

<b>Position title</b>	<b>Oral Health Manager</b>
<b>Reports to</b>	<b>Director of Primary Care</b>
<b>Award agreement</b>	<b>Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022</b>
<b>Classification</b>	<b>Management Administration Officer Grade 6</b>

## About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: [www.yourch.org.au](http://www.yourch.org.au)

<b>Vision</b>	Health and wellbeing for everyone
<b>Purpose</b>	We partner with people and communities to deliver health and wellbeing services and promote equity
<b>Our organisational values</b>	<p><b>Courage</b></p> <ul style="list-style-type: none"> <li>• We are progressive</li> <li>• We are creative and resourceful</li> <li>• We challenge the status quo for the benefit of our communities</li> </ul> <p><b>Empathy</b></p> <ul style="list-style-type: none"> <li>• We are caring and inclusive</li> <li>• We celebrate and value diversity</li> <li>• We work collaboratively and respectfully</li> </ul> <p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• We are ethical, honest, reliable and fair</li> <li>• We listen and are accountable to our communities</li> <li>• We earn and build trust</li> </ul> <p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• We are outcomes-focused</li> <li>• We are adaptable and always learning</li> <li>• We continuously improve</li> <li>• We are creative and resourceful</li> </ul>

### **Statement of Inclusivity**

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

### **About the Oral Health team**

Sitting within the Primary Care Directorate, the Oral Health Team provides a comprehensive range of dental services and support programs to anyone, through a combination of outreach, client-based and centre-based activities. Our Oral Health Service operates across three sites (Northcote, Preston and East Reservoir) 7 days per week including some after hours. As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

### **Position Purpose**

The Oral Health Manager is responsible for leading the delivery of high quality, person-centred Oral Health services at Your Community Health (YCH). The Manager will lead program level strategy, service planning, design and implementation of effective and sustainable service delivery functions.

The role is responsible for service innovation, strengthening performance, delivering upon opportunities for sustainable business growth, enhancing collaboration and ensuring compliance.

The Manager will take an intelligent and thorough approach to identification and management of risk, workforce resourcing, the use of technology to enhance service and business deliverables; and the design of business processes.

The role is responsible for inspiring and enabling a resilient and professional culture based on the Values of Your Community Health; with a focus on quality and evidenced-based practice.

Working closely with the General Manager Primary Care and as an integral member of the Management Team, the Manager will work collaboratively with peers to optimise opportunities for cross-program synergies; within and external-to the Primary Care stream.

### **Position responsibilities**

- Provide clinical and operational leadership and management of the Oral Health service
- Lead through consultation with Oral Health staff, stakeholders and clients the development and implementation of effective clinical care, client experience and health outcome measures for the Oral Health service

- Lead and manage the provision of Oral Health services that are safe, high quality and focused on client care
- Lead the provision of oral health services in accordance with relevant Funding and Service Agreements, including ensuring relevant service targets and obligations are met
- Ensure through effective leadership and management that the oral health service meets and exceeds relevant standards of professional practice, NSQHS and DIAS Standards / Accreditation and any other accompanying standards, accreditations or legislative requirements relevant to the delivery of oral health services
- Provide effective leadership and direction to oral health staff, including fulfilling management responsibilities associated with the recruitment, on-boarding, supervision including clinical supervision in accordance with relevant Scope of Practice and support of staff
- Provide effective budget planning, management and oversight of performance related to all oral health services and associated initiatives
- Ensure Oral Health services support client referrals and the continuum of client care internally across other YCH services; and externally where appropriate
- Contribute as a member of the Management Team of YCH to strategic and operational planning, reporting; including participation in management team meetings, accreditation and other organisational improvement activities
- Engage effectively with internal and external stakeholders relevant to the delivery and continuous improvement of YCH Oral Health services. This extends to developing and maintaining relationships with service delivery partners, funders, peak bodies and their respective agent.
- Investigate, document and respond to client feedback, including but not limited to engaging with key stakeholders and staff to ensure timely and desired outcomes are achieved
- Investigate, document and respond to clinical, OH&S and hazard incidents related to oral health services, including timely completion of VHIMS reporting, associated reviews and implementation of recommendations
- Undertake, as required, a range of tasks or responsibilities consistent with the role of a Manager or that contribute to the achievement of strategic priorities, operational demands or the mitigation of risk

### **Quality Management**

- Provide clinical and operational leadership to the provision of services that are safe and high quality.
- Ensure oral health services are and provided in accordance with legislation, standards and policy.
- Ensure services are delivered in accordance with relevant infection control practices, including leading relevant audits and improvement activities.
- Participate in planning and evaluation of unit services and program.
- Identify and make recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery outcomes within Your Community Health.

### **Health Promotion**

- Work with our community to increase their capacity to make choices that enhance their health and wellbeing.
- Collaborate and liaise with internal and external stakeholders; to ensure the provision of the appropriate oral health promotion services and messages to the community, clients and at-risk groups.

## Service Development

- Continuously improve the accessibility, range and level of services delivered.
- In consultation with the General Manager Primary Care, lead the development and implementation of service development systems and initiatives relevant to Oral Health
- Collaborate and liaise effectively with other Your Community Health managers, coordinators and staff; as required.
- Collaborate and liaise effectively with key external stakeholders, including but not limited to regional networks and Dental Health Services Victoria.

## Work Health and Safety requirements

- The Manager is required to support staff in the de-escalation and response to matters of occupational violence or aggression. These interactions may include challenging conversations and require effective communication and conflict management skills. Post-incident actions may include coordination of incident debrief, incident review and/or further communication with the client or visitor displaying the behaviours of concern.
- Senior Management expectations of leadership and delivery of key results requires good levels of personal resilience and self-management.

## Position requirements (qualifications, skills, knowledge and attributes)

### Qualifications, Registrations and Licenses

- Tertiary qualification eligible for registration as an Oral Health Therapist (Dental Hygienist / Dental Therapist) with AHPRA Dental Board of Australia
- Current, unrestricted registration as an Oral Health Therapist (Dental Hygienist / Dental Therapist) with AHPRA Dental Board of Australia
- Current Drivers Licence
- Post graduate qualifications in Management, Health Leadership or Public Health (preferred)

### Skills and competencies

- Demonstrated effective leadership and management in the delivery of high-quality oral health services that meet consumer needs
- A collaborative leadership style
- Demonstrated ability to work autonomously
- Sound understanding of and commitment to Community Health and Public Oral Health Principles.
- Strong verbal and written communication skills and a can-do attitude
- Demonstrated ability to problem solve and think strategically.
- Demonstrated ability to lead a team through times of change.
- Demonstrated sensitivity to the needs of non-English speaking background, marginalised, physically and/or intellectually disabled, special needs groups and ASTI clients.
- Demonstrated ability to communicate effectively with a variety of people including staff, clients and carers

## Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures

## General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988
- The successful applicant is required to provide evidence of eligibility to work in Australia
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form
- Management, in consultation with the staff member, reserves the right to modify this position description when required

## Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

**Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.**