



## Position Description

<b>Position Title:</b> Practice Manager/Nurse Lead	<b>Classification:</b> Bond Level 6
<b>Faculty/School/Office:</b> Medical & Health Service Student Success & Wellbeing	<b>Date Position Classified/Updated:</b> August 2025

### **Purpose of the Position:**

The Practice Manager/Nurse Lead is responsible for the operational management and clinical leadership of Bond University Medical & Health Service, an on-campus medical practice serving the University community. This role combines practice management expertise with clinical nursing leadership to ensure the delivery of high-quality healthcare services while maintaining compliance with Royal Australian College General Practice Standards and other relevant healthcare regulations.

The incumbent will oversee day-to-day operations of the medical practice, which includes General Practitioners, Registered Nurse and Medical Administration staff. Key responsibilities include working with consulting Doctors to achieve and maintain RACGP accreditation compliance for Bond University, clinical governance of nursing service, staff management, patient safety, quality improvement initiatives, and maintaining effective relationships with university stakeholders and external healthcare providers.

The Practice Manager/Nurse Lead will demonstrate comprehensive knowledge of Australian healthcare regulations, RACGP Standards for General Practice, nursing practice standards, and medical practice operations. Essential to the role is the ability to lead clinical quality improvement, manage a healthcare team, ensure regulatory compliance, and contribute to the strategic development of healthcare services that meet the unique needs of the University population including students and staff.

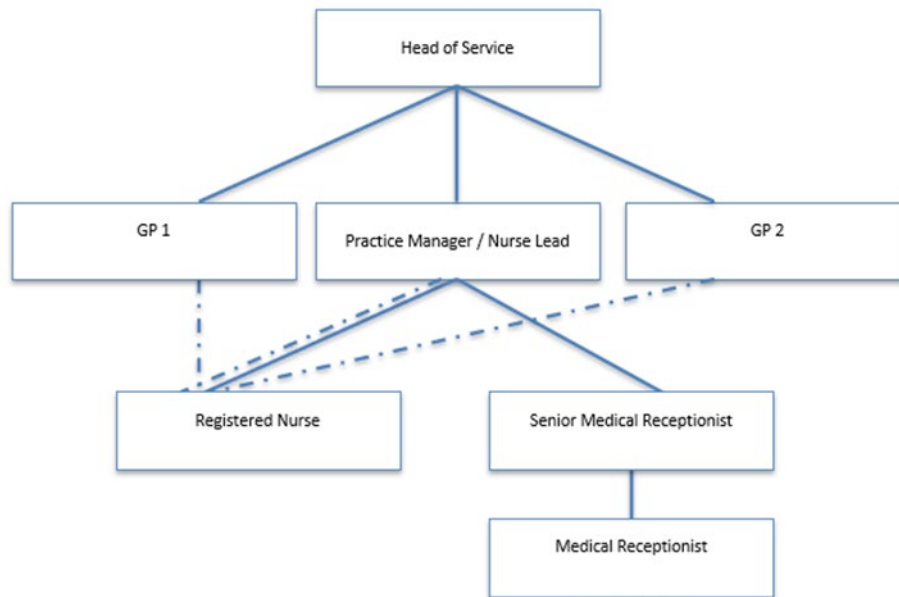
### **Reporting Relationship:**

The Bond University Medical & Health Service is part of the Student Success and Wellbeing portfolio which is dedicated to the University experience through the delivery of diverse range of inclusive and supportive services, programs, and initiatives to enhance sense of belonging, engagement, wellbeing and academic success. The Medical & Health Service is committed to providing accessible, comprehensive primary healthcare services to the university community, supporting the health and wellbeing of both students and staff.

Reporting to the Head of Service, Student Counselling, Health & Wellbeing, the role will work closely with colleagues across the Student Success and Wellbeing portfolio, university leadership, external healthcare providers, regulatory bodies, and professional networks to ensure integrated, high-quality healthcare delivery.

The role will have responsibility for ensuring all practice operations align with RACGP Standards for General Practices, Australian health regulations, nursing practice standards, and university policies. The incumbent will contribute to ongoing monitoring and improvement of clinical and administrative processes, staff development, and patient care outcomes to ensure the practice maintains

accreditation and delivers excellence in primary healthcare. The Practice Manager/Nurse Lead has two direct reports: the Registered Nurse and Senior Medical Receptionist.



#### **Selection Criteria:**

- Current registration as a Registered Nurse with AHPRA and minimum 5 years experience in clinical nursing, with at least 3 years in a leadership or management role within primary healthcare or general practice settings.
- Comprehensive knowledge of RACGP Standards for General Practices, Australian healthcare regulations, clinical governance requirements, and demonstrated experience in achieving and maintaining medical practice accreditation.
- Proven experience in practice management including medical practice accreditation and ongoing compliance, financial oversight, staff supervision, operational planning, and quality improvement within a healthcare environment, preferably in general practice or primary healthcare settings.
- Strong leadership and management capabilities with demonstrated ability to effectively supervise and develop nursing and administrative staff, manage competing priorities, and drive continuous improvement in clinical and operational outcomes.
- Excellent communication and stakeholder engagement skills with capacity to work collaboratively with healthcare professionals, university stakeholders, patients, and external regulatory bodies while maintaining confidentiality and professional boundaries.
- Current knowledge of contemporary healthcare delivery models, digital health technologies, infection control procedures, and emergency response protocols relevant to primary healthcare settings.
- Evidence of commitment to professional development and maintaining current knowledge of healthcare regulations, clinical best practices, and emerging trends in primary healthcare delivery.

#### **Desirable Criteria:**

- Experience working in a higher education medical practice setting or similar environment

Competency	Responsibility
<b>Clinical Leadership and Excellence in Patient Care</b>  Clinical Leadership, Patient Care and Professional Practice	<ul style="list-style-type: none"> <li>• Provide clinical nursing leadership and direct patient care as required, ensuring all clinical services meet professional nursing standards and RACGP requirements for quality patient care.</li> <li>• Lead clinical governance activities including service audits, incident management, infection control protocols, and patient safety initiatives to maintain high standards of care and regulatory compliance.</li> <li>• Oversee clinical protocols, procedures, and guidelines to ensure evidence-based practice and compliance with RACGP Standards, particularly Standards 1 (Patient Care), 2 (Practice Team), and 3 (Practice Systems).</li> <li>• Coordinate clinical emergency response procedures and ensure all staff maintain appropriate training in emergency management, CPR, and first aid relevant to primary healthcare settings.</li> </ul>
<b>Staff Management &amp; Development</b>  Team Leadership, Performance Management, Professional Development	<ul style="list-style-type: none"> <li>• Supervise and manage all medical practice staff including performance management, professional development planning, recruitment support, and ensuring appropriate skills mix and staffing levels.</li> <li>• Foster a positive workplace culture that promotes professional excellence, teamwork, collaborative practice, and adherence to professional codes of conduct and university values.</li> <li>• Coordinate staff training and development programs to ensure competency maintenance, regulatory compliance, and advancement of clinical and administrative skills across the healthcare team.</li> </ul>
<b>Quality Assurance &amp; Compliance</b>  Regulatory Compliance, Quality Improvement, Risk Management	<ul style="list-style-type: none"> <li>• Maintain comprehensive knowledge of RACGP Standards for General Practices and ensure all practice activities comply with accreditation requirements including clinical governance, patient safety, and quality improvement standards.</li> <li>• Develop and implement quality improvement initiatives including clinical audit cycles, patient feedback systems, and performance monitoring to demonstrate continuous improvement in patient care and practice operations.</li> <li>• Ensure compliance with all relevant legislation including Privacy Act, Therapeutic Goods Administration regulations, infection control guidelines, and workplace health and safety requirements.</li> <li>• Manage risk assessment processes, incident reporting systems, and implementation of corrective actions to maintain patient safety and minimize operational risks.</li> </ul>
<b>Stakeholder Engagement &amp; Communication</b>  Relationship Management, Communication Excellence,	<ul style="list-style-type: none"> <li>• Maintain effective relationships within the Medical and Counselling team, university leadership, Student Success and Wellbeing teams, external healthcare providers, and regulatory bodies to ensure integrated healthcare delivery and strategic alignment.</li> <li>• Coordinate with university services to provide appropriate referral pathways and ensure students and staff have access to comprehensive healthcare services that support their academic and professional success.</li> </ul>

Collaborative Practice	<ul style="list-style-type: none"> <li>• Develop and maintain communication systems with patients, and university community to provide health education, service information, and promote appropriate utilisation of healthcare services.</li> <li>• Represent the practice at university committees, professional networks, and industry forums to maintain current knowledge of best practices and contribute to strategic healthcare planning.</li> </ul>
<b>Understanding of Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</li> <li>• Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</li> </ul>
<b>Understanding of Cultural Awareness &amp; Sensitivity</b>	<ul style="list-style-type: none"> <li>• Staff will interact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship.</li> <li>• Staff are encouraged to actively engage in ongoing professional development to strengthen their cultural awareness and sensitivity, recognising that this is a continuous learning process that supports an inclusive and respectful workplace.</li> </ul>
<b>Understanding of WHS Responsibilities</b>	<ul style="list-style-type: none"> <li>• Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.</li> <li>• All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.</li> <li>• Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</li> </ul>

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.