

POSITION DESCRIPTION

CONNECTcare Practice Coordinator

RESPONSIBLE TO: Chief Executive Officer (CEO)

REPORTING TO: CONNECTcare Manager

SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES

The CONNECTcare Practice Coordinator (CcPC) will be responsible for overseeing the daily operations of the CONNECTcare practice. Supporting a team of allied health staff, contractors and client care focused professionals, the CcPC will ensure that our clients receive the best possible care. The CcPC will work closely with our allied health clinicians and lead the administrative team to ensure that the practice runs smoothly and efficiently across our various locations, including across the Barossa, Adelaide Hills, Fleurieu and Kangaroo Island regions.

The CONNECTcare Practice Coordinator will:

1. Take responsibility and be accountable for the efficient operations of the practice which include day to day activities from reception to the clinical areas.
2. Work closely with the program leads, allied health staff and staff across the organisation
3. Provide proactive leadership to the administration team to consistently produce quality results, maximising workflow, using resources efficiently and ensuring a high level of support to clinicians, referrers, and clients
4. Manage all aspects of client billing, third party referrals, service plans and maintain a current knowledge of third party payment schedules
5. Assist the CONNECTcare Manager to further develop CONNECTcare Private and its profile to the community.

REPORTING / WORKING RELATIONSHIPS

- Accountable to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of Summit Health and its aims, policies, and protocols.
- Reports to the CONNECTcare Manager.
- CONNECTcare Support Officers report to the CONNECTcare Practice Coordinator.
- The CONNECTcare Practice Coordinator role sits within the CONNECTcare Unit.
- May be required to backfill for the CONNECTcare Manager in their absence.
- The CcPC is a member of the Leadership Group and is expected to contribute actively and positively to this group.
- Participates in the organisation's Performance Management Program which is conducted on a regular basis.
- Works closely with the CONNECTcare Manager and Program Leads

CULTURE AND EXPECTATIONS

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

VALUES

TO DO NO HARM – TO CONTINUOUSLY IMPROVE

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

SPECIAL CONDITIONS

- Some out of hour's work may be required
- Completion of Mandatory Child Safe Environments training will be required.
- Travel across the Barossa, Hills, Fleurieu, Kangaroo Island and metropolitan regions may be required at times
- Possession of a current valid driver's licence is essential
- Use of own motor vehicle is expected, for which reimbursement of kilometres will be paid according to the employment contract.

STATEMENT OF KEY RESPONSIBILITIES

The CONNECTcare Practice Coordinator is responsible for leadership of the administration team and will provide support to CONNECTcare staff and clients, ensuring the efficient day to day operation of the practice.

The CONNECTcare Practice Coordinator will;

- Provide direct support to the CONNECTcare Manager as required.
- In collaboration with the CONNECTcare Manager and Clinical Program Coordinator, effectively manage change within the practice.
- Proactively support allied health and client care staff to deliver high quality services to clients at best practice standards and in line with funding contracts.
- Ensure the Mental Health Service retains its accreditation status.
- Work closely with the CONNECTcare Manager to monitor unit budgets and financial reports, ensuring targets are met.

Administration

- Lead a team of administration and reception staff to provide comprehensive reception and administration services.
- Oversee client billing and debt collection processes.
- Coordinate reporting requirements, including funding contract deliverables.
- Undertake general administration and office coordination activities as required.
- Oversee the timely processing of incoming referrals, ensuring appropriate escalation procedures are applied where required.

- In consultation with the Clinical Program Coordinator, oversee client bookings to maximise efficiency including monitoring clinician diaries and workloads, actively monitoring wait lists and coordinating consulting room bookings.
- Responsible for all aspects of the administration of client management software, including maintenance of client files, ensuring a comprehensive client base, providing training to clinicians and other staff and implementing and communicating update as required.
- Undertake general administration and office coordination activities as required.

Business Development

- Lead CONNECTcare strategic growth and development by identifying opportunities for innovation and service enhancement, coordinating marketing activities and identifying new revenue streams.
- Take a proactive role in assist in designing and managing 'events', including workshops, forums and promotional activities, to inform the community of SH CONNECTcare activities.
- Drive continuous improvement through the development of comprehensive practice Policies and Procedures.
- Assist in designing and managing 'events', including workshops, forums and promotional activities, to inform the community of SH CONNECTcare activities.

Administrative Team Leadership

- Responsible for the recruitment, engagement, and induction of administrative staff, with oversight from the CONNECTcare Manager.
- Responsible for training team members at their commencement and on an ongoing basis.
- Oversee Front-Of-House (FOH) tasks and provide guidance where necessary.
- Advocate and provide support to the administration team to ensure the effective operation of CONNECTcare.
- Coordinate planned and unplanned staff leave, ensuring shifts are filled by alternate team members where relevant.
- Review and approve staff timesheets each fortnight.
- Responsible for team performance management including conducting annual Staff Development Plans (SDPs).
- Communicate any emerging issues to the CONNECTcare Manager.
- In conjunction with the Clinical Program Coordinator, coordinate CONNECTcare unit and team meetings on a regular basis.
- Take a proactive stance to identifying opportunities to find creative and innovative solutions to best support clients and clinicians while ensuring data is gathered for reporting and analysis.

General

- This role requires an experienced professional who can lead by example, has a natural ability to influence others and demonstrates diplomacy, discretion, and utmost professionalism in communicating with others.

- Demonstrates commitment to the principles of operation contained in the Summit Health Quality Manual.
- Advocate our vision to all stakeholders.
- Operate within the delegated boundaries of the position.
- Attend and actively contribute (where applicable) at staff / unit meetings.
- Identify opportunities and participates in own professional development.
- Knowledge of ISO 9001 principles.
- Knowledge of National Mental Health Standards for Mental Health Services (2010).

Work, Health Safety (WHS)

- The employee has a responsibility, under the WHS Act (SA 2012), to ensure their own health and safety at work along with their fellow employees.
- The employee has a responsibility to abide by the organisation's WHS policies and relevant direction as set out in the Quality Manual.

PERSON SPECIFICATION

Education

- Health Administration and/or Leadership qualifications highly desirable.

Experience

- Demonstrable ability and experience in leadership, Medicare (MBS) and third-party billing practices with a strong client focus.
- Proven experience in working within a healthcare practice and leading a team required
- Knowledge and experience with practice accreditation standards and processes.

Skills / Abilities

- Proven interpersonal skills at all levels
- Proven ability to participate in a multidisciplinary team environment, prioritise workloads, set goals, achieve outcomes, work to targets and manage multiple deadlines
- Strong attention to detail
- Excellent written, verbal and consultative communication skills
- Lateral thinker with the ability to solve problems as they arise
- Ability to be innovative and self-directed with drive and commitment
- Proven commitment to the principles and practice of Quality management and client-oriented service
- Demonstrable competence in the use of desktop applications including the Microsoft Office suite of programs
- Demonstrable commitment to ongoing professional development

Current at: 20 May 2024



Summit Health Cultural Framework
TO DO NO HARM – TO CONTINUOUSLY IMPROVE

Appendix A

	EXPECTATIONS							
	Be Customer Centric	Be Accountable	Be an Engaging Communicator	Problem Solve	Be Collaborative	Be Adaptable and Resilient	Inspire Leadership	Strategic Innovation
INDICATORS	<ul style="list-style-type: none"> Wanting to deliver value Striving to ensure customer satisfaction Deliver on your 'promise' Anticipate customer needs Build relationships at every opportunity CONTINUOUSLY IMPROVE 	<ul style="list-style-type: none"> Offer and embrace innovative solutions Take ownership - its ok to make mistakes if we learn from them Celebrate the achievements! Be open and transparent Communicate all progress to your manager and peers Encourage a solutions-oriented culture DO NO HARM 	<ul style="list-style-type: none"> Ask questions and listen to understand Use positive language Acknowledge other viewpoints Understand the views of others before acting Be clear and concise with your intent, ideas and feelings Shape the opinions of others by applying these traits 	<ul style="list-style-type: none"> Analyse the problem not just from your perspective Consider the options If you've thought it through, back yourself to make the decision Make the decision consistent with our values and Strategic Plan Be creative - think outside the square Proactively address potential problems Anticipate Become the expert in your domain 	<ul style="list-style-type: none"> Be a team player Embrace diversity Acknowledge other viewpoints Be consultative Seek consensus where possible Encourage 'we' language Be a custodian of team culture Identify gaps in team culture Appreciate our great culture, colleagues and opportunities to work and grow 	<ul style="list-style-type: none"> Accept change and embrace challenges Be calm under pressure Take annual leave - recharge batteries See feedback as an opportunity to grow yourself Take up prof. development opportunities Be persistent Recover quickly from setbacks Demonstrate emotional agility Enjoy your work 	<ul style="list-style-type: none"> Foster and support teamwork - eliminate silos Lead by example Develop engaged people and teams Navigate issues calmly Cultivate trust Create an environment for people to thrive in Inspire discretionary effort Read the emotional context of a situation Acknowledge effort not just outcomes 	<ul style="list-style-type: none"> Innovate in line with the big picture Be agile in adapting to changes Always consider other options Factor in our future goals