

## Position Description

Position Title	Manager – Oral Health Service / P2014A
Position Number	P2014A
Type of Employment	Part time or full time (Parental Leave 12mth max term)
EFT	0.80 EFT to 1 EFT
Status	Max term
Program Area / Service Unit	Oral Health Service Unit
Division	Aged Care, Disability and Clinical Services
Award / Agreement Classification	Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022. Grade 5
Reports To	General Manager – Aged Care, Disability and Clinical Services
Primary Location	12-28 Macedon Street Sunbury

## Sunbury and Cobaw Community Health

Sunbury and Cobaw Community Health (SCCH) operates with a multidisciplinary team structure and employees are required to incorporate activities relating to health promotion, community consultation, early identification and intervention and individual and community capacity building within their role. Employees are expected to participate as a member of SCCH team and provide services within a social model of health that recognises the effect of social, economic, cultural, and political factors and conditions on health and wellbeing.

Sunbury and Cobaw Community Health is committed to improving the health of our community and being accessible to all, including people from culturally and linguistically diverse (CALD) communities, those from Aboriginal and Torres Strait Islander background, people with a disability, Lesbian Gay Bisexual Transgender Intersex and Queer (LGBTIQ) people and other socially vulnerable groups and supporting their communities across the lifespan from birth to older age. Sunbury and Cobaw Community Health is an Equal Opportunity employer.

Developed by/Date: Manager Oral Health / May 2022	Approved by: GM Aged Care, Disability & Clinical Services
Scheduled Review: May 2023	Version No. 1.0

## Our Values

*Healthy connected people. Healthy connected communities.*

# PASSIONATE PEOPLE

- My energy sparks enthusiasm in others • I show the way**  
• **I speak from the heart** • **I am accountable for doing my best**  
• **I am honest, especially when I don't know**

# AMAZING TOGETHER

- We include everyone and celebrate diversity • We listen and understand • We empathise and are kind to all • We empower everyone to be their best so we all grow**

# REMARKABLE IMPACT

- We create solutions that make a difference • We speak up so nobody gets left behind • We welcome challenge and ask 'why?' and 'why not?' • We learn through change, and change through learning**



## The Program Unit / Team

### *The Program Unit/Team*

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Oral Health Services provide wide range of professional essential and quality dental care to the community. Our dental professionals provide:

- General dental care including: check-ups, cleaning, fillings for adults and children
- Emergency treatment for pain relief
- Education and information for good oral health
- Dentures (false teeth)
- Referral to the specialist services at the Royal Dental Hospital Melbourne
- General dental care including: check-ups, cleaning, fillings

### *The Position*

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This position is responsible for managing the Oral Health Services Unit and leading the development, implementation and review of high-quality services.

The Manager -Oral Health Services will lead a team of oral health professionals who provide integrated care to diverse patients from across a wide catchment in Melbourne's NorthWest. The Manager will ensure excellent clinical standards are maintained across all modes of delivery, including services in the clinic, Telehealth and outreach services to schools and childcare centres.

The Manager -Oral Health Service role will require strategic leadership skills, strong planning skills and the ability to build strong partnerships.

Positions reporting to this role:

- Dentists
- Dental Therapists
- Senior Dental Nurse
- Dental Assistants

### **Leadership and Management**

Managers are required to undertake responsibility for the organisation of the department and the supervision of staff and/or to manage service wide program outcomes. A Manager position may be responsible for a program across a number of sites, or be responsible for a multi-disciplinary team structure, can perform work across a number of sites or a department/program for a single professional stream.

Including but not limited to the following:

- Ability to lead people throughout the employee lifecycle by engaging and supporting employee in performance management processes, facilitates regular supervision with employees and mentor new staff and students (if applicable).

- Modelling our values and promoting a positive workplace culture
- Fostering a culture of employee involvement, innovation, development, recognition and celebrating successes
- Unit based management, including the responsibility for unit based operational budgets, human resources, health and safety management of staff, (clinical or operational) and service outcomes in the program, provision of professional leadership and guidance of staff
- Respond proactively and manage emerging performance management issues in consultation with People, Culture & Capability
- Promote a team culture of accountability, client-focus, inclusion, innovation and collaboration.

## Key Duties & Responsibilities

### Budget responsibility

- Working with the CEO, GM and CFO to establish Service Unit Staffing Profile and annual budget
- Approving expenditure within budget and delegation limits
- Monitoring expenditure against budget
- Identifying opportunities for income generation and cost savings as appropriate

### Program management

- Program planning, design and evaluation
- Liaison and reporting to funding bodies
- Waitlist and demand management for priority groups and eligible clients
- Be available on a daily after-hours basis for the notification of staff absence and the replacement thereof including liaison with dental and administrative staff, OHSM and external providers
- Addressing client feedback and complaints
- Development, documentation and review of Service Unit specific policies and procedures
- Overseeing ordering, maintenance of equipment and rotation of stock as required including regular stock take
- Processing and overseeing minor works and maintenance requests
- Invoice preparation and management
- Assisting with patient enquiries in conjunction with the clinical team
- Attend staff meetings, relevant network meetings, program planning and professional development sessions

### Staff management

- Allocate and oversee dental assistants and dental resources to ensure the efficient and effective activities of the dental service
- Team member client load management
- Recruitment and selection of permanent, casual and temporary staff.
- Provide supervision, performance management, support and mentoring of staff within the team or facilitate this where it is outside scope.
- Ensure effective staff communication and ensuring all team members are aware of, and fully participate in, the requirements of the daily operations.

### Dental quality, risk & safety

- Responsibility for program specific accreditation and quality assurance, including organising and oversight of auditing
- Represent the Oral Health Service Unit on internal committees, including the Quality Engagement Committee, or arrange a suitable delegate
- Ensure program audits are being undertaken and reviewed to improve the quality of services
- Contribute to organisational policy development and activities in relation to Infection Control (including maintain infection control manual, policy procedures and audits)

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- Monitoring of VHIMS reports and actions
- Prepare monthly Board reports

The scope of practice is:

- |                                   |   |
|-----------------------------------|---|
| <b>1. Target Population:</b>      | Employees, Community                                  |
| <b>2. Service Delivery Model:</b> | Leadership, staff engagement, partnership development |
| <b>3. Service Location:</b>       | Centre based, requirement to attend external meeting  |

### *The Person*

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- An effective leader with high level influencing and negotiating skills who delivers outcomes and actively supports the Unit to contribute to organisational goals
- An experienced collaborator who can quickly build effective relationships that support innovation and growth
- Passionate about supporting people to improve their health through a patient centred care lens
- A critical thinker who can creatively problem solve and adapt to a regularly changing environment
- Passionate about delivering high quality care to marginalised and vulnerable communities

### *Key Selection Criteria*

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Applications must include written responses to the following:

#### **Essential**

1. Demonstrated experience in a management or leadership role
2. Highly developed staff management and communication skills, including performance management and reporting, conflict resolution and supervision
3. Demonstrated ability to review, develop and implement improved systems and processes to enhance efficiency and effectiveness, including budget and data management skills
4. Evidence of building and maintaining effective, strategic relationships and networks within the organisation and with funding bodies, other key stakeholders and the broader community
5. Highly develop written and verbal communication skills, including management and Board level reporting
6. Demonstrated experience and knowledge of the Victorian Community Health setting

#### **Desirable**

1. Clinical background with qualification in Oral Health, Allied Health or Nursing
2. Experience in accreditation and history of working with regulatory bodies.

#### **Qualifications, Registration and/or Experience**

A qualification in Management and/or Public Health is highly desirable.

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## Other Requirements

### Quality

- Assist in the development and implementation of the organisation's quality improvement strategies
- In consultation with the Leadership Team develop and implement standards and ensure programs are monitored and evaluated in terms of relevance, timelines, cost effectiveness and client satisfaction
- Initiate and participate in the development and review of SCCH policies and procedures.

### Occupational Health & Safety and Risk Management

- All employees have a responsibility to occupational health and safety at SCCH. Employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
- As a member of the Leadership Team, you have a duty under the Victorian Occupational Health and Safety Act 2004 to exercise reasonable care, sound judgement and engage in prudent decision making, to ensure elimination of risks and, if this is not practicable, to prevent and reduce likelihood of risks. You should be actively involved in health and safety, not only to avoid legal liability but also to help improve awareness of health and safety among employees.

### General

- It is the responsibility of all employees to work within SCCH's Code of Conduct and represent SCCH as a professional and client-focused organisation and to promote its range of services
- Comply with SCCH's Deed of Delegation
- Comply with and contribute to SCCH's Policies, Procedures and Work Instructions
- Carry out all other duties as directed consistent with SCCH's Strategic Direction
- Attend employee meetings, relevant network meetings, program planning and professional development sessions.
- Engage in ongoing professional development and quality improvement activities
- Participate and actively engage in regular Supervision
- Other duties as required to achieve position specific or organisational objectives
- Be conversant with computer systems and other technology relevant to the position



## Additional Information

Sunbury and Cobaw Community Health (SCCH) is an Equal Opportunity Employer.

SCCH is an organisation that values diversity. All employees are required to have an awareness of inclusive practice principles as they relate to the following vulnerable community groups: lesbian, gay, bisexual, transgender, and intersex, Aboriginal and Torres Strait Islander, people with a disability, culturally and linguistically diverse and people experiencing poverty.

SCCH is committed to promoting and protecting the interests and safety of children. SCCH has zero tolerance of child abuse. All employees working at SCCH are responsible for the care and protection of children and reporting information about child abuse.

The successful incumbent will be required to undertake and (existing employees) maintain a National Criminal History Check (NCHC), a NDIS Worker Screening check, and hold a current valid Working with Children Check (WWCC). Appointment is subject to the outcomes of these checks and the provision of a recruitment screening Statutory Declaration (for new employees).

SCCH is also committed to being a workforce and community leader in the prevention of family violence.

Employees may be required to complete (or provide evidence of completion) ISS and MARAM training in accordance with the Family Violence Protection Act 2008.

SCCH reserves the right to vary the location of the position according to its needs and the needs of its clients and any future changes to SCCH's area of operation.

Salary sacrifice arrangements are available to all permanent employees subject SCCH's ongoing Fringe Benefits Tax exempt status

The position requires a current Victorian Driver's licence.

## Acknowledgement

I hereby accept and agree to the duties in the Position Description. I understand that this Position Description is to be read in conjunction with my Letter of Appointment and agree to abide by the terms and conditions stipulated therein.

Name:	(Please Print)
Signature:	(Incumbent)
Date:	