

Position Description

Position Title:	Dental Laboratory Manager
Reports to:	Practice Manager Dental Services
Department:	Dental Services
Directorate:	Community Care and Mental Health
Cost centre:	M2202
Code & classification:	Dental Laboratory Manager Year 3 (DZ25)
Employment conditions:	Allied Health professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 and its successors, 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

The Laboratory Manger reports directly to the Clinical Director Dental Services within the Dental team.

The Laboratory Manager is responsible for everyday running of the Dental Laboratory for the provision of dental appliances. The direct supervision of the Laboratory staff clinical work and provision of clinical leadership of laboratory staff. The provision of managerial oversight of all aspects of the dental laboratory.

The Laboratory Manager will maintain internal relationships with the Clinical Director, Practice Manager and the GVH Supply Department. This position will also liaise with external stakeholders such as DHSV Supply Department, DHSV Servicing Department, DHSV Capital Expenditure Committee and other local private denture clinics.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Manage the dental laboratory to maintain high throughput whilst maintaining the highest technical standards.
- Supervise subordinate staff; prosthetists, technicians and apprentice dental technicians.
- Provide leadership both within the laboratory and clinic.
- Provide cover for the Practice Manager when required.
- Maintain stock control and resource management for the Laboratory and Dental Clinic.
- Liaise with external providers in regard to maintenance and repairs for the Dental Clinic.
- Liaise with the dental surgeons regarding clinical matters applicable for the design and delivery of prosthetic appliances

- Liaise with the Clinical Director of Dental Services on matters affecting the technical quality and delivery of appliances.
- 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 support to the Practice Manager.
- 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 appropriate systems, information or services to clinical areas.

POSITIONS REPORTING TO THIS ROLE

- Dental Prosthetist
- Dental Technicians (Qualified & Apprentices)

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;
- 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):

- Qualified Dental Technician / Prosthetist.

Essential:

- Previous experience with managing a Dental Laboratory.
- Ability to effectively communicate both written and verbally with all levels of staff and members of the public and form part of a progressive dental team.
- Demonstrated experience in managing and leading a team.
- Excellent organisational and time management skills.
- Ability to undertake managerial responsibilities, personal development and the supervision and training of staff.

Desirable:

- Demonstrated computer skills.
- Strong background in removable prosthetics, Orthodontics & Oral surgery appliances.

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 efficient 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;
- Provide a high-quality service to both internal and external customers and patients, which meets or exceeds their needs and adds value to Goulburn Valley Health.
- Stock control, maintenance and repairs, design and delivery of prosthetic appliances.
- Identify and assess opportunities to improve existing processes and procedures, implement solutions and measure their impact.
- Communicates regularly with team, both in the written and verbal.
- Responsible of the management of materials procurement and equipment maintenance according to the financial budget.
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures.
- 80% attendance and active participation at committees, working groups and meetings.

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, 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;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health 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;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the 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;
- 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;
- 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 Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children’s check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

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 The 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

Practice Manager – Dental Services

Reviewed by:

Lorraine Olsson

Issue Date:

April 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:



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](#)