

PRACTICE MANAGER

POSITION DESCRIPTION

Practice Manager

Group Administration Leader

The logo for 'acua people' is positioned in the bottom left corner. It features the word 'acua' in a bold, dark green, lowercase sans-serif font, enclosed within a white circle. To the right of this circle, the word 'people' is written in a white, lowercase sans-serif font. The background of the logo area consists of several overlapping circles in various shades of green and yellow, creating a textured, organic feel. The entire logo is set against a bright yellow background that transitions into a light green gradient at the bottom of the page.

acua people



Acknowledgement of Country

Acua acknowledges Aboriginal and Torres Strait Islander peoples as the traditional custodians of our land – Australia.

Acua would like to acknowledge that our practice is being held across the traditional land of the Wurundjeri peoples of the Kulin Nation.

Acua would like to acknowledge our Indigenous leaders past, present and emerging and recognise all the shared endeavours in education, mental health and wellbeing through inter-generational narratives and stories that continue to shape our community.

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Contents

Welcome to Acua	04
A Little Bit about Acua	06
Acua People Growing our Team	09
Opportunity to join Acua	11
Application Tips	16

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Practice Manager
Position Description

*Welcome
to Acua*

acua people



Welcome to Acua

The team at Acua are excited to welcome you. The following publication is designed to share with you the opportunity to join our team.

Acua is experiencing growth due to exceptional services to our clients leading to increased demand. Acua is offering qualified candidates the opportunity to join our team as a Practice Manager or Group Administration Leader and grow your career with us over time.

This document has been prepared to assist you in your application. It has five parts;

- Welcome
- About Acua
- Acua People
- Opportunity to Join Acua
- Application Tips

Please familiarise yourself with all parts and feel free to ask questions if something is not clear.

Thank you for considering Acua as your career partner and we wish you well in your application.

Sincerely,

George Nelson
Director

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Practice Manager
Position Description

*A
Little Bit
About Acua*

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acua

Practice Manager

Position Description

Snap Shot



Locations



Services



Staff



Clients



Commitment

Acua is driven to **graduate** its clients **with acuity, joy and a healthy love of self and others.**

To practice **safety, sensitivity and honesty** in the **development of trust** between clients and counsellors leading to **open dialogue, psychological safety, humble enquiry, support, independent third-party assistance** all combine to **deliver tools, information, training, counsellors and coaches to support our clients.**

Confidentiality, Attentiveness, Respect and Empathy (CARE)
Acua is driven to **show kindness and CARE** for our clients at all times.

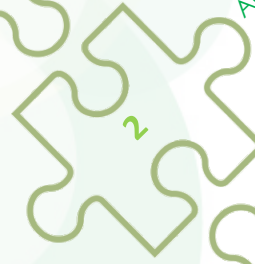
Agility and Innovation
Acua is committed to operating a **sustainable enterprise** embracing Agility and Innovation.

Diversity and Inclusion
Acua **champions** inclusion and **celebrates** the diversity of our staff and clientele.

VISION

MISSION

VALUES



Caring and Serving our Community



Practice Manager

Position Description

A Little Bit about Acua

Acua is an Allied Health Provider located in Melbourne with clinics in Prahran, Essendon North and Epping. Our core capability is the provision of safe, honest, genuine services that transform the personal architecture of the client.

What does Acua mean?

Acua is the collective noun for people who achieve cognitive, emotional, social, philosophical or creative acuity.

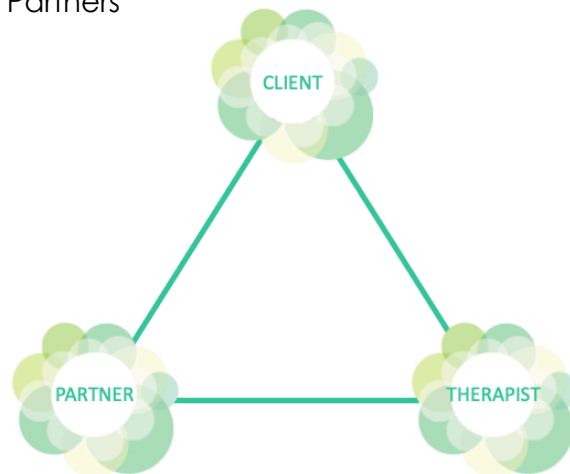
How do you pronounce Acua?

Ak-YOU-Wah

Who is Acua?

Acua has three primary stakeholders around which the entire enterprise is designed. Stakeholder include:

- o Clients
- o Counsellors, OT's, Paediatricians, Psychologists - Therapists
- o Program Partners



At Acua we aim to make our services engaging, powerful and transformational for any client with the view to becoming obsolete over time referred to as 'graduating' the client.





Practice Manager

Position Description

Availability

As an Acua team member you may need to attend any Acua Location, Client location (including schools, kindergartens or other) as well as remote digital tele-health consultations.

There is also administration and meetings that you will be required to attend to moderate client services and maintain our commitment to quality.

Feedback is our Fuel

At any time we welcome ideas, feedback and collaboration to provide the best possible combination of solutions to support Acua, its team and its clients.

Compliance

Acua is covered by the Professional Association Code of Ethics and Practice. As a NDIS registered provider Acua is also bound by the NDIS Practice Standards and Quality Indicators.

All Acua team members must have a Working with Children Check Card, complete Acua induction, NDIS training / observations, hold First Aid certification, suitable qualification, professional association membership and comply with any Acua regulator registration.

As a team member you will receive training, support and the opportunity to extend your practice with certification in Speech Therapy, Cognitive Development Therapy, Paediatric Therapy, Family Therapy and more. Certification is a commitment to our clients to uphold a high standard of service in our practice.





Practice Manager
Position Description

Acua People
Growing our Team

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Acua People Growing our Team

Acua is committed to the principles of positive innovation in leadership and a work culture that is enjoyable and productive.

Acua Practice Managers of Group Administration Leaders must have a suitable qualification in business, leadership, administration, enterprise innovation, or other and be registered with an approved association, have their own transport, public liability and professional indemnity insurance. Acua team members with an education, allied health or counselling background are highly desired.

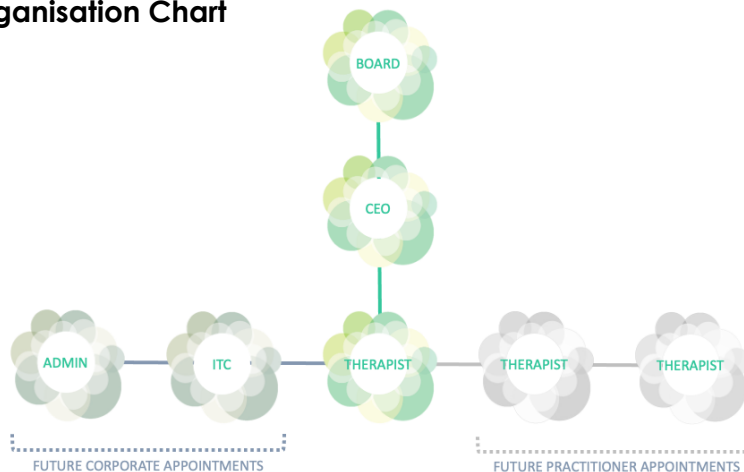
Acua celebrates inclusion and diversity.

New Acua team members will be mentored and required to participate in moderation, research and produce reflective reports on practice during their first two years with Acua.

There may also be an opportunity for you to grow to a level of seniority and take advantage of a possible partnership model in the future leading to more clinics in more locations. Acua aims to promote its team members to 'partner' and support them to operate with other partners or open their own clinic in time. However we understand that this may not be of interest or available to all staff. Some team members may just want to keep life simple and dedicate their career to their practice. Acua supports team members with training, retreats and more.

Acua team members are part of the Acua brand and will be required to maintain professional conduct in line with the ACA Code of ethics and practice and Acua policies. Acua team members are also expected to maintain professional and courteous presentation and conduct in their experience with all clients, partners, stakeholders or prospective clients.

Organisation Chart



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Practice Manager
Position Description

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Practice Manager

Position Description

What is your Superpower?

Is it a caring heart, a gently smile that makes someone feel safe, inspiring those around you or an attentive ear that makes someone feel heard? At Acua we are looking for the silent superheros in our community that are driven with purpose to protect and fight for the most vulnerable in our community.

Work with a purpose. Transform lives. Call for accountability, recognition and rights of each human being to be treated with dignity. There is an opportunity to contribute to a wonderful team, who together present as a powerful force in our community.

The work is rewarding. Our culture is to care, support and celebrate each other as well. You can access a flexible work environment, professional development, EAP and a lifestyle balance while working at Acua.





Opportunity to Join Acua

Position Description

Role(s):

Location: Melbourne (various locations)

Mode: In clinic, at location and hybrid

Salary: \$30 - \$45 per hour

Hours: Contract - from 6 hours per week to 24 hour per week.

Graduates are welcome to apply or express their interest.

Purpose of the position

Practice Manager will ensure efficient and agile implementation of policy and procedures in line with any regulatory obligations in order to facilitate an excellent client experience.

The Group Administration Leader will manage several clinics in delivering excellent practice management.

Values

All Team members will be evaluated against their ability to demonstrate and live the Acua values in their performance. You can read the values above under the section titled: A Little Bit about Acua.

Responsibilities and duties

Key responsibilities Financial

The Practice Manager will:

- coordinate payroll services including superannuation payments, Australian Taxation Office employer responsibilities and maintain records of leave entitlements
- maintain accurate financial records and provide regular reports to the practice owner/s
- coordinate accounts receivable and payable and maintain debt prevention activities
- collaborate with clients, practitioners and bookkeeper to keep accounts in order
- expand the practice to make it more profitable and meet the needs of the community.

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Operational

The Practice Manager will work collaboratively with the practice staff to:



Practice Manager

Position Description

- develop and maintain a suite of practice policies and procedures
- develop and maintain a business continuity and disaster recovery plan
- develop and maintain an asset register
- ensure consumables and equipment are kept stocked and maintained to the manufacturer's standards and conditions
- be part of and contribute to a team environment
- oversee that the practice and rooms are clean, tidy and accessible
- lead accreditation compliance and implementation including preparation
- oversee day-to-day practice operations
- keep the team's knowledge of the practice IT systems up to date
- develop relationships with GPs, allied health professionals and other stakeholders
- administer client reports, invoicing, term enrolment and calendar bookings

Personnel

The Practice Manager will:

- coordinate staff employment and rosters, including annual leave cover
- arrange locum cover for clinical staff when necessary
- encourage governance and social responsibility
- encourage employee motivation, professional development and satisfaction
- coordinate the interviewing and hiring of staff
- conduct induction and onboarding of new staff
- conduct regular staff training, meetings and appraisals
- aid in the coordination of events and retreats.

Safety, quality and culture

The Practice Manager will adhere to the practice's policies, procedures and code of conduct by:

- leading risk management and quality improvement processes
- recording incidents and near misses
- exercising duty of care including meeting practice standards and accountability
- maintaining patient and practice confidentiality at all times
- ensuring the practice building and work spaces are conducive to a safe and practical work environment
- ensuring clinical governance processes are in place
- contributing to the development of a culture consistent with the values of the practice.

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Appointment requirements

The Practice Manager will:

- undertake a pre-employment interview



- provide appropriate references for contact as requested by the practice
- participate in an orientation or induction program
- participate in a performance review process.

Required Knowledge, Skill, Practice and Credentials

All Acua administrators are qualified-in;

- governance, safety, risk management, finance, administration, technology administration, privacy, innovation, agility and quality improvement.
- Have or working towards a Diploma or Bachelor's degree in healthcare management or business administration
- 3+ years' experience in medical office management
- Good knowledge of medical, allied therapy, counselling and psychology terminology
- Medical office billing experience an asset

As part of ongoing practice you may be required to advance your professional development in the field that you do not have a qualification in. For example if you have a Masters of Counselling you may be required to complete Certificate IV or Diploma in Training and Assessment, Education Support or the like, to complement your existing credentials. Team members must also have a current certificate in First Aid, working with children check and NDIS induction certificate.

Personal qualities and behavioural traits

In considering your application with Acua please be sure that you meet the following:

- Understanding of counselling practice that includes neurodiverse frameworks, gender diversity, cultural competency, counselling theory and practice.
- Excellent and proven written and verbal communication skills.
- Attention to detail.
- Ability to meet strict deadlines.
- Ability to apply mental health counselling methods and techniques.
- Knowledge of community mental health resources.
- Knowledge of crisis intervention techniques.
- Knowledge of clinical operations and procedures.
- Knowledge of case management.
- Knowledge and understanding of clinical counselling principles, programs and methodology.
- Interviewing and psychological/developmental evaluation skills.
- Knowledge and understanding of clinical social work and mental health counselling principles, methods, procedures, and standards.
- Ability to evaluate the progress of therapeutic programs and to make individual modifications.



- Ability to maintain emotional stability to cope with human suffering, emergencies, and other stresses.
- Knowledge of psychological test administration, scoring, and interpretation.
- Knowledge of legal and ethical issues related to patients' rights.
- Knowledge of NDIS.
- Ability to develop and present educational programs and/or workshops

Compliance & Regulation

The candidate must have:

- A qualification at minimum Diploma level.
- Membership with a relevant national peak body.
- Australian Federal Criminal Check.
- ABN.
- Public and Professional Indemnity for minimum \$20million.
- Transportation to various Acua sites of operation.
- Secure Computing or Mobile device that will maintain client and operational privacy and security including internet access.
- Current First Aid Certificate.
- Knowledge of relevant laws applicable to this profession.

Meritorious Selection

The following criteria will be used to evaluate your application. Please make sure your application clearly details a 1 – 2 paragraph(s) to explain how you have demonstrated the following criteria in your career (in counselling or education or other). We recommend you use the STARR model (see: 'Application Tips' below). You can group criteria together if you have a demonstrated example that covers multiple criteria below.

Essential Criteria (must have):

1. previous experience in a management and/or high-level practice administrative position
2. experience in financial management, accounting systems and reporting processes
3. experience in payroll systems and legislated employment conditions
4. an understanding of allied health and medical terminology, medical and allied health professional organisations and relevant stakeholders
5. the ability to demonstrate and encourage leadership and teamwork
6. the ability to build customer and stakeholder relationships
7. excellent communication and documentation skills
8. training in CPR within the past three years
9. a current criminal record screening
10. a current Australian Driver's Licence
11. a current Working with Children Check
12. work rights in Australia or be eligible for such.



Desirable Criteria (If you have any of these please detail a response):

1. previous experience with our practice software (Cliniko, Google Drive, Outlook, Word, Powerpoint, Xero, Excel, Zoom and others as they come online over time)
2. a detailed understanding of the Medicare Benefits Schedule
3. an understanding or experience in general practice accreditation and standards.
4. an understanding or experience in NDIS accreditation and standards.
5. an understanding or experience in Health insurance rebates.
6. Qualification in Business Administration, Allied Health and/or Education.
7. First Aid Currency.
8. Knowledge of NDIS and neurodiverse practice.
9. Behaviour Management of Children.
10. Promoting Counselling Services to clients and external stakeholders.
11. Handling Complaints and Feedback.

Hours of work

This position requires an average of 20 hours per week minimum. However, from time to time the Practice Manager may be required to work reasonable additional hours, as necessary to fulfil the requirements of the position or as requested by the Principal Partner or Practitioners. This may include working outside business hours, during weekends and/or on public holidays.

Performance review

The Practice Manager will participate in a performance review process within the first three to six months and then on an annual basis.

Submission of Application

Please forward your application with the following via email to:

'Admin@Acua.com.au'

1. Your most recent Resume and a cover letter
2. Your Response to the 'Essential and Desirable Criteria' above.
3. A copy of your qualification and current First Aid certificate
4. A copy of your Criminal Check that is no more than 60 days old.
(if you do not have this please note that you application may progress however will be subject to the review of this document).
5. A copy of your peak body professional membership.
6. Two professional references. One must be a supervisor.



Practice Manager
Position Description

Application tips

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Application Tips

The following has been included to give each candidate the best opportunity to promote their suitability.

1. Make sure your **resume** is up to date.
2. Your **letter** should introduce you professionally and communicate why you would be a good fit for this role and your career ambition.
3. Your **Enterprise documentation** should be saved as one document (ABN, Insurance, etc.).
4. Ensure your **Qualification** also includes your units/subject/courses completed.
5. Check your grammar and spelling.
6. Be Authentic, be you.
7. Attempt all **Essential Criteria and** as many **Desirable Criteria** as possible using the STARR model
8. **STARR Model;**
This model is an articulate way to communicate your demonstrated suitability in a concise easy to ready format.

S stand for **Situation**
T stands for the **Task**
A stands for **Actions**
R stands for the **Results**
R stands for **Reflections**





How it works

First choose an example of a time you worked with a client, on a project or in role that will demonstrate your ability to meet the criteria. We call this a case study. The following is an unrelated example. (Do not copy this into your application). Here is how you will write the case study in a few paragraphs.

Situation

For this section use one sentence to explain your role, the organisation and the critical information (time, year, location, etc) of the case study.

For example:

As a graduate counsellor for Relationships Australis in 2016 in Canberra, I was invited to observe a family therapy session.

Task

For this section use one to two sentences to explain the task you were given to do, (make sure it reflects the criteria).

For example:

The family therapy session was conducted by my supervisor, Clinical Counsellor Ms. Jones, who was conducting an intake (first session) of a single mother and her daughter who were victims of domestic violence.

Actions

For this section use two to five sentence or dot points to explain 'WHAT' you did and 'HOW' you did it.

For Example:

During the intake Ms. Jones conducted the Relationships Australis welcome script which includes the organisations policy on privacy, ethics, obligatory reporting and consent.

I had a copy of the checklist, form and script that Ms. Jones was completing and I could follow it. This gave me confidence for my next session where I would conduct the intake script and checklist and then handover to Ms. Jones to conduct the session. I now have confidence in conducting not only intake but ongoing administrative functions of counselling for any enterprise.

Results

For this section explain what the outcomes were for the case study you just spoke of. Speak to the successful outcomes that promote your suitability for the role.

For example:

The intake session was easy to follow administratively however the subject matter was difficult to hear. Relationships Australis has forms,



Practice Manager

Position Description

guides and checklist to be used in any intake and so the outcome was very successful.

Reflections

For this section explain what you learnt from the case study. If there were some failures or things did not go as you planned then this is the perfect time to share what you learned. Employers want to see that you as the candidate can be honest about any challenges and that you use any challenges to grow your capability.

For Example

In this case study I found it difficult as a recent graduate to listen to the nature of the clients concerns. Although administratively it was successful I can now reflect that I have growth in my resilience especially in vicarious trauma as I experienced it in this case study.





Practice Manager

Position Description

STARR Model Response

This is what it will read like once it is all put together.

As a graduate counsellor for Relationships Australis in 2016 in Canberra, I was invited to observe a family therapy session. The family therapy session was conducted by my supervisor, Clinical Counsellor Ms. Jones, who was conducting an intake (first session) of a single mother and her daughter who were victims of domestic violence. During the intake Ms. Jones conducted the Relationships Australis 'welcome script' which includes the organisations policy on privacy, ethics, obligatory reporting and consent.

I had a copy of the checklist, form and script that Ms. Jones was completing and I could follow it. This gave me confidence for my next session where I would conduct the intake script and checklist and then handover to Ms. Jones to conduct the session. I now have confidence in conducting not only intake but ongoing administrative functions of counselling for any enterprise.

The intake session was easy to follow administratively however the subject matter was difficult to hear. Relationships Australis has forms, guides and checklist to be used in any intake and so the outcome was very successful.

In this case study I found it difficult as a recent graduate to listen to the nature of the clients concerns. Although administratively it was successful I can now reflect that I have growth in my resilience especially in vicarious trauma as I experienced it in this case study.

Good Luck

The work we do is incredibly important to our society and to our clients. Acua congratulates you on your chosen profession in wellbeing and mental health. From the entire team at Acua we wish you good luck in your application, career and we looking forward to meeting you.





Practice Manager
Position Description

