**Position Description**

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| **Position**  | Practice/Business/General Manager |
| **Responsible to** | Board of Directors |
| **Purpose of Position**  | The purpose of the Practice/Business/General Manager role is to lead, manage and develop the business of Katikati Medical Centre. The Practice/Business/General Manager is responsible for implementing the strategic objectives set by the Board to achieve the ongoing success of the business and is responsible for the overall operational management of the practice.   |
| **Direct Reports** | x |
| **Delegated Financial Authority** | x |

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| **Who we are** |

Write about your clinic here – your vision statement, values, practice population, services etc.

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| **Functional Relationships** |

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| **Internal** | **External** |
| * Chair of Board
* Directors
* Administration Manager
* Clinical Manager
* Accounts Manager
* Doctors
* Nursing staff
* Administration staff
 | * Patients
* XXXXXX PHO
* Practice accountant
* Contracted service providers
* Professional advisors
* Te Whatu Ora XXXXXX
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| **Position Accountabilities** |

**Strategy**

* Support the Board in the development of strategic direction and plans
* Lead the implementation of approved strategic plans as directed
* Maintain comprehensive knowledge of PHO initiatives and targets and ensure processes are in place to participate in and achieve these

**Leadership and Team Management**

* Lead the Management Team, providing direction, empowerment, motivation and encouragement to enable the ongoing provision of quality, patient centred health services
* Set clear expectations for direct reports; encourage excellence, monitor performance, provide feedback and promptly identify and address any issues
* Support direct reports in leading high performing teams

**Human Resource Management**

* Work with the Management Team to create an “employer of choice” environment
* Keep up to date with employment legislation and best practice
* In consultation with the Director HR, develop employment agreements and lead employment negotiations
* Ensure recruitment processes aligned with business needs are in place
* Ensure a performance management system that supports effective coaching, development and when required, discipline, is in place
* In consultation with the Management Team, ensure appropriate professional development and training opportunities are provided
* Maintain oversight of payroll
* Maintain oversight of rosters for all teams

**Communication**

* Develop and maintain effective relationships with key stakeholders across the primary health sector and other agencies with whom the practice interacts
* Liaise with the PHO and keep Directors informed of opportunities and any issues
* Ensure robust internal communication systems are in place to keep staff and patients well informed, encompassing e-mails, PMS messaging, written information and meetings

**Business Management**

* Identify and pursue business development opportunities that support the Board’s strategic direction
* Develop business plans to support achievement of strategic goals
* Maintain a risk register, ensure risks are appropriately managed and keep the Board informed of issues which could impact on the business
* Ensure a business continuity plan is in place in the event of an emergency
* Implement and oversee the maintenance of quality management systems, ensuring the Board is kept informed of progress against quality standards, plans and targets
* Incorporate the principles of continuous quality improvement into all activities
* Ensure in collaboration with the management team that best practice is maintained, and Foundation Standards are met

**Financial Management**

* Collaborate with the practice accountant to ensure financial planning, management and reporting is timely and in line with Board expectations
* Maintain oversight of all subsidy schedules to ensure the accuracy of all claims made and payments received

**Compliance**

* Ensure a complaints management system that is compliant with regulatory and professional standards is in place and the Board kept informed of activity
* Ensure compliance with Health Information and Privacy regulations, notably the Privacy Act, ensuring all staff are appropriately trained as required
* Ensure the practice complies with all current NZ legislation

**Facilities and Digital Systems Management**

* Ensure property management leases and all required documentation is held for sublet consulting rooms and/or rental properties
* Maintain effective relationships with tenants and landlords
* Ensure external and internal security procedures are in place to ensure staff and patient safety
* Oversee property maintenance, including refurbishment and general repairs and maintenance
* Oversee equipment maintenance, ensuring all medical and office equipment is maintained in good working order and safety checks conducted as per legislation
* Maintain good relationships with the IT service provider and ensure appropriate service level agreements are in place for the effective maintenance of IT systems, intranet, website, hardware and software
* Promptly advise Board of any risks or issues

**Health and Safety**

* Ensure health and safety management systems and programmes are developed and maintained in a manner that proactively engages all staff and complies with regulatory obligations
* Ensure a hazard register is maintained and regularly updated
* Ensure a fire and evacuation plan is in place and regular drills conducted
* Ensure Directors are kept fully informed of H&S matters, in accordance with their obligations

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| **Person Specifications** |

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|  | **Essential** | **Preferred/desirable** |
| **Education / Training:** | * Up to each practice what they prefer here
 |  |
| **Experience/Skills/Knowledge** |  |  |

**DECLARATION**

This position description is a living document. At the time of commencing in the role, the position description will be discussed with the position holder, and the key accountabilities and performance measures agreed upon.

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company and position change. Accordingly, the employee will undertake any other tasks and duties as agreed from time to time subject to provision of appropriate training.

Position holder name: Date:

Signature:

Manager name: Date:

Signature: