

POSITION DESCRIPTION – PRACTICE MANAGER

**Revision Date:  23/9/18          (HR use only)**

**Position Title:** Physio Team Leader\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reports To:** Director\_\_\_\_\_\_\_\_\_\_   \_

**Position Summary:**

Analyse, organise, systematise and optimise Reception role. Analyse and organise over the first 3-6 months, then systematise and optimise.

Lead reception team and professionalise Scarborough Physio and Health’s reception service to run efficiently and effectively with processes the entire team will follow to streamline the processes within the practice.

**Position Summary**

As Practice Manager, you are Nick Schuster’s right hand in your role at Scarborough Physio and Health. The role includes scheduling Physiotherapy consultations of a musculoskeletal nature, including pilates consultations and gaitscan consultations. The role includes all administrative aspects which are required as part of these consultations, marketing and profile building with support to aid in recruitment and retention of new patients, duties to assist the Director of Scarborough Physio and Health, and interactions with all key stakeholders at Scarborough Physio and Health which include patients, staff, referrers and external stakeholders. In this role, you need to think and plan ahead, be available to the Director when needed and prioritize tasks in a timely manner.

**Position Details:**

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| **Key Accountabilities** | **Indicators of Effectiveness** |
| Face to face patient communication | Number of bookings from new enquiries, patient happiness and satisfaction with reception interaction |
| Phone communication | Conversion of new enquiries to bookings |
| EFTPOS and HICAPS payments | Competency with all transactions |
| Communication and  task sharing with Reception Team | Familiarity and competency with all communication methods and systems |
| Communication with Professional Team | GP/referrer letters, dealing with Workcover/insurance companies, patient recalls/emails, all interactions with Professional staff |
| Assist all practitioners with advertising their services and fill their bookings | Provide clinicians with design and copy for all social media platforms, to advertise their skills and services to ensure they are fully booked. |
| Software programmes - PPMP, Medicare, DVA, Google Drive, Excel | Appointment, bookings, billing and practitioner diary management, lodging and receipting Medicare and DVA claims, competent use of Google Drive and Excel |
| Advanced skills - Facebook, Mailchimp, invoicing | Ability and desire to learn more complex systems including Mailchimp emails, Facebook and Facebook ads, invoices |
| Website development and implementation | Ability to set up new websites, maintain current websites and keep all information current and relevant. Assist in google rankings, paid advertisements and all design aspects of the websites and social media pages |
| Analyse and optimise existing systems and create new policies and procedures | Use Google Drive and other appropriate software programmes to optimise existing and identify and write new policies and procedures |
| Filing and record keeping | Organise and create filing systems ,for use throughout the clinic and put procedures in place for admin team to follow. |
| XERO skills, and banking | Reconciling accounts, processing payroll, producing reports, budgets, paying bills, producing sales invoices, attaching accounts |
| Rostering | You will ensure that reception hours are utilised efficiently and effectively to suit the needs of the business. Re-scheduling patients if a clinician is unwell is also a priority. |

**Necessary Skills and Attributes**

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| **Skills and Attributes** | **Details** |
| Reception Team Leader | Display and be open to learning leadership qualities and skills within reception team of 4.  Demonstrate a positive and proactive leadership style which empowers the admin team. |
| Fast Learner | Proven ability to learn new systems and procedures to mastery level and take on new knowledge with a learning attitude. |
| Competency with software programmes including PPMP, gaitscan, outlook, skype and facebook | Previous experience learning new software programmes for billing, appointments, payments, email systems, and all social media platforms. |
| Conflict resolution skills | Dealing with patient objections/complaints of a minor nature in a professional manner and resolving the issue effectively. |
| Leadership skills | Ability to display positive leadership techniques to get the best from your team. |
| Relationship building skills | Proven ability to build and nurture relationships with reception team and clinical staff. |
| Time management skills | Proven ability to complete task lists in a timely manner including prioritising tasks as urgent and important. |
| Teamwork skills | Proven ability to both accept and delegate tasks, follow up, communicate effectively within your team and achieve optimal results together. |
| Desire for personal growth | On-going commitment to personal and professional growth through courses, online learning, staff training events and mentoring. |
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**Key Relationships**

**Within Scarborough Physio and Health**

You are a leader within the Reception Team which includes

Sue Lenton (7 years’ experience at SPaH)

Kristen Shinnie (2 years’ experience)

Bree Hogan (physio Uni student)

Maigen Smith (Junior admin - high school)

You will liaise with the following clinical Professionals (in descending order of time spent with Professional)

Nick Schuster - Physio, clinic Owner

Jackson Williams - Physio

Todd Bartholomew - Physio

Stef Walker - Massage Therapist

Kirsty Southern - Massage Therapist

Nadia Lloyd - Massage Therapist

Lili Pychova - Massage Therapist

Several Other subcontractors who work 1-2 days per week including Shena Dale (Physio), Meg Richards (Vestibular Physio),  Paul Higgins (Acupuncturist), Sarah-Jane Blair (Pilates instructor)

**External to Scarborough Physio and Health**

You will be directly communicating with the admin teams of our referrers, who include local GPs, Specialists, other Health Professionals and local businesses. You will at times, Liaise with Brad Flynn (Business Coach).

You will be communicating with third parties including Workcover, DVA, Insurers, Suppliers, our contractors who provide services to our clinic.

**Reception KPIs**

Net promoter score - patient’s satisfaction with other staff

Patients at first visit - number of initial visits rebooked on Physio’s recommendations.

Conversion rate from phone enquiries to bookings.

Objections handling - complaints resolved.

Cross referrals - number of patients who come for one service who are booked for other services eg Physio patient booked for Massage.

Inbound email enquiries to bookings conversion rate.

90 Day goals - number of personal goals achieved.

Task completion - number of tasks started to completion.

**Authorisation:**

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Signature        Date

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