

Our client is a growing family practice in Lagos that places strong emphasis on the delivery of high quality patient-centered family medicine.

As a result of expansion and strategic initiatives aimed at delivering increased value to patient experience, career opportunities exist for high performing professionals that can contribute in rapidly growing organization.

POSITION: PRACTICE MANAGER

LOCATION: LAGOS

JOB CODE: (AC 015)

The Role

Under the direction of the Medical Director, the Practice Manager is responsible for coordinating all the operational aspects of the practice. The Practice manager is expected to provide visionary leadership in order to maximize the effectiveness of clinic service delivery systems and financial performance, and to cultivate a practice culture responsive to the health care environment.

Working closely with the physicians, S/He will assure the efficiency and stability of the medical office operation and manage the business end of the medical practice including supervision of the non-clinical staff

The main areas of responsibility will be developing business strategies, writing proposals, implementing information management & technology systems, human resource management, formulating budgets, marketing and overseeing daily operations.

The Practice manager will work closely with the Physicians and other members of the team to ensure the practice is running smoothly and successfully while also working to expand the business.

Key responsibilities include but not limited to:

General Management:

- Develops vision for practice and executes plans to achieve vision.
- Identifies strategy for growth and executes plans to achieve growth goals.
- Managing the flow of the clinic to ensure compliance, efficiency and patient satisfaction.
- Problem solving and addressing issues raised by physicians, employees, and patients
- Marketing the practice in the local community

- Responsible for carrying out all established policies.
- Responsible for managing revenue, expenses and budgeting.
- Supporting & implementing I.T systems
- Developing business strategies and proposals in line with expansion objectives
- Working with key clinical staff, ensure the development of practice protocols and procedures, review and update as required
- Develop and review Health & Safety policies and procedures and keep abreast of current legislation
- Ensure that Practice premises are properly maintained and cleaned and security systems are in place

Human resource management:

- Fostering a productive work environment amongst members of staff
- Implementation of work policies and staff performance appraisals
- Provide advice on staff training needs to the Medical Director and arrange where appropriate
- Management of staff meetings and other internal communications
- Ensure all staff and doctors are kept informed on all policy changes
- Direct supervision and coaching of non-clinical staff
- Determination of appropriate Key Performance Indicators (KPI) and reports in consultation with the Medical Director

Education, Qualifications and Experience

- A Bachelors degree is essential
- Master's degree in healthcare or business management or degree in health related area (e.g. nursing, pharmacy) preferred
- Proven ability in Management including human resources, planning, budgeting & reporting
- Minimum of five years experience in a managerial role & conversant with technology

Desirable:

- Master's degree in healthcare or business management or degree in health related area (e.g nursing, pharmacy) preferred
- Experience in the management of a health care practice
- Strong leadership, customer service, and personnel management skills and experience.
- Demonstrated working knowledge of business management and planning skills.
- Working knowledge of budget processes, accounting, management reports, accounting, purchasing, and patient billing systems.
- Strong analytical skills to comprehend complex medical, administrative and fiscal information.
- Excellent organizational, communication, flexibility and interpersonal skills. In-depth experience with problem-solving and decision-making.
- Working knowledge of computer systems and various software programs, including Word, Excel, and PowerPoint

Knowledge, Skills & Abilities - This position requires the following:

- Knowledge of fiscal management and human resource management techniques.
- Knowledge of accounting systems and budgets.
- Skills in planning, organizing, and supervising.
- Skills in exercising initiative, judgment, problem-solving, and decision-making.
- Skills in developing and maintaining effective relationships with medical and administrative staff, patients, and the public.
- Ability to communicate effectively both in writing and verbally.
- Ability to counsel/discipline personnel as may become necessary.
- Ability to delegate authority, responsibility to other staff personnel as necessary to perform their assigned duties.
- Ability to handle information in a confidential manner.