

## POSITION DESCRIPTION

<b>Position Title:</b>	Practice Manager Community Pharmacotherapy
<b>Award:</b>	In Accordance with Qualifications
<b>Classification:</b>	Dependent on applicant qualifications and experience
<b>Site:</b>	This position is primarily based at our Kangaroo Flat site, however, may be required to work from any BCHS site or outreach location as negotiated.
<b>Hours per fortnight:</b>	53.2 hours per fortnight (0.7 FTE)
<b>Tenure:</b>	Fixed Term - 3 years
<b>Position description developed:</b>	April 2025
<b>Responsible to:</b>	Senior Leader, AOD Clinical Services

### ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

#### VISION

**Better health and wellbeing across generations.**

#### PURPOSE

**Supporting you and your family to live healthy lives.**

#### VALUES

**Lived and Living Experience:** We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

**Equity:** We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

**People:** We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

**Partnership:** We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

**Integrity:** We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

## TEAM ROLE

The Specialist Pharmacotherapy Clinic is part of the broader Alcohol and Other Drug (AOD) team at Bendigo Community Health Services (BCHS). This integrated and multidisciplinary team delivers a range of evidence-based, person-centred services designed to support individuals and families impacted by substance use.

The AOD team operates across multiple service streams and locations, including:

- Specialist Pharmacotherapy Clinic – providing opioid pharmacotherapy treatment and coordinated care for people with opioid dependence from our Kangaroo Flat site.
- Nova House (North Bendigo) – delivering residential AOD clinical services, including assessment, care planning, and therapeutic interventions.
- Wyanimbik Wayawan (North Bendigo) – home to the AOD Wellbeing Services team, supporting clients through intake and assessment, AOD counselling, complex care coordination and the provision of AOD Outreach services such as the Mobile Outreach Service and Needle and Syringe Program.
- Home-Based Withdrawal Service – offering safe, supported withdrawal from substances in the comfort of a client’s home environment.

Together, the AOD team works collaboratively to reduce harm, promote recovery, and improve health and wellbeing for clients across the greater Bendigo region. The team values cultural safety, trauma-informed practice, and strong partnerships with other internal and external services to ensure a holistic response to each person’s unique needs

## POSITION ROLE

The Practice Manager plays a critical leadership role in the effective delivery of BCHS’s Specialist Pharmacotherapy Clinic. This position is responsible for ensuring the smooth, compliant, and efficient operation of a high-quality, person-centred opioid pharmacotherapy program that supports clients with complex health and social needs.

The Practice Manager is responsible for:

- Medical Practitioners (2)
- Registered Nurses (2)
- AOD Navigator
- Rural Addiction Medicine Pharmacotherapy Service Clinician and any new team members as per growth that may occur.

Working collaboratively with Nurse Practitioners, General Practitioners, Registered Nurses, Peer Workers, community pharmacists, and the broader Alcohol and Other Drug (AOD) and health teams, the Practice Manager ensures operational excellence, promotes innovation in service delivery, and supports positive treatment outcomes. The role combines clinical governance oversight, team coordination, administrative and data systems management, and a strong commitment to harm reduction, health equity, and trauma-informed care.

## **POSITION RESPONSIBILITIES**

The responsibilities of the position are:

### **Leadership and Operational Management**

- Provide leadership and oversight to the Specialist Pharmacotherapy Clinic team, ensuring the delivery of safe, effective, and evidence-based care.
- Coordinate day-to-day operations, including clinic scheduling, service delivery, compliance, billing, reception and administrative processes.
- Coordinate day-to-day medication preparation and administration.
- Maintain medication safety and compliance according to regulatory and accreditation requirements.
- Coordinate stock requirements, orders and payments.
- Drive continuous improvement aligned with BCHS strategic priorities and the Victorian Pharmacotherapy Framework.
- Oversee service accreditation processes, ensuring compliance with relevant standards (e.g., RACGP, QPA, AHPRA).

### **Clinical Governance and Quality Improvement**

- Ensure systems and processes support high-quality, trauma-informed, and harm-minimisation focused care for people experiencing opioid dependence.
- Support risk assessment and incident reporting processes and participate in case reviews and demand management strategies.
- Monitor program fidelity, staff compliance with scope of practice, and safe medication management processes.
- Facilitate timely reviews and implementation of relevant clinical policies and procedures in line with national and state guidelines.

### **Stakeholder Collaboration**

- Foster collaborative relationships with internal and external stakeholders including community pharmacies, prescribers, PAMS, DACAS, Orticare, Western Health and AOD services (including residential and non-residential withdrawal services).
- Liaise with community partners to support integrated care pathways, complex client coordination, and responsive discharge planning.

### **Data and Compliance**

- Oversee accurate and timely documentation and reporting using Best Practice, TRAK, Methstats, and VADC systems.
- Ensure compliance with Medicare Benefits Schedule (MBS) billing, S8 permit processes, and funding body reporting requirements.
- Support privacy, consent and data integrity practices across all platforms and client interactions.

### **Health Promotion and Community Engagement**

- Coordinate health promotion and overdose prevention initiatives, including Naloxone education and harm minimisation messaging.
- Support the development and delivery of culturally safe, gender-responsive and inclusive client engagement strategies.

### **Workforce Development and Staff Support**

- Lead and manage clinic staff, supporting a positive workplace culture, clear role clarity and professional development.



- Provide input into workforce planning, recruitment, onboarding and training.
- Conduct monthly supervision sessions with individual staff members.
- Conduct monthly team meetings with pharmacotherapy clinic staff, raise and action outstanding activities in a timely manner.
- Manage rostering requirements, backfill and adhere to individual EBA requirements per staffing discipline.

## KEY SELECTION CRITERIA

### Essential

1. Relevant tertiary qualifications in nursing, pharmacy, medical or other related clinical discipline field
2. Demonstrated knowledge of opioid pharmacotherapy (methadone, suboxone, LAIB) models of care, clinical workflows and harm reduction principles.
3. Proven ability to lead interdisciplinary teams, support change processes, and drive service improvement in a client-centred health environment
4. Ability to collaborate with senior staff, medical professionals and interdisciplinary teams to effectively address health inequalities and guarantee accessible care for all community members.
5. Proven ability to work autonomously, think strategically, and lead teams through periods of change while effectively problem-solving and adapting to evolving circumstances.
6. Excellent leadership skills with a collaborative style, strong communication abilities, and a commitment to community and public health principles, as well as a sensitivity to diverse client needs.
7. Strong understanding of the Medicare Benefits Schedule (MBS) and effective operations in clinical disciplines to maximise revenue while maintaining high-quality client care.
8. Valid Working with Children Check. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

### Desirable

1. Experience with health care platforms such as Best Practice, Hot Docs, Health Direct and Trak Medical Records Systems

## PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

## STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

**Position Performance:**

*Demonstrate achievement of negotiated performance indicators specific to your position.*

- To meet agreed targets.
- Clinical skills documentation meets standards consistent with the role.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

**Communication and Teamwork:**

*High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.*

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

**Self-Management:**

*Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.*

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

**Administration and Documentation:**

*Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

**Learning:**

*Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

**DIVERSITY AND CULTURE**

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

#### CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

#### OTHER ESSENTIAL REQUIREMENTS

##### Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

#### BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

#### OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.
- Fitness passport