

POSITION DESCRIPTION

Position:	Business Manager Specialist Clinic
Directorate	Clinical Operations
Division:	Outpatient Services
Business Unit:	Specialist Clinic
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Reports to:	Director – Outpatient Services



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 5** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

The Business Manager Specialist Clinic plays a critical role in ensuring the efficient operation of the Mildura Base Specialist Clinic, overseeing day-to-day activities, and ensuring the delivery of high-quality care to patients.

This leadership role involves managing clinic staff, overseeing financial operations including the achievement of Key Performance Indicators (KPIs) as set by the Department of Health. The role will also ensure compliance with healthcare regulations and standards.

The Business Manager Specialist Clinic, will serve as a key point of contact for patients, staff, and external partners, fostering a collaborative and productive environment to ensure the clinic's success. In addition to managing operational tasks, the Business Manager Specialist Clinic will work closely with medical professionals to support the clinic's strategic goals, promote excellent patient care, and contribute to the ongoing development and growth of the clinic.

As the primary leader of the clinic, the Business Manager Specialist Clinic will be responsible for maintaining a positive patient experience, ensuring smooth financial and administrative operations, and driving continuous improvement in all aspects of the clinic's functioning.

KEY RESPONSIBILITIES AND DUTIES

- Oversee daily clinic operations and manage and monitor key performance indicators (KPIs) to ensure alignment with organisational goals, providing guidance and support to staff in achieving their individual and team targets;
- Ensure the consulting and meeting spaces across the clinic are managed and coordinated to ensure smooth operations of the entire Specialist Clinic spaces
- Coordinate and collaborate with clinical personnel and MBPH leadership to develop and assess business strategies to improve service provision;
- Monitor patient flow, ensuring efficiency in service delivery;
- Maintaining clinic equipment and supplies;
- Improving practice efficiency and productivity;
- Maintain clinic facilities, ensuring compliance with health and safety regulations;
- Recruit, train and manage clinic staff, including nursing and administrative teams;
- Conduct performance reviews and provide ongoing professional development opportunities;
- Ensure the MBPH teams utilising the Specialist Clinic spaces follow all clinic policies, procedures and regulatory standards;

- Ensure the Specialist Clinic culture enables all people working in the space to achieve their best outcomes. When necessary, address and action appropriate responses to challenging behaviours leading to the resolution of conflict within the clinic to maintain the accepted culture;
- Develop and manage the clinic's budget, and achievement of KPI targets, monitor clinic revenue, expenses and cost-saving initiatives;
- Management of department mandatory training requirements and facilitating access to applicable training to guarantee staff are up-to-date with relevant skills and competencies;
- Ensure adherence to financial regulations and coding standards;
- Monitor and efficiently manage the EFT establishment and implement an effective workforce planning model in consultation with the Director – Outpatient Services;
- Actively participate in preparing the annual operating budget, which estimates financial expenditure for human and material resources and capital equipment requirements for the Specialist Clinic;
- Implement and monitor quality control measures to maintain high standards of patient care;
- Keep up to date with health industry standards and changes in legislation;
- Creates a team environment which promotes engagement, a positive workplace culture, opportunity for learning and development and safety and welfare of employees;
- Participates in relevant committee processes, attends relevant meetings and prepares and submits reports as required;
- Communicates a positive vision for change and supports the team through the change process as needed.
- Oversee the implementation, maintenance and review of clinic technology infrastructure;
- Establish and maintain partnerships with internal and external healthcare providers and other relevant organisations;
- Have a sound knowledge of your current profession including policies and practices and be able to initiate, manage and nurture a culture that embraces change in accordance with best practice, organisational policies and procedures and state legislation;
- Maintain and accurate records of clinic activities, staffing and financial transactions;
- Prepare reports for stakeholders, including financial reports, patient satisfaction reports, and operational performance metrics.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee, you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

- Tertiary qualification in Healthcare Management/ Business Administration qualification (preferred but not mandatory);
- Certification or qualifications in medical office management (preferred but not mandatory);

- 3-5 years of experience in a medical or healthcare setting preferred;
- Demonstrated experience in managing teams, operations and financial aspects of a medical/hospital clinic;
- Experience with healthcare billing, insurance claims and coding systems;
- Strong leadership and interpersonal skills, with the ability to manage and motivate a diverse team.
- Ability to make critical decisions, handle complex situations, and manage time effectively.
- Strong conflict resolution and problem-solving skills.
- Experience in performance management, training, and development.
- Excellent verbal and written communication skills.
- Ability to communicate clearly and empathetically with patients, staff, and external stakeholders.
- Strong customer service orientation, with the ability to resolve patient complaints effectively.
- Strong time management and capacity to manage multiple tasks and priorities;
- Demonstrated ability to assess problems and develop effective solutions to improve clinic efficiency, staff morale and patient care.

MANDATORY REQUIREMENTS

Registration with Professional Association:

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties

and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"
"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"
"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

