



**PRACTICE MANAGER**

**JOB & PERSON SPECIFICATION**

**APRIL 2018**



## JOB SPECIFICATION

**POSITION:** PRACTICE MANAGER

**REPORTS TO:** PRINCIPAL DENTISTS

### **Position summary**

The Practice Manager is to provide leadership, direction and support to all members of the team and to ensure patients are always receiving 'Quality Care for Every Individual'.

The Practice Manager coordinates the daily running of the Practice and assists the Principal Dentists in achieving their overall goals and vision by overseeing all operations.

The Practice Manager represents the Practice acting for the Principals ensuring the policies, procedures and philosophies of the Practice are met.

The Practice Manager maintains an open communications policy to all team members and is mindful to treat everyone without bias opinion helping to build quality relationships.

The Practice Manager strives to improve the business and exceed KPIs of the practice. The Practice Manager promotes training and continual development of all staff. The Practice Manager directly supervises and supports the Front Office Coordinators in their role and manages any issues that arise.

### **Reporting Relationship**

Reports to the Principal Dentists

### **Physical requirements**

The Practice Manager should be in good physical condition and be able to withstand the stress and demands of an active position. The Practice Manager must be able to multitask and be able to prioritise tasks that need to be completed.

### **Competencies**

- Exceptional human relations skills
- Knowledge of correct grammar, spelling and punctuation
- Ability to write and interpret complex documents (*e.g. manuals, reports and employee documents*)
- Ability to meet deadlines
- Ability to train new staff
- Ability to work unsupervised
- Ability to work with multiple interruptions
- Ability to prioritise duties
- Ability to delegate duties
- Ability to successfully manage conflict
- Display leadership qualities



## **Personal responsibilities**

### ***Communications***

- Maintain a high level of interpersonal skills and team work
- Ability to successfully manage a team
- The ability to remain neutral
- Assertiveness when required
- Writes letters, internal memos, surveys, reports and maintain DOU intranet
- Writes and reviews Policies
- Writes Advertisements as required
- Communicates in an appropriate manner with staff members and dentists
- Communicates amicably with patients
- Conducts Meetings
- Maintain Platinum language throughout the Practice

### ***Staff Development & Training***

- Ability to motivate and engage the team
- Be open to and put forward suggestions for improvement
- Screens applicants for positions/ interviews
- Writes and conducts Performance Reviews
- Terminates staff as appropriate, following correct HR procedures
- Coordinates Staff Training
- Reviews and approves Continuing Education Requests
- Maintains Employee Records

### ***Project Management***

- Organises, implements monitors and reports on various projects

### ***Human Resources***

- Provides support in the various HR functions which include recruitment, staffing, training and development, performance monitoring and employee counselling
- Understanding the company's vision and mission statement and be able to ensure this is delivered on a daily basis
- Confidence in dealing with underperformance
- Maintains / develops staff employment contracts

### ***Financial Administration***

- Maintains payroll records
- Issues cheques where applicable
- Manages practice accounts
- Manages debtors
- Manages monthly reports
- Assists in the management of annual budgetary reports



### ***Maintenance Responsibilities***

- Maintains all maintenance of the building and all utilities
- Organise all scheduled and non-scheduled works to be carried out by tradesman
  - Example: painting, electrical, plumbing, carpentry and air-conditioning
  - Ensure works are carried out with minimal interruption to the day
- Maintain all maintenance and repairs of appliances
  - Example: dishwasher, fridges, microwave and washing machine
- Organise and book in maintenance of office equipment and floor cleaning

### **Daily Responsibilities**

- Assists in preparing the Front Office for the day
- Ensures daily Morning Huddle is managed
- Ensures all appointments are confirmed and correct for the day
- Ensure the 100% today and 100% tomorrow scheduling rule is abided by
- Oversee courtesy calls, standby list and cancellations
- Manage the tidiness / appearance of the Patient Lounge and the comfort of Patients
- Oversee 'silver tray service' to patients that are kept waiting
- Oversee a comfortable temperature and music selection in the Patient Lounge
- Reconcile day sheets and keeps DOU monitors up to date
- Ensure all telephone calls are answered by the third ring
- See that the Front Office Desk is attended to at all times and that patients are not kept waiting at the payment stations
- Take responsibility for the collection of money and maintaining the daily float
- Manage all Financial Arrangements with select patients
- Manage emergencies, enquiries and complaints
- Oversee the FOC daily checklist to ensure all duties are completed
- Ensure Practitioners are scheduled as per templates
- Supervise the preparation of the day sheets for the next day
- Supervise the standby list
- Collect and respond to emails, complaints and feedback promptly
- Ensure mail is collected and sorted daily
- Supervise the daily reconciliation and banking and assist when required
- Be a team player, which includes the constant communication with other clinical and non-clinical staff
- Act as FOC in roster / fill in as required to maintain patient service on the front desk

### **Weekly / Fortnightly / Monthly Responsibilities**

- Ensure all management systems are adhered to and staff are trained in the systems
- Liaise with Senior Clinical Coordinator for the daily running of the back office team
- Prepare rosters for the Practice with consideration to annual leave requests and sick leave
- Manage sick leave and annual leave cover ensuring the team is able to run without disruption
- Oversee stationary orders and printer ink stock levels
- Manage the debtors and submit a report to Principals at Management Meeting
- Keep the recall system up to date
- Ensure all banking / change is provided to Dr Diana on a Tuesday
- Supervise petty cash and submit monthly



- Ensure team meeting minutes are prepared and distributed monthly to all members
- Report team concerns to the Principals and appropriate actions to be taken
- Oversee the computer system: Digora, D4W, Datavision and all Server issues
- Be able to troubleshoot common computer issues
- Prepare wages
- Meet with the Social Media Manager to oversee Marketing in the practice and provide feedback and direction
- Run errands for the Practice if required
- Attend regular training sessions and certain seminars associated to HR issues and Practice Managers Networks
- Prepare and attend weekly management meeting, presenting the previous weeks monitors to the Principals
- Discussing and actioning all issues raised at management meeting

### **Bi-Yearly Responsibilities**

- Organise and conduct Performance Appraisals
- Review and maintain a progressive marketing plan
- Review the practice budget to ensure the practice is operating efficiently
- Take regular leave so that you are not tired, stressed or feeling 'burnt out'

### **Yearly Responsibilities**

- Attend continuing education as required
- Structure the New Year's training
- Organise Practitioner Annual Leave for the New Year
- Organise Christmas Shutdown periods and Annual Leave
- Schedule the New Year's templates
- Create new Practice goals for the New Year
- Discuss with Management and assess present uniforms
- Review building maintenance and schedule any painting, repairs as required



## HOW TO APPLY

Applications in Word format only should be forwarded to Andrew Reed and Emily Taliangis by email to [22932@hender.com.au](mailto:22932@hender.com.au)

Telephone enquiries are welcome and may be directed to Emily on (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.