

BUSINESS IMPROVEMENT

Job Description



Position Title: Project Officer (HMR/NPS)

Reports to: Business Improvement Coordinator

Location: Melbourne

Date Prepared: 9th November 2009

Approved by: _____

Background:

The Knox Division of General Practice is a Commonwealth funded organisation which is run by and for General Practitioners. The Division offers professional support to clinic staff Practice Nurses, Practice Managers, GPs and support staff in the areas of clinical education, business management and health promotion. Support is offered via a variety of methods including in - clinic visits, education and training sessions.

POSITION SUMMARY:

The Project Officer (HMR/NPS) is responsible for the hands - on delivery of service, advice and training in the areas of business systems and processes to maximize income streams and minimize major cost centers (HMR/NPS focus). Key tasks include tailored in – clinic training, delivery of education sessions and resource development in the areas of data management/quality, software use and systems/process. The Project Officer (HMR/NPS) will possess a high level of customer service skills, demonstrate team building success, confidence in presentations and high level computer skills. 80% of this role is clinic based. The Project Officer (HMR/NPS) is to maintain GP and clinic confidentiality at all times.

ACCOUNTABILITIES

Key Result Areas	Key Responsibility Areas / Tasks	Key Measures (KPI'S)
Business Plan KPI	<p>Implement designated programs of activity as per the agreed Business Plan and Implementation Strategy</p> <p>Contribute to the building of the Business Offer.</p> <p>Undertake activities designed to achieve Business Plan KPI's:</p> <ul style="list-style-type: none"> • In clinic visits • Tailored coaching • Education sessions • Resource development <p>Develop tools and resources to assist clinics, GP's and staff.</p>	<p>Achievement of Business Plan KPI's appropriate to the Business Improvement area.</p> <p>1 new offer creation per calendar year Via participation in monthly promotional meetings.</p> <p>Achievement of Business Plan KPI's appropriate to the Business Improvement area.</p> <p>As required</p>

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In - clinic support	Offer consulting service to assist clinic staff maximize HMR/NPS via the use of: <ul style="list-style-type: none"> • PHA • PEN CAT • MD (& other software) • DCP • Installation and development of templates 	100% adherence to Division policies and procedures: <ul style="list-style-type: none"> • Clinic booking procedure • Data capture and update procedure • Reporting
Education services	Deliver education sessions on the following topics (HMR/NPS focus): <ul style="list-style-type: none"> <input type="checkbox"/> Data quality/management <input type="checkbox"/> PEN CAT <input type="checkbox"/> MD use <input type="checkbox"/> DCP <input type="checkbox"/> Systems/process 	100% adherence to Division policy/procedure
Division requirements	Adhere to Divisional Policy and Procedures Attend Unit meetings as required. Attend Division Planning days as required. Submit Keynotes articles as required. Develop Newsletter articles as requested. Participate in quarterly Staff Meetings	100% adherence 100% adherence 100% adherence 100% adherence 100% adherence
Personal Development	Maintain and diversify industry qualifications	Participate in one approved external training program once a year

QUALIFICATIONS

- Cert 4 in Training and Assessment (desirable)
- Nursing qualification (desirable)
- Practice Management/receptionist qualification (desirable)
- Business Administration qualification (desirable)

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PERSON SPECIFICATIONS (ie the knowledge, skills, abilities and personal characteristics required for performing the job effectively)

SKILLS/EXPERIENCE

- Proven customer service track record
- Coaching/Teaching experience
- High level computer skills
- Ability to plan manage and achieve targets
- Ability to self manage and show accountability

KEY SELECTION CRITERIA

- High level report writing skills
- Demonstrative initiative and proactivity in project management.
- Current drivers license and use of a car. 80% of this role is clinic based.

KEY WORKING RELATIONSHIPS

Internal

- Business Improvement Coordinator
- KDGP Receptionist

External

- GP's
- Practice Managers
- Practice Staff
- Service providers
- Medicare
- GPV

Accountability

This position reports to the Business Improvement Coordinator and will be accountable, as an employee of the Division, for the observance of the aims , policies and protocols of the Division.

Terms of Employment

This is a contract position, measured in accordance with the agreed and documented KPI's.

32 hour week, (4 days a week) 9am – 4:30pm

Pay range

\$20.14 - \$24.00 per hour

Applications –

0397649898

Email admin@knoxdiv.com.au

PERFORMANCE REVIEW

Completed by: Business Improvement Coordinator and Division Manager

Date to be completed by: (12 weeks from initial employment date)

Based on: KPI's
Customer Satisfaction Survey
360° Feedback Form