accreditation • Work with staff to adopt the Health Care Home programme to achieve Certification, at a minimum • Support the CNL to establish and maintain an internal clinical governance group that meets at least monthly to consider clinical service needs, protocols and policies to meet the needs of the community
Business Development	<ul style="list-style-type: none"> • Scoping of opportunities for business development are identified and discussed with THINK Hauora before any formalisation of the opportunity
Strategic and Business Planning	<ul style="list-style-type: none"> • Coordination of strategic planning process and facilitation of input by practice staff • Facilitation of strategic planning meeting • Responsibility for developing strategic plan report • Development of annual business plan and budget for approval
Innovative Business and Clinical Models	<ul style="list-style-type: none"> • Work with the Management team to implement innovative business and clinical models within the Practice to improve business and clinical outcomes

Consumer Engagement	<ul style="list-style-type: none"> • Ensure that Māori are represented in the most appropriate and authentic way possible in consumer led activities and events, following the principles of consumer co-design in Health Care Home Guidelines • Monitor and support consumer feedback appropriately • Apply an equity lens to ensure the practice can meet current, anticipate and future demands
Quality Improvement	
Annual Planning	<ul style="list-style-type: none"> • Develop and implement HCP Annual Plan • Support the CNL to develop and implement HCP Annual Clinical and Quality Plan
ICT Management	
Strategic Overview	<ul style="list-style-type: none"> • Strategic overview of the capability and any issues that influence the usability of the IT system • Manage the contract for the provision of ICT support
Patient Services	Implement ICT systems to support accessible and robust patient services that: <ul style="list-style-type: none"> ▪ promote patient self-management ▪ improve practitioner scope to provide clinical services.
PHO Management	
Reporting	<ul style="list-style-type: none"> • Contribute to reports for THINK Hauora
Facilities Management	
Property Management	<ul style="list-style-type: none"> • Liaise with the landlord or their representative relating to lease agreement for facilities and carparks
Security	<ul style="list-style-type: none"> • Liaise with landlord or their representative and security company in relation to all external and internal security procedures to ensure staff and customer safety
Equipment Maintenance	<ul style="list-style-type: none"> • All medical equipment and office equipment are maintained in good working order
Quality	
Professional Development	<ul style="list-style-type: none"> • Undertakes appropriate professional development in line with the current and future demands of the role
Annual Appraisal	<ul style="list-style-type: none"> • Completion of Performance and Development Review on an annual basis
Compliance	
Health and Disability Commission	<ul style="list-style-type: none"> • The PM will be the Delegated Complaints Officer for the practice and will manage complaints as per the practice Complaints Policy
Privacy Act & Health Information Privacy Code (HIPC)	<ul style="list-style-type: none"> • The PM will be the Delegated Privacy Officer for the practice • Training of all staff in privacy and HIPC issues and ensures these standards are maintained

Health & Safety	<ul style="list-style-type: none"> Ensures the practice complies with its responsibilities under the Health and Safety at Work Act and any subsequent amendments or replacements legislation PM ensures that a H&S committee is convened and resourced effectively ensuring training is ongoing for committee members Ensure that key people within the practice, including any Contractors and Locums are aware of their responsibilities under the HSWA 2015.
Leadership	
Leadership	<ul style="list-style-type: none"> At all times exhibit a professional, approachable leadership style Provide leadership and ongoing support and coaching to direct reports Develop and maintain effective working relationships with relevant stakeholders
Other	
After Hours	<ul style="list-style-type: none"> Maintain oversight of the Horowhenua After Hours Collective (HAHC) · Work closely with the After-Hours Coordinator to ensure smooth running of the service
Other Duties	<ul style="list-style-type: none"> The Practice Manager will be asked from time to time, to perform other tasks in order to maintain the smooth and effective service of the practice and the After Hours Collective
PERSONAL SPECIFICATIONS	
Qualifications	<ul style="list-style-type: none"> Relevant experience and qualifications to undertake the role.
Essential	<ul style="list-style-type: none"> Understands the relevance and impact of culturally appropriate service provision and how culture influences behaviour both internal and external to the organisation Experience of developing and implementing culturally responsive strategies across all levels of the organisation Experience of working with diverse populations Knows how to mentor and acknowledge the accomplishments of others in order to keep them motivated, involved and on track to meet the organisations goals Experience in HR processes and procedures Evidence of building and developing high performing teams Ability to manage multiple tasks Solutions focused Ability to manage stressful situations Strong financial experience Ability to delegate effectively
Desirable	<ul style="list-style-type: none"> Project Management experience Experience in system and process development Business development experience, including business proposals. Practice / Business Management experience (5+ years & health environment preferred)
Personal Qualities	<ul style="list-style-type: none"> Well-developed problem solving and analytical skills Well-developed written and verbal communication skills Ability to form effective relationships Approachable and engaging style of communication Ability to prioritise and cope with a high and varied workload Flexible, adaptable and embraces change Professional demeanour with a high level of personal integrity Knowledge and understanding of research findings to support evidence-based practice Commitment to providing a culturally safe environment for staff and clients

- | | |
|--|---|
| | <ul style="list-style-type: none">• High levels of personal health and energy |
|--|---|

Note:

The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position; however, the outlined key tasks should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of HCP.

HCP is a service provider and as such staff members are required to have a flexible approach to the work they are requested to undertaken (within their professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of HCP.

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign) Date:

and

Employee (print then sign)