

POSITION DESCRIPTION

Position Title:	Practice Manager
Business Unit/Department:	Drug Health Services
Division:	Operations Directorate
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025.
Classification:	Grade 4
Reports To:	Director
Direct Reports:	Administration Officers
Date Prepared/Updated:	27 June 2025

Position Purpose

The Practice Manager leads the delivery of administration services across Drug Health Services. This includes outpatient and inpatient services.

The role manages a team of Administration Officers who provide front-of-house reception duties and general operational support for outpatient clinics and residential services across three core sites in Western Melbourne.

The Practice Manager will be required to maintain and improve systems and processes including booking schedules, reception and switchboard operations, billing and administrative duties and other administration tasks.

The Practice Manager will act as a role model and lead their team with vision and enthusiasm. Initiating change and adopting continuous quality improvement strategies is an essential component of the Practice Manager role. The role will encompass Practice Management duties and will also perform administrative/clerical duties.

Business Unit Overview

Drug Health Services is one of the most diverse specialist agencies in Victoria for the management of substance use, providing a range of residential and non-residential community and hospital-based alcohol and other drug treatment programs.

The service caters to people across the development lifespan, with youth and adult programs, as well as specialist programs for women and for people with co-morbid AOD and mental health care needs.

As well as community AOD programs, we offer Addiction Medicine Services to the community and within the Western Health hospital in-patient network.

Our Vision

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The service is committed to harm reduction as a guiding principle of practice, enabling clients to determine the pace and type of change they are seeking. This takes place within a robust governance environment, where treatment options are evidence-based and matched to presenting need.

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Key Responsibilities

The Practice Manager will:

- Lead and manage an administration team to work collaboratively with clinicians to deliver a high quality, efficient service
- Manage and lead an administration team in providing a courteous, friendly, prompt and efficient reception service to all persons attending Drug Health Services reception or contacting Drug Health Services via telephone
- Ensure Medicare and other billing processes are completed and develop systems and processes that increase the services ability to capitalize upon Medicare billing opportunities
- Work collaboratively with clinical staff to develop clinics, ensuring that administrative requirements resources, processes and procedures are planned for in this clinic development
- Establish and maintain collaborative and effective relationships and uphold professionalism in all working relationships
- Manage consulting room rosters
- Ensure adequate supplies of stock stationery items according to organisational needs
- Bring to the attention of the Management any resource or finance issues affecting the service
- Lead and provide support for clinics including administration for medical tests and undertaking communications (e.g. by fax to other medical staff and pharmacists)
- Participate in a back-up role to administration /reception staff to cover holiday and sick leave
- Comply with and lead the team in recognising standards of practice as outlined in the Western Hospital Policy and Procedure Manual and the Western Health Clinical Policy and Procedures Manual
- Ensure that new patients complete client registration forms and that client information in databases and paper files are kept updated and accurate
- Provide assistance to clinical and other staff to input, update and maintain databases to ensure that client medical records are available for clinical staff at relevant appointment times
- Ensure confidentiality of information pertaining to colleagues, clients and their significant others
- Contribute to, and participate in maintaining a work environment that values teamwork, equal opportunity and diversity.
- Ensure that services are provided in a manner sensitive to specific community needs, including sensitivity to gender, culture, and age
- Train other administrative staff
- Comply with all Western Health policies relating to staff conduct
- Strive to identify opportunities for continuous quality improvement activities
- Other duties at direction of Drug Health Services Management

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Performance Indicators

- Effective leadership of the administration team
- Delivery of responsive support services that contribute to the efficient operation of Drug Health Services

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- Initiation and participation in continuous quality improvement activities
- Fostering the development of administration team staff
- Development of collaborative relationships with Western Health colleagues and external stakeholders
- Promote the reputation, and understanding of, services provided by Western Health's Drug Health Services
- Present as a professional role model for staff
- Work within budget allocations
- Participate in annual Performance Development Discussions

Key Working Relationships

Internal:

- Director - Drug Health Services
- Head of Unit - Addiction Medicine
- Drug Health Services Program Managers and other members of the Leadership Team
- Nurse Unit Managers
- Capital Projects staff
- Western Health Staff and Volunteers at all sites
- Drug and Alcohol Community Service Organisations Community Based Organisations

External:

- Patients and their significant others
- Other healthcare networks and service providers
- Suppliers
- Department of Health

Selection Criteria

Essential

- Excellent interpersonal, communication, conflict resolution and negotiation skills.
- Energetic and flexible leadership style with the ability to successfully manage change
- Role modelling organisational values and ensuring that these values and principles underpin all interactions with clients and colleagues
- Competence in managing multiple activities with different operational requirements and procedures
- Proven ability to manage competing priorities
- A sound understanding of private medical practice activities; including Medicare Australia systems and processes such as item numbers and claiming requirements
- Demonstrated ability to provide leadership to administrative and clinical staff teams in a highly professional and effective manner
- Advanced Computer literacy skills

Desirable

- Qualifications in a relevant health administrative or management discipline

Note that appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed in a direct care job with Western Health.

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Leadership Capabilities	Definition
Manages complexity	Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
Decision quality	Making good and timely decisions that keep the organisation moving forward
Plans and aligns	Planning and prioritizing work to meet commitments aligned with organisational goals
Optimise work processes	Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
Ensures accountability	Holding self and others accountable to meet commitments
Values differences	Recognizing the value that different perspectives and cultures bring to an organisation
Communicates effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
Persuades	Using compelling arguments to gain the support and commitment of others
Manages ambiguity	Operates effectively, even when things are not certain, or the way forward is not clear
Additional Requirements	
<ul style="list-style-type: none"> • All employees are required to: • Obtain a police / criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health • Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008 • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines 	
General Information	
<ul style="list-style-type: none"> • Redeployment to other services or sites within Western Health may be required • Employment terms and conditions are provided according to relevant award/agreement 	

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- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: [Click here to enter a date.](#) Date:

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