

Position Description

Position Title:	Practice Manager
Reports to:	Clinical Director, Dental Services
Department:	Dental
Directorate:	Community Care & Mental Health & Chief Allied Health Officer
Cost centre:	M2202
Code & classification:	HS5
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Enterprise Agreement 2021-2025 and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

Under the direction from the Director of Clinical Dental Services, manage the day to day operations of the dental service to ensure it delivers efficient, effective and high-quality services. Together with the Director of Clinical Dental Services, ensure that its programs are flexible, efficient and client focused. The programs within the service include: Community Dental, Child Oral Health, Smile Squad Program and the University of Melbourne final year teaching program.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Undertake administrative duties involving the Dental Service's operation
- Undertake budget preparation and management
- Preparation of reports, budget monitoring, processing claims, ordering of stores and stock control, overseeing maintenance
- Provide line management support to Instrument Technician, Team Leader Reception, Dental Lab Manager and Dental Assistants
- Liaise with key stake holders at the service, GV Health, Dental Health Services Victoria, and University of Melbourne to ensure smooth running of the clinic
- Work closely with the Practice Manager at Cobram Dental Clinic in provision of GV Health services at Cobram
- Preparation of reports for Director Clinical Dental Services as required
- Monitor and evaluate waiting lists to ensure services are delivered in a timely manner within available resources
- Ensure appropriate mix and adequate numbers of patients suitable for students

- Effective rostering of staff to maximise services capabilities, including managing leave entitlements
- Orientation and induction of new staff
- Ensure appropriate professional development and continuing education is available and taken by all staff within the clinic in a fair and equitable manner
- Preparation of reports and processing external dentist claims
- Clinic delegate – represent the service on Internal and External committees
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Undertake quality improvement activities in accordance with the dental service's annual quality improvement plan, including patient satisfaction and effective complaints management
- Promote a culture of continuous quality improvement within the dental service and encourage staff and student participation in quality activities.
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Ensure relevant audits and training are provided
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

POSITIONS REPORTING TO THIS ROLE

- There are currently 33 employees at the dental service reporting to this role including instrument technician, team leader reception, dental lab manager, dental technicians and dental assistants

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met and maintained;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
- Actively recruit and manage all aspects of workforce demands;
- Computer literacy at intermediate level for Microsoft applications;
- Demonstrated business planning, policy, financial and human resources management skills;

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Desirable degree in Business/Finance/Resource Management or equivalent experience

Essential:

- Ability to contribute to the management of public oral health programs
- Demonstrated ability to provide leadership and motivate staff
- High level of communication and interpersonal skills including high level written and verbal presentation skills
- Ability to communicate effectively with all levels of public and management
- Computer skills including Word, Excel and other analytical software
- Knowledge of public dental programs

Desirable:

- Dental qualification registration with AHPRA
- Dental Assistant Cert III or Cert IV

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful:**

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of effective teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;

ALL GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;

- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

**Community Care and Mental Health
Directorate**

Dental Practice Manager

Reviewed by:

Clinical Director, Dental Services

Issue Date:

July 2025

ABOUT US

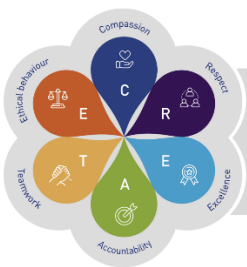
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



COMPASSION
RESPECT

EXCELLENCE
ACCOUNTABILITY

TEAMWORK
ETHICAL BEHAVIOUR

GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)