

POSITION	Dental Practice Manager
REPORTS TO	Dentist
FUNCTIONAL RELATIONSHIPS	<p>Patients</p> <p>Dentists</p> <p>Dental Surgery Assistants</p> <p>Dental Hygienists</p> <p>Sterilisation Coordinator</p> <p>Dental Technicians</p> <p>Accountant</p> <p>Supply Company Representatives</p>
STAFF RESPONSIBILITIES	<p>Dental Receptionist</p> <p>Dental Surgery Assistants</p>
OVERALL OBJECTIVE OF THE POSITION	The main purpose of this job is to manage and administer the dental practice and to represent the practice as a link between staff, other individuals and the dental practice.
KEY OBJECTIVES / TASKS / RESPONSIBILITIES	PERFORMANCE INDICATORS / OUTCOMES
1. To manage staff recruitment, administration, performance and training	<ul style="list-style-type: none"> • Staff positions reporting to the practice manager are advertised, and staff employed to maintain the efficient operation of the dental practice. • New staff are introduced to the practice, induction training is completed and ongoing training is provided to staff. • Staff rosters, leave applications and leave records are completed and updated. • Job descriptions are completed and reviewed for all dental practice positions in conjunction with the dentist-in-charge where necessary. • Annual performance reviews are completed for all staff reporting to the practice manager, and the dentist-in-charge is assisted with performance reviews for other staff.
2. Manage the financial affairs of the practice	<ul style="list-style-type: none"> • Assists with budget preparation. • Monitors control of expenditure and levels of income to ensure budget is achieved. • Prepares monthly analysis of dental practice income and expenditure. • Ensures systems are in place for the receipting of all income and expenditure, and that staff are trained in the processes involved. • Ensures all monies received are banked regularly and correctly. • Ensures overdue debts are pursued and an accurate record of practice debtors maintained. • Prepares or arranges the preparation of claims with Health Benefits Limited, checking the claims for accuracy and submitting monthly. • Staff time sheets and contractors' accounts are checked for accuracy. • Prepares fortnightly salary, wage and contractor payment schedule, including calculation of appropriate PAYE, ACC and other deductions, ensuring accurate and timely payment. • Maintains the fixed asset and inventory records accurately.

<p>3. To manage complaints, privacy and health and safety and associated legal requirements of the practice</p>	<ul style="list-style-type: none"> • Undertakes the role of Privacy Officer for the dental practice ensuring the requirements of the Privacy Act and associated codes are met. • Ensures complaints and enquiries to the dental practice are responded to promptly and within the requirements of the Code of Patient Rights. • Ensures requirements of the Health and Safety Act are met and that staff are trained in the requirements of the dental practice. • Monitors changes in policies, legislation and regulations affecting the dental practice and advises the dentist-in-charge appropriately.
<p>4. To advise and implement marketing of the dental practice</p>	<ul style="list-style-type: none"> • Conducts two 'patient satisfaction' surveys per year. • Prepares advertisements for newspapers and other media as required. • Maintains and updates practice website and social media channels. • Maintains and updates patient information leaflets for the practice in discussion with the dentists and dental hygienist.
<p>5. To supervise and take responsibility for dental practice administration</p>	<ul style="list-style-type: none"> • Oversees the work of dental receptionists and non-clinical work of dental surgery assistants. • Ensures dental record filing, patient bookings, supply ordering, incoming and outgoing mail reception and dispatch, and other administration provides efficient and safe operation of the dental practice and is undertaken accurately and correctly. • Oversees the cleaning, maintenance and security of the dental practice. • Arranges, attends and ensures the recording of a fortnightly staff meeting.
<p>6. To liaise and maintain contact with external organisations associated with the dental practice</p>	<ul style="list-style-type: none"> • Ensures 'after hours' dentist cover is arranged with associated dental practices. • Liaises with the Ministry of Health, New Zealand Dental Association and other agencies assisting the operation of the dental practice.
<p>7. To manage the information technology systems of the dental practice</p>	<ul style="list-style-type: none"> • Maintains a contract with appropriate information technology support companies to maintain dental practice computer hardware and software. • Ensures staff are trained in the operation of practice software.
<p>8. Prepares regular reports for the dental practice</p>	<ul style="list-style-type: none"> • Prepares financial and practice management reports as required by the dentist-in-charge or practice directors. • Prepares an annual report for the dental practice in conjunction with the practice accountant.
<p>9. Personal conduct maintains and enhances the professional reputation of the practice</p>	<ul style="list-style-type: none"> • A neat and tidy appearance is always maintained. • Positive interaction should be maintained at all times with patients, families, staff of the practice and all people who interact with the practice. • Willingness to undertake other appropriate tasks delegated by the dentist-in-charge or practice directors as required.
<p>LIMITES OF AUTHORITY, TASKS AND RESPONSIBILITIES</p>	<ul style="list-style-type: none"> • No authority to incur capital expenditure. • No authority to overspend budgeted allocations. • No authority to dismiss staff without consultation with the dentist-in-charge. • No authority to employ staff at salary or wages exceeding the rates allocated to the positions without consultation with the dentist-in-charge.

IDEAL PERSON SPECIFICATION

- Tertiary business or financial management qualification desirable
- At least three years' experience as a manager or practice administrator
- Experience in the preparation of business reports and budgets
- Experience in the dental industry or health sector
- Experience with preparation of marketing and promotion materials
- High level of interpersonal skills
- Able to communicate effectively with a wide range of people from diverse backgrounds; able to assert oneself confidently and tactfully
- Demonstrated ability to work effectively under fluctuating levels of pressure
- Experience in working in a team environment