



HOW TO GET AHEAD IN
**PRACTICE
MANAGEMENT**



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YOUR CAREER IN PRACTICE MANAGEMENT ...

We've done the research for you - Practice Management is on the rise in Australia.

- ▶ Payscale shows salaries ranging from an average of **\$57,000** for an entry-level Practice Manager position.
- ▶ Reported salaries of around **\$91,414** for late career Practice Managers.
- ▶ The median average wage for a mid-career Practice Manager in Sydney is **\$70,050**.
- ▶ JobOutlook reports that Practice Managers have a **below average unemployment rate**.
- ▶ JobOutlook shows that **over 64%** of Practice Managers have a **tertiary-level qualification**.
- ▶ Payscale shows that Practice Managers with a **Diploma-level qualification** have a 4.84% higher average salary.



\$70,050

Median wage for Practice Managers (Mid-career, Sydney)



64.4%

Practice Managers with at least a tertiary qualification

- ▶ We searched seek.com.au and found **556** Practice Management jobs advertised around Australia.
- ▶ JobOutlook showed the recent employment growth rate over the mid-term (last 5 years) to be a massive **81%**.
- ▶ The Australian Department of Employment reported the Health sector as having the highest rate of projected employment growth of any sector through to 2020 (**16.4%**).
- ▶ The US Bureau of Labor Statistics predicts a similar growth employment growth rate of **17%** through to 2024 - more than **twice the average** projected employment growth rate for all industries.
- ▶ The most common career advancement path for Practice Managers is the role of **Business Manager**, attracting salaries of up to **\$130,828** and leading into higher managerial and executive roles.

Practice Management is the career to be in for solid job growth, higher than average salaries and career opportunities globally.

But just what do you need to get ahead in your Practice Management career?



16.4%

Health industry projected employment growth - highest of any sector



81%

Recent job growth with strong forecasted growth through to 2020

REASONS WHY PEOPLE CHOOSE A PRACTICE MANAGEMENT CAREER

We've narrowed down some of the reasons why driven, dynamic and capable people are choosing careers in Practice Management



To motivate, support and lead a professional team



To assist with implementing and championing growth strategies



To work and nurture relationships with a diverse range of people



To use problem solving expertise to find and tailor solutions for positive outcomes



To work autonomously with a wide range of responsibilities



To continuously pioneer and streamline efficiencies

Competent Practice Managers are essential to business survival and growth..

Practice Managers are integral to both operational and strategic activities within their practice. They have the ability to influence the workplace culture through process and policy change and implementation while often being required to carry out a multitude of day-to-day duties.

Practice management is an autonomous role that encompasses various functions from administrative to growth and business development. With a focus on continuous improvement, a skilled Practice Manager will be able to recognise inefficiencies within a practice and craft and implement remedial and innovative policies and procedures, as well as drive growth strategies and assist in developing strategic

plans and goals for the practice to meet and, hopefully, exceed.

In addition to maintaining legal and ethical compliance and enforcing workplace safety standards, many practice management positions will also require you to get involved in multiple human resources functions such as recruitment, training and development, employee relations and conducting meetings. Adding to this mix is the ability to understand and assist in day-to-day administrative activities.

The wide breadth of duties in practice management means that the role is well suited for someone that loves a challenge and enjoys seeing their hard work in action through the growth and development of their practice.

Competent Practice Managers are essential to business survival and growth and results-driven, motivated individuals will thrive in these roles.

SKILL SETS REQUIRED TO BECOME A PRACTICE MANAGER

Practice Management is about more than making sure appointments are scheduled and accounts are accurate. In order to be a successful Practice Management professional, you'll need some important hands on skills.



In order to have a successful career in practice management, you will need to be able to use your **organisation and prioritisation skills** to manage your operational and administrative duties effectively.

Employing a level of **dynamism and flexibility** will allow you to work consistently under pressure and time constraints, while possessing **initiative and confidence** will help you succeed in such an autonomous role..



You'll need first class **communication and interpersonal skills** as you will come to interact with people from a wide variety of cultural and social backgrounds. You must be able to exercise equal compassion, empathy and professionalism in your ability to communicate, whether they are part of your staff, a medical practitioner or a patient or visitor of your practice.

In addition to being able to communicate with your team, you will need to show confidence and **leadership skills** to be able to motivate and train staff and reinforce a positive workplace culture and maintain good employee relations.



“ you must [...] be able to think strategically and plan ahead to continue growing the business. ”



Recognising inefficiencies and **writing, implementing and monitoring policies and procedures** to correct and improve operations will allow you to continue streamlining your service delivery. Your **problem-solving abilities** will be vital in this process.

Although it should go without saying, **diligence and mindfulness** is required from modern practice managers to ensure that **workplace safety, legal and ethical compliance** procedures are in place and followed.



Modern practice managers are expected to have a focus on business development and **the skills to manage budgets and financial plans**.

Outside of operational and administrative activities, you must also be able to **think strategically** and plan ahead to continue growing the business and driving the practice forward.



SKILLS CHECKLIST

Effective communication

Organisation & prioritisation

Problem-solving skills

Leadership qualities

Adaptability

Time management

Empathy & interpersonal skills

Mindfulness of safety standards

Medical terminology & communication

Healthcare administration skills

Financial management skills

Budgeting and planning skills

Knowledge of relevant legislation

Knowledge of ethical codes

Diligence in compliance

Strategic/Operational planning

Policy/Process development

Excellent customer service skills

Knowledge of healthcare billing systems

Appointment management

GETTING STARTED IN YOUR PRACTICE MANAGEMENT CAREER

Getting qualified means getting ahead. The College for Adult Learning's nationally accredited Practice Management course provides essential prerequisite skills and knowledge for those commencing or expanding their careers.

GETTING QUALIFIED

◆ Diploma of Practice Management (HLT57715)

CAL's Diploma of Practice Management has been designed to equip you with the essential skills you need to successfully manage your health practice in a variety of sectors, including medical, dental, chiropractic, rehabilitation, aged care and more.

You'll gain key skills in legal compliance, billing and accounting systems, as well as managing staff performance and relationships successfully to increase staff retention.

- ✔ IDEAL FOR EXPANDING SKILLS AND KNOWLEDGE
- ✔ EQUIPS YOU WITH INDUSTRY RELEVANT SKILLS AND KNOWLEDGE

Industries

Allied Healthcare
Aged Care
General Practice
Rehabilitation
Dental
+ more

Career Opportunities

Medical Receptionist
Senior Medical Receptionist
Practice Manager
Office Manager

[DOWNLOAD COURSE GUIDE](#)

ABOUT CAL

The College for Adult Learning, RTO #22228, was established and has been a Registered Training Organisation (RTO) since 2009.

CAL was established and is now run by three senior executives from the TAFE/University sector who wanted to provide a custom designed learning environment for experienced, mature adults.



Your course coach

Meagan Rawlings has over 25 years of experience in the health care sector, gaining a wealth of practical knowledge and strategic know-how throughout her various roles. Holding this qualification herself, Meagan knows how to help her students get results.

WHY CHOOSE CAL?

The College for Adult Learning provides the highest quality course content with flexible programs, suited to your needs.



Not just a student number, you receive as much one-on-one support as you want and when you need it!

Expert and up-to-date content that is purposefully developed to be future-focused, rich in current workplace topics that are practical and relevant to your career.




We take the time to understand you and your level of experience. Your team is familiar with your CV, your goals and your unique needs.

Tutors who have real-world experience who will support you to reach your dream career.



For more information talk to a course advisor on:

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