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Clinic Manager - Position Description

General duty statement

The clinic manager plays a critical role in the implementation of the Company's strategic business plan at a clinic level. The role of the clinic manager is to set strategic priorities at a clinic level in alignment with the business plan and to manage the operational activities of the clinic, ensuring that the clinic runs smoothly, to budget and that we deliver a high standard of care to patients.

Key Accountabilities

The Clinic Manager is accountable for:

- 1) Clinic workflows
- 2) Clinic roster coverage
- 3) Clinic revenue & budget
- 4) Clinic supplies & cleaning

Specific responsibilities include:

- **Clinic workflows:** Managing day to day clinic workflows and implementing new clinic workflows to innovate and develop our model of care
- **Clinic rosters:** Manage clinic rosters to ensure adequate coverage of the clinic. Manage schedule of external providers to maximise utilisation of available rooms
- **Clinic revenue & budget:** Manage day to day clinic operations to clinic budget. Manage medicare & non-medicare billings for doctors and allied health providers including review of unclaimed, uninvoiced, unpaid invoices & rejections. Maintain financial status of member payments.
- **Member experience:** Coordinate communication to members. Respond to day to day member requests through app, email, phone. Manage member feedback, including complaints process.
- **Clinic supplies & cleaning:** Coordinate ordering of clinic supplies as per clinic budget & cleaning
- **HR:** Line management of health concierge staff in clinic.

Other responsibilities

During your employment, and for a reasonable period after termination of your employment, you will provide the Company with all information requested by it which:

- is relevant to the Company's business; and
- has not been documented by the Company; and
- is within your knowledge as a result of performing your duties under this letter.

You will not bind the Company in contract other than in the usual course of the business conducted by the Company unless otherwise approved by the CEO.

Position Description – Clinic Manager - Initial: _____



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Key Performance Indicators:

A Key Performance Indicator (KPI) is a type of performance measurement used to monitor the success of targets in set categories, which in turn calculates the performance and success of the activities and the business. In consultation with management, the KPI's for the position will focus on the following;

- Member Net Promoter Score (NPS)
- Revenue target (as set by CEO)
- Any other KPI's will be by agreement with the CEO

Required skills

- Highly organised and efficient with a strong commitment and work ethic
- Demonstrated customer service skills
- Demonstrated experience in a management role
- Excellent interpersonal skills, effective written and verbal communications
- Medical receptionist and Medicare billing experience and proficiency with medical software
- Proficient in using laptops, shared folders and online/mobile Apps
- Can-do attitude and ability to own and solve problems

Desirable skills

- Analytical skills e.g. using Excel
- Current CPR certificate