

Position Description – Practice Manager

Updated 31 July 2025

POSITION DETAILS

College/Portfolio	College of Education, Psychology and Social Work
Organisational Unit	Psychology
Supervisor	Clinic Director, Flinders University Psychology Clinic
Classification	Higher Education Officer Level 8
Employment Type	Fixed-term, full time

POSITION SUMMARY

Working under broad direction and in close collaboration with the Director of the Flinders University Psychology Clinic (FUPC), and the Postgraduate Course Coordinator, the Practice Manager will lead the strategic development and operational management of FUPC, and support the successful delivery of key initiatives funded by the Department of Health and Aged Care grant under the Federal National Mental Health Workforce Strategy.

The Practice Manager is critical in progressing the clinic's transformation into a sustainable, growth-oriented service, in accordance with best practice principles. Key responsibilities include high-level leadership across clinic operations, business planning, digital transformation, funding development, and compliance. Key deliverables for this position, include the implementation of electronic systems and processes to enhance operational efficiency, client management, and student onboarding, while supporting the clinic's continued evolution to take advantage of the new HealthCARE Building and potential clinic expansion and work-integrated learning opportunities.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;
- contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

In addition, it is a requirement of this position that the incumbent maintain a current Working With Children Check which is satisfactory to the University in accordance with the Child Safety (Prohibited Persons) Act 2016 (SA).

KEY POSITION RESPONSIBILITIES

The Practice Manager is accountable for:

1. Leading the development and implementation of a strategic business model for FUPC, working closely with the Director of FUPC and the Postgraduate Course Coordinator to align with academic, clinical, and funding priorities.
2. Managing day-to-day clinic operations while fostering a high-performing, client- and student-centred culture.
3. Overseeing the transition to an electronic practice management system, including the digitisation of client and clinic records, and streamlining clinic operations.
4. Leading the development of systematised student onboarding and client management processes, in collaboration with academic staff and supervisors, to ensure consistency, compliance, and quality.
5. Collaborating with the Director and Postgraduate Leadership Team and other stakeholders to identify, pursue, and manage internal and external funding opportunities, including grants, billing models, and new service delivery models.
6. Supporting strategic planning that positions FUPC to take full advantage of the emerging opportunities associated with the new HealthCARE Building, particularly in relation to service expansion and work-integrated learning.
7. Supporting curriculum quality and development that enhances pathways to practice.
8. Reviewing and maintaining governance documentation including policies, procedures, and operational protocols, ensuring alignment with the University and National standards, external accreditation bodies, and the evolving clinic model.
9. Leading financial planning and monitoring, including budgeting, cost analysis, forecasting, and performance reporting to inform sustainable business operations and future growth.
10. Enhancing the visibility and profile of the Clinic through communication strategies, including website and promotional content development, in partnership with the Director and College Support Team.
11. Collaborating across teams to support the clinic's role in postgraduate education, research, and clinical service delivery.
12. Providing supervision, mentoring and guidance to members of the team.
13. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Tertiary qualifications in business, health administration, management, or a related field and/or an equivalent combination of relevant experience and/or education/training.
- Extensive experience in leading operations and strategic initiatives in a clinical, health, or academic service environment.
- Proven success in implementing and managing electronic practice management systems, and in leading business transformation initiatives.
- Deep understanding of student placement logistics, clinical governance, and client service systems within a higher education or health context.
- Demonstrated capability in business planning, financial management, and modelling for growth and sustainability.
- Experience in funding acquisition and development, including grant writing, budgeting, and reporting aligned with university and government requirements.

- Excellent interpersonal and leadership skills, with the ability to work collaboratively and strategically with senior academic and professional leaders, including the Director FUPC, Postgraduate Leadership Team, TPD, and key internal and external stakeholders.
- Excellent organisational and project management abilities, with a high level of autonomy, initiative, and attention to detail.
- High standard of professional written and verbal communication skills for high-level documentation, policy development, reporting, and stakeholder engagement.
- A demonstrated commitment to Flinders University's values: Integrity, Courage, Innovation, Excellence, and being Student Centred.

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