



SUCCESS PROFILE

Business Support Officer - Dental Service

May 2026

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| <p>You will make a difference by</p> | <p>The Business Support Officer (BSO) is responsible for the coordination and administrative management of outreach programs delivered by the IPC Health Dental Service.</p> <p>The role plays a critical function in improving access to preventative dental care and promoting oral health within the community.</p> <p>The BSO will be responsible for</p> <ul style="list-style-type: none"> • Working with Team Leaders and Senior Clinical leads to coordinate and schedule outreach clinics (e.g. Mouthguard Program, Smile Squad, Smile 4 Miles) • Liaising with schools and community stakeholders to coordinate delivery of the programs • Supporting clinical teams • Ensuring efficient delivery of services in line with organisational goals, policies, and public oral health objectives. |
| <p>To succeed, you will need</p> | <ul style="list-style-type: none"> • Demonstrated experience providing professional administrative / business support, and program coordination in a health or community setting • Excellent communication and stakeholder engagement • Strong organisational and time management skills, with high attention to detail and the ability to prioritise in a high-volume environment while working autonomously. • Proficiency in Microsoft Office and Titanium (Legacy and Unity) • Current Police Check • Working with Children Check. |



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| <p>You will improve and promote One Team IPC Health by</p> | <ul style="list-style-type: none"> Acting with purpose, measuring our results, and celebrating achievements. <i>(We make a difference.)</i> Going above and beyond, demonstrating understanding and respect for our communities and each other. <i>(We are passionate.)</i> Learning, experimenting and innovating. <i>(We are creative.)</i> |
| <p>We will contribute to your success by</p> | <ul style="list-style-type: none"> Providing opportunities for you to share what is important to you, your wellbeing, and what you need. Aligning the contribution you make to IPC Health’s strategy. Guiding you in what to do, when and how to do it. Developing your skills with regular feedback and exploring career opportunities. Ensuring you feel fulfilled at the end of each workday. 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. |
| <p>Key Deliverables and Measures</p> | <p>Program Coordination</p> <ul style="list-style-type: none"> Coordinate end-to-end delivery of the outreach program Schedule school and community sporting club outreach sessions Ensure all resources (equipment, materials, documentation) are prepared for outreach sessions Monitor program timelines and ensure delivery targets are met Maintain accurate program records, including participant lists and consent forms Ensure timely data entry into relevant clinical and administrative systems Coordinate logistics including transport, equipment, and materials Manage appointment bookings and scheduling changes efficiently <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> Act as the primary liaison for schools, sporting clubs, and community organisations Manage bookings, confirmations, and communication with stakeholders Promote program participation and support engagement strategies Maintain strong relationships with internal and external partners <p>Reporting & Data Management</p> <ul style="list-style-type: none"> Prepare regular reports on program activity, participation, and outcomes Track key performance indicators (KPIs) and identify trends Ensure data accuracy, completeness, and compliance with privacy regulations <p>Quality & Compliance</p> |



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| | <ul style="list-style-type: none"> • Ensure adherence to organisational policies, clinical protocols, and infection control standards • Support audits, quality improvement initiatives, and risk management processes • Maintain confidentiality and compliance with health information legislation |
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| Contract type | <ul style="list-style-type: none"> • Ongoing / Fixed Term | |
| Team | <ul style="list-style-type: none"> • Dental Service | |
| Reports to | <ul style="list-style-type: none"> • Senior Manager Dental Service | |
| Key relationships | <ul style="list-style-type: none"> • Dental Service Leadership and Clinical Team. • IPC Health executive • Department of Education, School Coordinators School Nurses • Sporting and Community Club coordinators, coaches and administrators | |
| Location | The employee may reasonably be required to travel and work at other locations dependent on the need of the business. | |
| Compliance | Standard | Action / Requirements |
| | OH&S | Performance work in a manner that complies with IPC Health's OH&S obligations and adds to a safety culture for all |
| | Child Safety Standards | A proactive approach to ensuring the safety, wellbeing, and inclusion of all children, in line with our legal and ethical obligations. Must demonstrate a strong understanding of child safety principles and uphold these values in all aspects of their work. |
| | WWCC | Must maintain a valid employee check and list IPC Health as their employer |
| | Police Check | Must maintain a valid check |

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| Our Purpose |
| We improve quality of life for the people and communities we serve by maximising access to health and wellbeing services. |



Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

