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| Position Title | General Manager |
| Responsible to; | BPCC Board |
| Term of Employment; | As negotiated and detailed in letter of offer |
| Hours: | As negotiated and detailed in letter of offer |
| Salary and Conditions | As negotiated and detailed in letter of offer |
| Commencement date: | As negotiated and detailed in offer letter . |

1 The organisation

The Bendigo Primary Care Centre (BPCC) provides Health care for the Bendigo community. BPCC offers a one-stop health care service, an exciting purpose-designed building, and a culture of multi-professional practice, learning and teaching in the heart of Bendigo's health education and research precinct.

BPCC services including a GP clinic, same-day appointments for patients unable to get an appointment elsewhere, and preventative and ongoing care for patients with complex and chronic illnesses. BPCC is currently reviewing its service strategy, and future structures may see increased involvement across the region.

2 Position Purpose

The General Manager (GM) contributes to the success of BPCC through managing and leading the design, planning, delivery and financial sustainability of BPCC's services.

The GM has the overall responsibility for ensuring high clinical standards that make a difference and have a positive impact in the community.

Being the most senior leadership role in the organisation, and reporting directly to the Board, the General Manager role is both strategic and operational – with a strong eye for the big picture, but also willingness to take responsibility for the detail.

The role bridges functions that require leadership skills relevant to working effectively with a board and key community stakeholders, along with a good understanding of general practice and the ability to build and sustain linkages across clinical and non-clinical roles. This includes working effectively with BPCC's cross functional clinical advisory group, where goals include developing and implementing systems to ensure that BPCC maintains exceptional clinical compliance and safety standards in its practice. In relation to its industry-specific knowledge base, the role requires an understanding of the medicare system, including associated incentive payments structures.

With this significant Practice Management component to the role, the position is tasked with ensuring that BPCC:

- supports the delivery of quality clinical care by the practitioners;
- provides for appropriate support to employees and services to patients.

3 Accountabilities

The position is accountable to the Board of BPCC, via the Chair.

The position is responsible for all staff in the organisation. Direct Reports include heads of all clinical services, as well as Corporate Services staff and Team Leaders.

4 POSITION FUNCTIONS

4.1 Key responsibilities

The General Manager is responsible for

- Supporting the BPCC Board in managing and leading all aspects of BPCC operations.
- Developing strategic and business plans to meet the objectives of the practice as determined through the Board;
- Developing organisation systems to maximise productivity in the workplace;
- The senior HRM function for a team carrying out a range of clerical, technical and professional activities;
- The management and support of lead staff supervising clinical service delivery;
- The management and leadership of staff other than practitioners;
- Provision of accurate and timely financial reporting;
- Continuous review of the operating environment of the practice;
- The development and maintenance of successful relationships with key stakeholders and partners, including within the founding organisations;
- Public Relations and marketing for BPCC.

4.2 Responsibilities - Detail

4.2.1 Business Strategy

Support the Board in developing strategic directions and ensuring that our vision, mission, values and strategic plans are operationalised and performance outcomes are achieved;

- Support the development and delivery of a high quality, integrated, comprehensive and accessible health service, with a strong teaching and learning focus;
- Preparation annual plans to meet the objectives of the practice and the Board.
- Report against plans to the Board at determined intervals.
- Development of staff competencies in line with plan requirements.
- Develop strategies for change and growth.
Inform the Board on opportunities and risks related to business strategy, partnerships, performance and growth.

4.2.2 Business Financial Performance

- Maximise income by implementing efficient and effective medical practice revenue generation processes and encouraging innovation;
- Ensure appropriate business performance reporting to this position from business areas, and to the board from this position;
- Develop, implement and monitor mutually viable commercial lease arrangements.
- Implement relevant systems related to:
 - Fee recovery.
 - Purchase and use of consumables.
 - Provision of services to the practice.
 - Hours of operation.
 - Types of services provided by the practice.
 - Return on investment, etc.
- Undertake analysis of business issues and make decisions, give advice and/or make recommendations to the Board as appropriate.

4.2.3 Financial Management

In conjunction with the BPCC finance team:

- Develop, implement and monitor a financially sustainable budget consistent with Board of Director (Board) requirements;
- Establish, support and manage an environment that achieves:
 - Sustainable budget planning;
 - Robust business and patient-management systems.

4.2.4 Operating Environment

Manage, and advise the Board as necessary, across all areas of the organisations operating environment:

- Maintain knowledge of and comply with government legislation and regulation.
- Ensure the requirements of all funded programs are met
- Maintain oversight of government health policy along with current and potential funding streams;
- Inform the Board of policy changes impacting on the Centre.
- Maintain knowledge of and comply with contractual obligations of the practice.
- Maintain knowledge of impending changes to the political, economic, legislative and physical environments of the practice.
- Establish and maintain appropriate accreditation systems;
- Review and continuously develop service delivery systems;
- Develop appropriate strategies for change.
- With the Board and staff, develop and maintain appropriate Practices and Procedures for the business.
- Ensure BPCC meets its corporate and clinical obligations and complies with relevant legislation and regulation.
- Interact with and influence a range of contacts at all levels inside and external to the practice to provide advice, explanation or gain commitment on specific issues verbally and in writing.

4.2.5 Organisational Development & Human Resource Management

- Ensure the organisational structure of the Centre remains fit for purpose;
- Engage BPCC'S leadership team to implement and routinely review organisational systems and procedures Including health and safety, risk management and communications;
- Determine the roles of staff, including position definition, task types and task allocation in response to the needs of the practice.
- Develop and maintain appropriate human resources systems.
- Maintain knowledge of and comply with relevant industrial awards.
- Development and review systems of staff performance appraisal and training needs analysis.
- Oversee the regular review of the performance of staff consistent with BPCC systems.
- Ensure human resources, payroll and professional development systems are implemented;
- Lead the recruitment, induction, and training of staff (other than practitioner training).
 - Ensure appropriate orientation for all staff, including casual staff;
 - Ensure the co-ordination of registrar and student rotations and placements;
 - Coordinate training based on the needs of staff to ensure quality person-centred services responsive to demand.

4.2.6 Leadership

In conjunction with the BPCC leadership team motivate staff and key stakeholders:

- As appropriate take advantage of emerging trends and changing circumstances;
- Analyse demand and lead change as necessary to ensure appropriate response;
- Set internal operational priorities that achieve effective service delivery.

4.2.7 Quality & Accreditation

This position has prime responsibility for leading the General Practice quality improvement and risk management processes including

- Ensuring compliance with all RACGP standards;
- Management of AGPAL accreditation in collaboration with all General Practice staff;
- Overseeing all other quality improvement and accreditation activities.

4.2.8 Stakeholder Relationship Management

In conjunction with the Board and the BPCC leadership team, engage with government, community and other stakeholder groups;

- Present BPCC in a strong, positive image to stakeholders;
- Manage relationships with founding members, keeping the Board informed of any issues;
- Identify and develop opportunities for appropriate joint initiatives including in the areas of service funding and delivery.

4.2.9 Asset Management

- Develop and maintain equipment registers, including depreciation schedules.
- Schedule and ensure routine and non-routine maintenance of equipment.
- Advise on purchase and replacement of equipment, and methods of funding.
- Advise on and arrange appropriate insurances for continuation of the business.

5 INCUMBENT REQUIREMENTS

5.1 Specific Role Requirements

- Current Victorian drivers licence
- Valid Working with Children's Check (valid for 5 years from the date of issue)
- Disability disclosure scheme statement
- Satisfactory Police Check (valid for 3 years from the date of issue)
- Occasional after hours and weekend work is expected in this role
- Travel is required for relevant functions & events and for representing BPCC in relevant forums.

5.2 Qualifications

- Relevant tertiary qualifications or equivalent experience, in areas such as practice management, health or management.

5.3 Skills & Knowledge

The General Manager is expected to have demonstrated achievement or capability in the following areas:

- A broad understanding of the requirements of a health services provider.
- Excellent ability to communicate verbally and in writing.
- Leadership and team-building experience.
- Ability to devise and review systems for operational efficiency and control.
- Experience in business reporting.
- Knowledge of relevant legislation.
- Knowledge of employment conditions.

6 Key Selection Criteria

1. Knowledge and expertise in the management of services in a health services practice or a related field.
2. Knowledge and experience in working in a senior position, reporting to and supporting a Board of Management.
3. Proven ability to maximise opportunities by fostering productive relationships with key stakeholders.
4. Proven experience managing staff and resources to produce optimal outcomes.
5. Excellent verbal and written communication skills.
6. Solid experience with and understanding of contemporary organisational systems.
7. Current understanding of accreditation requirements relevant to the service.
8. Suitable tertiary qualifications.
9. Evidence of on-going professional development relevant to the role.

7 Other Essential Requirements

- A copy of original professional qualifications documents and registration
- To have read and agreed to comply with the BPCC Code of Conduct.
- Comply with Privacy Policy and Procedures.
- Actively contribute to BPCC QIP activities .

I have read and accept the terms and conditions of this position, and confirm that I have the qualifications claimed in my application.

Agreed: _____ Date: _____
General Manager, BPCC

Approved: _____ Date: _____
Chair, BPCC