Practice Manager Position Description - Connected Health Alliance

Location: North Wollongong, NSW
Hours: 2 to 3 days per week (12 to 25.5 hours weekly), ideally working on Tuesdays and Fridays, with the opportunity to increase hours if desired
Award: Health Professionals and Support Services Award [MA000027], Support Services Level 5 - 8, depending on experience
Remuneration: Permanent Part Time

About Connected Health Alliance

Connected Health Alliance (CHA) is an ACNC-registered charity and not-for-profit organisation dedicated to improving health outcomes for people living with heritable connective tissue disorders, including Hypermobility Spectrum Disorder (HSD) and Ehlers-Danlos Syndromes (EDS).

Our interdisciplinary medical and allied health clinic is based at the University of Wollongong Innovation Campus. With a growing team of around fifteen clinicians, we are focused on improving access to specialised and coordinated care for people with complex medical needs.

Read more about our organisation here: https://www.connectedhealthalliance.org.au/.

About the role
We are seeking an organised and proactive Practice Manager to support the day-to-day operations of our growing clinic.

Working Tuesdays and Fridays (with potential to increase hours if desired), you will help keep the clinic running smoothly, support our clinicians, and ensure patients have a positive experience. You will also contribute to improving administrative systems and processes as we continue to grow.

We are looking for someone with experience in medical administration and, ideally, practice management within a medical and/or allied health setting. There is an opportunity to increase hours over time for someone interested in a larger role.

Key responsibilities

- Coordinate day-to-day clinic administration, appointments, stock management, billing and invoicing, and patient communications.
- Support clinicians and manage administrative workflows (medical and allied health), team rostering, and payroll.
- Overseeing administration team, including onboarding and ongoing training.
- Establish and maintain effective systems, documentation, and processes.
- Identify opportunities to improve clinic operations and support future growth.

About you

You will have:

- Experience in medical administration.
- Practice management or clinic coordination experience.
- Strong organisational, communication and problem-solving skills.
- Confidence using practice management software and administrative systems (we use Best Practice and Cliniko) and Medicare billing.
- A professional, patient-centred approach and a commitment to confidentiality.
- CHA is committed to providing an inclusive, respectful and affirming environment that values diverse neurotypes, genders, sexualities, abilities, ethnicities and lived experiences.

Why join CHA?

Join a passionate, purpose-driven team improving healthcare for people living with heritable connective tissue disorders. Be part of a growing clinic delivering an innovative model of care, where you can contribute ideas, help shape our systems and processes, and grow your role over time.

Founded by a physiotherapist, GP and dietitian with lived experience of the conditions we support, we're committed to exceptional, individualised care and creating a sustainable, supportive workplace. We're looking for someone who shares our vision and is excited to contribute to the ongoing growth of our clinic.

We provide an above-average remuneration package, including salary sacrifice where applicable. Our clinic has a kitchen, views overlooking greenery and on-site parking. You will have access to work between our open plan reception area and a private office room on-site.

How to apply

Please send your CV and a short introduction outlining your relevant experience to Savita at savvy@savvydietetics.com.au.

We welcome enquiries from anyone interested in learning more about the role.