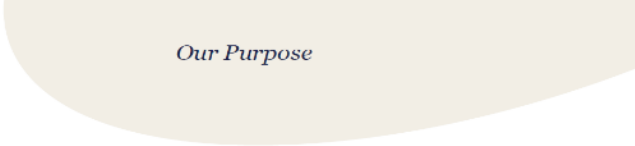


## *Position Description: Practice Manager*

Business area: Eye Care  
 FTE: As per Conditions of Employment  
 Reports to: Clinical Director Eye Care



<p><b><i>Our Mission :</i></b></p> <p>Excellence in health care within a culture of caring</p>	<p><b><i>Our Vision :</i></b></p> <p>To be an innovative centre of excellence, where people choose to receive health care and people love to work.</p>	<p><b><i>Our Values:</i></b></p> <p>Four core values:</p> <ul style="list-style-type: none"> <li>○ Do the Right Thing</li> <li>○ Aim for Excellence</li> <li>○ Caring for All</li> <li>○ Work Better Together</li> </ul>
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***Position Objective:***

- To support the delivery of quality clinical care.
- To actively support the Clinical Director Eye Care in achieving the department's strategic goals.

***Functional Relationships:***

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>• Clinical Director Eye Care</li> <li>• Consultant Ophthalmologists</li> <li>• Optometrists</li> <li>• SHO/Ophthalmic Technicians</li> <li>• Ophthalmic Technicians</li> <li>• Registered Nurses</li> <li>• Information Technology colleagues</li> <li>• SGHI Contracts office</li> <li>• Receptionists</li> <li>• Bookings Coordinators</li> <li>• Billings Clerk</li> <li>• All other St George's colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Optometrists</li> <li>• General Practitioners</li> <li>• Other Ophthalmic related organizations</li> <li>• Referrers</li> <li>• Insurance companies</li> <li>• Anaesthetists</li> <li>• Health New Zealand - DHB</li> <li>• Information technology - system administrators –</li> <li>• Ophthalmic equipment suppliers and maintenance</li> <li>•</li> </ul>



## *Position Description: Practice Manager*

### *Key Areas of Accountability:*

<b>Area of Accountability</b>	<b>Expected Results</b>
<b>Practice Management</b>	<ul style="list-style-type: none"> <li>• Provides leadership to the Ophthalmology Centre team and understands the needs of the patients, staff, and the business.</li> <li>• Actively participates in service planning and project development.</li> <li>• Assists the Clinical Director Ophthalmology in the preparation of the annual budget.</li> <li>• Assists the Clinical Director Ophthalmology to ensure all financial requirements for the clinic are met.</li> <li>• Works in close collaboration with the Clinical Director Ophthalmology to meet the operational needs of the Ophthalmology Centre.</li> <li>• Assists in the development of systems and processes to support new business opportunities.</li> <li>• Ensures appropriate supervision of staff including safe staffing levels for clinics.</li> <li>• Assists the Clinical Director to ensure that all Human Resources tasks are performed in an accurate manner and in accordance with St George's policies.</li> <li>• Ensures sound management of office equipment ordering, supplies, storage, maintenance, and use including ensuring all machines service agreements are kept up to date.</li> <li>• Ensures costs and expenditure are constrained within budget and allocated resources.</li> <li>• Ensures clinics are appropriately scheduled to ensure limited wait times and appropriate timings for patient procedures including theatre lists.</li> <li>• Ensures that any contract conditions are met for any service agreements St George's Eye Care enters into.</li> <li>• Assists in actively promoting St Georges Eye Care including but not restricted to websites, newsletters, event and social media.</li> <li>• Ensure all financial requirements for Eye Care are met including in clinic procedures, surgical procedures, philanthropic procedures and contract agreements</li> </ul>
<b>Interpersonal Relationships/Teamwork</b>	<ul style="list-style-type: none"> <li>• Supports and encourages the professional growth of the team.</li> <li>• Promotes harmonious working relationships within Eye Care and with clinicians and other staff members.</li> <li>• Assists and supports staff during the process of change.</li> <li>• Provides written and verbal reports and documentation which is clear, concise, accurate and appropriate.</li> <li>• Ensures staff are kept informed and has access to relevant information.</li> <li>• Provides guidance to staff requiring assistance with interpersonal skills.</li> <li>• Meets regularly and provides relevant information to the Clinical Director Eye Care.</li> <li>• Appreciates and respects the contribution of others within the team.</li> <li>• Contributes positively to the goals of the team and the organisation.</li> <li>• Communicates effectively, honestly and openly with other team members.</li> <li>• Fosters co-operation across clinical and administrative groups.</li> <li>• Models St George's values.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Undertakes responsibility for meeting all the mandatory requirements of the Professional body and the organisation.</li> <li>• Ensures staff performance and development is undertaken according to hospital policy and participates in an annual performance appraisal and the setting of performance objectives.</li> </ul>



## *Position Description: Practice Manager*

Area of Accountability	Expected Results
	<ul style="list-style-type: none"> <li>• Ensures staff performance planning and reviews are current and aligned to the goals of the organization.</li> <li>• Identifies learning requirements and/or deficits and objectives are set for further development of staff.</li> <li>• Identifies strengths and expertise of individuals and utilizes such qualities.</li> <li>• Participates in the selection of staff to ensure staff with the necessary skills and knowledge are recruited taking into account current requirements and the skills considered necessary to meet long term business objectives.</li> <li>• Identifies own learning requirements/deficits and develops a plan in conjunction with your Manager to redress these.</li> <li>• Fosters an environment conducive to learning, enquiry and research.</li> <li>• Co-ordinates and participates in the orientation of new staff.</li> <li>• Acts as a resource person for the Ophthalmology Centre.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participates actively in quality improvement activities.</li> <li>• Initiates, participates in and evaluates audits and uses outcomes to improve service provision.</li> <li>• Participates actively in the maintenance of the ACC Workplace Safety Management standard.</li> <li>• Documents and reports accidents and incidents accurately in accordance with St George's policies.</li> <li>• Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes.</li> <li>• Supports continuous quality improvement.</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>• Promotes harmonious working relationships within the Ophthalmology Centre and within the wider organisation.</li> <li>• Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus.</li> <li>• Maintains confidentiality in respect to all St George's operations, business, employees, clients and patients.</li> <li>• Adheres to St George's policies and procedures.</li> </ul>
<b>Cultural understanding and commitment to Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi.</li> <li>• Respects cultural diversity. This may include age, gender, sexuality, ethnicity, culture, disability or beliefs.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Complies with and supports all health and safety policies, guidelines, and initiatives.</li> <li>• Ensures all incidents, injuries and near misses are reported reviewed and evaluated</li> </ul>
<b>Organisational effectiveness</b>	<ul style="list-style-type: none"> <li>• Looks for ways and means to actively and effectively promote cost effectiveness.</li> <li>• Accurately completes cost accounting documents as appropriate</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> <li>• Performs clinic reception, and secretarial duties as required by the department's needs.</li> </ul>



## *Position Description: Practice Manager*

### *Qualifications, Experience and Personal Qualities*

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• NCEA level 3 or equivalent</li></ul>	
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"><li>• Understanding of Medical systems, including patient pathways, financial control and audit, strategic planning, human resources, stock and equipment management</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• In depth understanding of Medical IT systems</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Demonstrated excellence in leadership qualities:<ul style="list-style-type: none"><li>◦ Influence, self-awareness; emotional intelligence, social intelligence; exceptional communication skills; resilience; leadership agility</li></ul></li><li>• Adept at managing multiple pieces of work, skilled at prioritising and critical thinking.</li><li>• Excellent consumer / patient / clinician focus.</li><li>• An inclusive and approachable working style; with a clear understanding of the value diversity adds.</li><li>• Co-operative and supportive team player.</li></ul>	<ul style="list-style-type: none"><li>• Innovative and creative</li></ul>