



## Position Description – Practice Manager

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Title:	Practice Manager
Hours:	25 hours per week (would suit someone wanting to work school hours)
Reports to:	Managing Director
Award:	Health Professional and Support Services Award
	LVL 4
	\$51.2 - \$65.6 per hour commensurate with experience
	Plus 11.5% superannuation
	Generous salary sacrifice packaging available.

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*World Wellness Group is a proud multicultural organisation with a strong focus on equity, diversity and inclusion.*

### **Organisational Background**

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Woolloongabba, Brisbane. WWG operates the World Wellness Health & Medical Clinic focused on equitable healthcare for clients from culturally and linguistically diverse backgrounds. The service specialises in supporting those made vulnerable and marginalised by the health system including migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most disadvantaged members in our community. World Wellness Group is a registered health promotion charity, and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

### **WWG Values and Principles**

All WWG staff work within the WWG code of conduct and ensure all clients and colleagues are treated with dignity and respect, cultural safety and human rights principles and standards. WWG has developed a multicultural lived experience framework and encourages staff to keep lived experience at the forefront of their practice.



## World Wellness Health & Medical Clinic

World Wellness Health and Medical Clinic is a purpose-driven, community-focused healthcare provider dedicated to delivering high-quality, culturally responsive care to a diverse patient population. We are proud to serve as a frontline provider in multicultural health, addressing the unique needs of individuals and families from all walks of life. Our mission is to achieve health equity, and provide culturally responsive healthcare through compassion, collaboration, and innovation.

## Position Summary

The Practice Manager is a pivotal leadership role responsible for the strategic and operational management of the clinic. This individual will ensure the smooth, efficient, and compliant functioning of all administrative and clinical support services. The ideal candidate is a proactive, culturally capable leader with a passion for community health and a proven ability to manage multidisciplinary teams in a dynamic healthcare environment.

## Organisational Relationships and Accountability

This position works in close collaboration with the clinic's General Practitioners, practice nurses, medical reception team and WWG's leadership team.

Position reports to: Managing Director

Supervision of: Clinic staff

Internal liaison: Leadership Team

Award: Health Professional and Support Services Award 2020

External liaison: Clients, referrers, multicultural sector agencies, primary health network and a wide range of government and non-government agencies.

## KEY DUTIES & RESPONSIBILITIES

### 1. Leadership & Team Management

- Lead and support a diverse team of administrative, medical, nursing, and allied health staff.
- Foster a culture of respect, inclusion, and continuous improvement.
- Conduct regular team meetings, performance reviews, and professional development planning.
- Manage recruitment, onboarding, and retention of staff in collaboration with HR.

### 2. Operational Oversight

- Oversee day-to-day clinic operations, ensuring optimal patient flow, scheduling, and service delivery.
- Implement and maintain efficient systems for appointment booking, triage, and follow-up.



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- Ensure the clinic environment is safe, welcoming, and culturally appropriate for all patients.
- **3. Financial & Resource Management**
- Develop and manage the clinic's operational budget, including forecasting and cost control.
- Monitor billing, Medicare claims, and private insurance processes to ensure accuracy and compliance.
- Liaise with the finance teams to manage payroll, supplier contracts, and procurement.
- **4. Compliance & Risk Management**
- Ensure compliance with all relevant healthcare regulations, accreditation standards, and privacy laws.
- Maintain up-to-date policies and procedures aligned with best practices and legal requirements.
- Lead audits, incident reporting, and risk mitigation strategies.
- **5. Patient & Community Engagement**
- Champion a rights-based approach that respects cultural, linguistic, and social diversity.
- Address patient feedback and complaints with empathy and professionalism.
- Build partnerships with local community organisations, multicultural groups, and health networks.
- Support outreach programs, health promotion events, and culturally tailored education initiatives.
- **6. Technology & Systems**
- Oversee the use and maintenance of electronic medical records (EMR) and practice management software (Best Practice)
- Identify opportunities to improve digital workflows and data reporting.
- Ensure staff are trained and supported in using clinic technologies effectively.

## KEY CAPABILITIES

The key capabilities in this role center around

- your capacity to lead.
- your capacity to manage workflow within a high demand environment with the effective use of team based care and technologies to ensure continuity of care.

We are looking for an experienced practice manager who has:

- A genuine interest and commitment to WWG's vision, mission, and values.
- Minimum 3–5 years of experience in a healthcare management or practice leadership role.
- Strong understanding of multicultural health issues and community health dynamics.



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- Demonstrated ability to lead diverse teams and manage complex operations.
- Excellent communication, conflict resolution, and interpersonal skills.
- Proficiency in key medical software programs such as Best Practice, Proda, Medical Objects, Cubiko etc
- Knowledge of Medicare, private health insurance, and healthcare funding models in Australia.

## **Desirable**

- Tertiary qualifications in Health Administration, Business Management, or related field.
- Experience working in a community health, Aboriginal health, or health settings servicing disadvantaged population groups.
- Multilingual skills or experience working with interpreters.

## **General Responsibilities of All WWG Staff**

### **a. Safety and Quality**

- Practice duty of care including meeting standards and accountability
- Provide cultural safety
- Remain up to date with policy and procedures to ensure WWG systems and processes comply with all statutory and regulatory obligations.
- Maintain professional development and supervisory requirements within professional requirements.

### **b. Coordination and Team processes**

- Build and maintain relationships within and across teams at WWG.
- Work closely with staff and practitioners across the organisation to deliver work at high clinical standards.
- Lead innovation, including technology processes and changes to streamline client services.

### **c. Customers and Service**

- Contribute to a welcoming, culturally inclusive and non-judgmental clinic and organisational work environment.
- Treat clients/stakeholders with respect and dignity
- Comply with the World Wellness Group's Code of Conduct, as well as any Code of Conduct of your professional association.
- Comply with confidentiality requirements of World Wellness Group, as well as the Privacy Act 1988 (Cth) regarding client information, taking particular care that the information of clients may be highly sensitive in nature.
- Comply with ethical and legal requirements of both the Commonwealth and Queensland equal opportunity and anti-discrimination laws (including the Human Rights Act 2019, Anti-Discrimination Act 1991 (QLD), Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975 (Cth), Disability Discrimination Act 1992 (Cth))



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and Age Discrimination Act 2004 (Cth)) by treating staff and clients with respect and without bullying and/or harassment.

- Deliver effective use of World Wellness Group's resources within level of responsibility of your position.

## Occupational Health and Safety

- Comply with Work Health and Safety Act 2011 (QLD) duties by maintaining a safe working environment for yourself, ensuring you do not put yourself at risk of harm or injury
- Maintaining a safe and supportive working environment to protect others (staff, volunteers or clients) at risk of harm or injury
- Exercise judgement about the behaviour of clients to ensure they do not put themselves or others (staff, volunteers or clients) at risk of harm or injury

## How to apply

Please submit your resume and a cover letter addressing the key capabilities to

[jobs@worldwellnessgroup.org.au](mailto:jobs@worldwellnessgroup.org.au)

Applications will be reviewed on a rolling basis.

## Documents Required:

- Copy of qualifications
- Provide copies of Driver's Licence, Blue Card and Police clearance certificate. - link: <https://www.bluecard.qld.gov.au/applications/applications.html> and National Police Certificate link:- <https://www.police.qld.gov.au/corporatedocs/purchase/national-police-certificate/>



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**Applicant acknowledgement:**

I have read and understood the position description and personal requirements/capabilities that are attached to this position. I declare that I am capable and willing to meet the requirements as indicated and acknowledge the requirements to maintain such capabilities whilst performing this position.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_