



**Position Title: Practice Manager**

**Location:** SPOT clinic, Deniliquin

**Employment Type:** Part-time with option for full time

**Reports To:** Clinic Director/Owner

---

## About Us

DeniSPOT is a private allied health clinic dedicated to providing high-quality **Speech Pathology** and **Occupational Therapy** services to local NDIS participants. Our team is passionate about improving the lives of children and their families through evidence-based therapy and a client-centered approach. We foster a supportive and collaborative work environment, ensuring the best possible care for our clients.

---

## Position Overview

The **Practice Manager** plays a pivotal role in the operational and administrative success of the clinic. This role ensures the smooth running of day-to-day operations, manages staff, optimizes clinic workflows, and enhances client experiences. The Practice Manager is responsible for financial oversight, compliance, HR coordination, and business development initiatives.

---

## Key Responsibilities

### 1. Operations & Administration:

- Oversee the daily operations of the clinic to ensure efficiency and effectiveness.
- Implement and maintain clinic policies, procedures, and workflows.
- Manage appointment scheduling systems and ensure seamless client service.
- Maintain accurate and up-to-date client records and practice management systems.
- Ensure the clinic environment is welcoming, clean, and professional.

## **2. Human Resources & Team Management:**

- Oversee recruitment, onboarding, and training of administrative and clinical staff.
- Manage staff rosters and leave.
- Foster a positive team culture and facilitate professional development opportunities.
- Address staff concerns and maintain open lines of communication.

## **3. Financial Management:**

- Monitor and manage clinic performance, and cost efficiency.
- Process invoices.
- Service Agreement management.

## **4. Client Experience & Engagement:**

- Ensure a high standard of customer service for all clients and families.
- Manage feedback and client complaints in a professional manner.
- Develop and implement strategies to improve client retention and satisfaction.

## **5. Compliance & Risk Management:**

- Ensure the clinic meets all relevant regulatory and accreditation requirements.
- Maintain policies in line with NDIS industry standards.
- Manage workplace health and safety requirements.
- Keep up to date with changes in health regulations and compliance requirements.

## **6. Business Development & Marketing:**

- Identify growth opportunities and implement strategies for business expansion.
- Build relationships with referrers, local community groups, and stakeholders.
- Assist in marketing initiatives, social media presence, and community outreach programs.

---

## **Key Selection Criteria**

### **Essential:**

- Excellent organisational and interpersonal skills.
- Proficient IT skills.
- Ability to multitask and manage conflicting priorities.
- Strong problem-solving and decision-making abilities.

### Desirable, not essential:

- Experience with practice management software or client database systems.
  - Some knowledge of National Disability Insurance Scheme.
  - Strong understanding of medical, allied health clinic operations or executive administrative.
- 

### Benefits of Working with Us

- Competitive salary, based on the Health Professionals and Support Services Award. <https://www.fairwork.gov.au/employment-conditions/awards/awards-summary/ma000027-summary>
  - Supportive and friendly work environment.
  - Opportunities for professional development and training.
  - Work-life balance with flexible working arrangements, time and location.
  - The opportunity to make a meaningful impact on the lives of clients and their families.
- 

### How to Apply

To apply for this role, please submit your **resume** and **cover letter** addressing the key selection criteria to [admin@denisspot.com](mailto:admin@denisspot.com)

We look forward to welcoming a dedicated and passionate **Practice Manager** to our team!