

# Position Description

Position Summary	
<b>Position Title</b>	Program and Practice Manager Dental (Oral Health) Services
<b>Program</b>	Community Health- Dental
<b>Enterprise Agreement / Award</b>	Victorian Stand-Alone Community Health Centres (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 (dependent upon qualification)
<b>Classification</b>	Admin Officer Grade 4
<b>Reports To</b>	Executive Manager Community Services and Consumer Empowerment
<b>Ordinary Location</b>	23 Lennox Street, Richmond, VIC
<b>Immunisation Requirements</b>	Current and compliant with Victorian Department of Health requirements.

## Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: [www.nrch.com.au](http://www.nrch.com.au)

## Program Description

The Oral Health (Dental) Program is predominately funded by the Dental Health Service Victoria (DHSV) under the legislation of the Department of Health and Human Services to provide public dental services. The Oral Health Program aims to improve oral health for our local community by providing health promotion and prevention, along with treatment based on prioritising those most in need.

### Our services are:

- available to public and private patients
- non-judgmental
- culturally sensitive
- available in languages other than English.

NRCH operates the Smile Squad (School Dental) program via assessment and treatment vans that visit eligible schools within our catchment. NRCH continues to provide innovative oral health services to our community including Chompers, an early years oral health promotion and prevention focus and Pearly Whites, oral health care and treatment into Aged Care residential facilities.

### Position Purpose

The Program Manager provides effective leadership and operational management to North Richmond Community Health's Oral Health Programs in line with NRCH values, strategic directions and funding and service agreements.

The Program Manager is responsible for providing leadership to the workforce within the program areas to grow and shape a positive work culture that is safe and focussed on providing an exceptional consumer experience.

The Program Manager will ensure service delivery key performance indicators and targets are met as per agreements with funding bodies and/or program workplans whilst ensuring finances are managed efficiently and resource allocation matches the needs of the service and community and budget.

The Program Manager will identify and monitor risks, drive quality improvements, and ensure the services are efficient and meet community and client needs.

The Program Manager will lead and focus on integration of services across NRCH to ensure multidisciplinary approach.

The Program Manager will establish and maintain positive relationships with key stakeholders and partners, including Dental Health Services Victoria.

### Key Responsibilities

#### Leadership and Management

- Provide leadership to the Program clinical staff and supports services that promote safe and effective care, ensuring clinical risks are managed under clinical governance policies and procedures.
- Lead and develop workforce, including ensuring compliance with professional registrations, training and education requirements.
- Facilitate and support change and service improvements within Program teams and service delivery.
- Oversee credentialing, scope of Practice and monitoring of clinical performance of the clinical services teams, ensuring appropriate levels of clinical supervision are provided and maintained.
- Maintain infection control in accordance with policy and guidelines.
- Lead the auditing schedule for the Programs.
- Promote a holistic, multidisciplinary approach to primary health care that optimised client experience and outcomes.

#### Operations

- Management of Titanium software and administration systems with high degrees of accuracy; including addressing issues that are identified are resolved in a timely manner. This will include ensuring reporting as per funding agreement, this will include monitoring KPI's and rectifying any non-compliances.

- Ensure compliance with statutory and legislative requirements.
- Management of client software to support the ongoing development of operational systems; and ensure a high degree of accuracy and integrity of client information.
- Management and development of administration processes and systems.
- Lodging and reviewing incidents that affect the service.
- Responsibility for playing a role in coordinating Emergency Response.

#### Quality and Service Improvement

- Ensure high-quality systems and processes are developed and maintained that comply with Program Accreditation requirements.
- Management of issues relating to patient experience, including complaints and survey outcomes.
- Participate in the review and development of policies and procedures relevant to the service.
- Identify and lead service improvement projects to support continuous quality improvement, compliance with legislation and accreditation that build a strong reputation in community of a highly desirable GP Program.
- Participate in organisational committees, working groups and reference groups relevant to the development of the service.
- Drive service integration across NRCH.

## KEY SELECTION CRITERIA

### Qualifications

Essential	Tertiary Qualification (Diploma level or above) in Management or equivalent qualification in Health Service Management
Desired	Bachelor of Dental Surgery or Bachelor of Dental Science (or equivalent) Master's in Business Administration or equivalent an advantage

### Experience

Essential	<ul style="list-style-type: none"> <li>• Minimum 3 years' experience managing a Dental Service, or other health service of equivalence.</li> <li>• Commitment to improving the health of vulnerable and marginalised communities</li> <li>• Demonstrated extensive leadership and interpersonal skills</li> <li>• Track record of driving efficient and high-quality service with high customer satisfaction</li> <li>• Experience with financial management, client management systems and quality and accreditation processes.</li> </ul>
Desired	<ul style="list-style-type: none"> <li>• Experience with Titanium Software</li> </ul>

### Attributes, Qualities and Skills

#### Essential

- Demonstrated leadership skills and the ability to motivate and inspire staff to meet client and service needs.
- The ability to foster collaboration and innovation within the team and inspire others to achieve high quality outcomes.
- High level of communication and relationship development with clients and stakeholders.
- Contemporary understanding of funding models under Dental Health Services Victoria (DHSV).
- Highly developed interpersonal and communication skills, high-level written skills.

### Required Competencies, Core Values and Behaviours

#### Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

#### Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.
- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

#### Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day-to-day operations.
- The ability to build capacity within the teams to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

#### Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

#### Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.

- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

**Community and Client Focus:**

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

**Personal:**

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.

Maintain an effective personal professional development plan.

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.

- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

#### Further Information

For enquiries relating to this position, contact Brendan Coulton on [brendanc@nrch.com.au](mailto:brendanc@nrch.com.au)

### Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
<b>I = Infrequent</b>	Activity may be required very infrequently
<b>O = Occasional</b>	Activity required occasionally, not necessarily all shifts
<b>F = Frequent</b>	Activity required most shifts, up to 50% of the time
<b>C = Constant</b>	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
<b>N/A = Not Applicable</b>	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE		x			

## Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Policy. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Refer to the NRCH Staff Immunisation Program Procedure document for further details.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

**I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.**

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**EMPLOYEE NAME:** \_\_\_\_\_