

# Dental Team Leader

## Success Profile

May 2025



<b>You will make a difference by</b>	<p>Working with the Senior Manager Dental Services and other Dental Team Leaders you will provide clinical and daily operational support through effective and efficient team leadership ensuing:</p> <ul style="list-style-type: none"> <li>• Excellent clinical service though innovative oral health care</li> <li>• Improved access for patients requiring oral prosthetics.</li> <li>• Reduced wait times</li> <li>• Improved client experience</li> <li>• Digital innovation and growth</li> </ul>
<b>To succeed, you will need</b>	<ul style="list-style-type: none"> <li>• A relevant qualification in dentistry or dental assisting.</li> <li>• Demonstrated experience in a similar team leadership or supervising role</li> <li>• Commitment to maintaining current Infection Prevention and Control knowledge and practices.</li> <li>• Exemplary people leadership skills with the ability to uphold performance expectations, coach, negotiate and resolve issues.</li> <li>• Demonstrated clinical competence in the provision of general dental services within your area of expertise.</li> <li>• Demonstrated ability to exercise judgement and autonomy in the research and implementation of best practice continuous improvement processes and initiatives to improve the client experience and outcomes.</li> <li>• Current and valid Working with Children Check.</li> <li>• Current Victorian drivers licence.</li> </ul>
<b>You will improve and promote One Team IPC Health by</b>	<ul style="list-style-type: none"> <li>• Acting with purpose, measuring our results, and celebrating achievements (<b>We make a difference</b>)</li> <li>• Going above and beyond, demonstrating understanding and respect for our communities and each other (<b>We are passionate</b>)</li> <li>• Learning, experimenting and innovating (<b>We are creative</b>)</li> </ul>
<b>We will contribute to your success by</b>	<ul style="list-style-type: none"> <li>• Providing opportunities for you to share what is important to you, your wellbeing, and what you need.</li> <li>• Aligning the contribution you make to IPC Health's strategy.</li> <li>• Guiding you in what to do, when and how to do it.</li> <li>• Developing your skills with regular feedback and exploring career opportunities.</li> <li>• Ensuring you feel fulfilled at the end of each workday.</li> </ul>

	<ul style="list-style-type: none"> <li>• Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.</li> </ul>
<b>Key Deliverables and Measures</b>	<ul style="list-style-type: none"> <li>• Review and manage clinical and clinic key performance indicators (KPIs) including:             <ul style="list-style-type: none"> <li>○ VHIMS incident reports and feedback</li> <li>○ DWAU by clinic in relation to FTE</li> <li>○ Child Dental Benefits Scheme and Smile Squad activity</li> <li>○ DHSV benchmark metrics (including waitlist times, general: emergency ratios, child recall lists)</li> </ul> </li> <li>• Facilitate routine team meetings to:             <ul style="list-style-type: none"> <li>○ Promote two-way communication of operational performance</li> <li>○ Communicate KPIs (activity performance, quality measures, client feedback)</li> <li>○ Communicate Quality improvement projects/process and new opportunities.</li> <li>○ Communicate and OH&amp;S items.</li> <li>○ Peer review meetings</li> </ul> </li> <li>• Perform general clinic administration and team leadership including:             <ul style="list-style-type: none"> <li>○ Rostering and appropriate appointment scheduling in line with Budget and Operational need (Titanium Diaries - time usage by clinician capability, allowance for emergency appointments etc)</li> <li>○ Recruitment of DA's to Budgeted FTE</li> <li>○ Onboarding of new team members</li> <li>○ Lead a culture of excellence with strong communication.</li> <li>○ Lead a culture of best practice work processes, succession planning and response to client needs.</li> </ul> </li> <li>• Provision of service to all patients who are eligible to access the dental services at all dental clinics in a timely and efficient manner in line with the applicable scope of practice and position description of the position incumbent.</li> <li>• Lead the Dental Services clinic to implement process and other service quality improvements.</li> <li>• Ensure that infection control guidelines, process and policies and procedures are adhere to</li> <li>• Undertake, complete and submit regular scheduled quality and governance audits</li> <li>• Support performance reviews of Dental Assistant staff members on a regular basis.</li> <li>• Continually monitor and improve employee and client experience and engagement.</li> <li>• Maintain continuous professional development within the team, identifying and up skilling any gaps and working to scope of practice (e.g. dental assistant driven pre-treatment education sessions, infection control protocols, quality improvement...).</li> <li>• Report monthly to Senior Manager Dental Services on the above listed metrics</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that IPC Health's Occupational Health and Safety Policy and Procedures are continually observed and complied with.</li> <li>• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with IPC Health's OHS Frameworks.</li> <li>• Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor.</li> <li>• Actively participate in hazard elimination where practical.</li> </ul>
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<b>Team</b>	Dental Service
<b>Reports to</b>	Senior Manager Dental Service
<b>Key relationships</b>	<ul style="list-style-type: none"> <li>• Dental Team (Prosthetists, DO's, OHT, DA's)</li> <li>• Senior Mangers</li> <li>• DHSV</li> <li>• General Manager Operations and Clinical Care</li> <li>• Community Dental Agencies</li> <li>• Prosthetist Association</li> </ul>

<b>Our Purpose</b>
Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

<b>Our Values</b>		
<p><b>We are passionate</b></p> <p>We go above and beyond, demonstrating understanding and respect for our communities and each other.</p> 	<p><b>We make a difference</b></p> <p>We act with purpose, measure our results and celebrate achievements.</p> 	<p><b>We are creative</b></p> <p>We learn, experiment and innovate.</p> 