



Royal Flying Doctor Service  
VICTORIA

## POSITION DESCRIPTION

<b>POSITION DESCRIPTION</b>			
<b>Position Title</b>	<b>Program Coordinator Flying Doctor Dental Clinic</b>		
<b>Location</b>	Richmond		
<b>Reports to</b>	Health Services Manager, Dental	<b>FTE</b>	1.0 FTE
	INCUMBENT	SUPERVISOR	HR
<b>SIGNED</b>			
<b>DATE</b>			
<b>Position Purpose:</b>	<p>The Dental Program Coordinator for Primary Health Care Dental, is responsible for assisting with the delivery of the Flying Doctor Dental Clinic (FDDC) which is key to RFDS Victoria's vision to bring health care services to those who are otherwise unable to access them.</p> <p>The Program Coordinator works with the FDDC Operations Team Leader and Health Services Manager to deliver a high-quality program that meets its objectives. They are responsible for the management of the dental assistants to ensure excellence in clinical safety and quality. This is achieved through effective staff management, quality improvement processes, task allocation, rostering, supervision and training of staff, ordering of stock and stock control management.</p> <p>The Program Coordinator will travel to locations throughout Victoria as per a pre-determined schedule to work clinically, provide supervision and complete audits.</p>		
<b>Position Tasks and Responsibilities</b>	<p>Aspects of program management and delivery, including:</p> <p>Responsible for the performance management and direction of all Dental Assistants</p> <p>Maintain relationships with key internal and external stakeholders</p>		

	<p>Auditing and quality improvement of activities to ensure compliance with National Safety and Quality Health Service Standards (NSQHS)</p> <p>Implement and monitor procedures to facilitate infection control and compliance</p>
<p><b>Workplace Involvement</b></p>	<p>Actively promote a positive public image of RFDS Victoria among our volunteers, health care practitioners, collaborators and in external media and public events as required.</p> <p>Actively engage with colleagues and participate in workplace activities as appropriate</p> <p>Demonstrate the organisation's agreed values through actions</p>
<p><b>Working Relationships:</b></p>	<p style="text-align: center;"><b>Internal</b></p> <p>Reports to: Health Services Manager, Dental, Primary Health Care</p> <p>Direct reports: Dental Assistants</p> <p>Liases with:</p> <ul style="list-style-type: none"> <li>• General Manager Primary Health</li> <li>• Dental Advisor</li> <li>• Program Support Officer, Dental and Smile Squad</li> <li>• Dental practitioners</li> <li>• Executive Leadership Team</li> <li>• Other RFDS Victoria staff</li> <li>• Staff of other RFDS Sections</li> </ul> <p style="text-align: center;"><b>External</b></p> <ul style="list-style-type: none"> <li>• Health care providers</li> <li>• Host services</li> <li>• Other various stakeholders</li> <li>• Clients/patients</li> </ul>
<p><b>Scope:</b></p>	<p>1. N/A</p>

<p><b>Qualifications and Experience:</b></p>	<ol style="list-style-type: none"> <li>1. One or more of the following qualifications: <ol style="list-style-type: none"> <li>a. Minimum Certificate III in Dental Assisting. Certificate IV in Dental Assisting or Certificate IV in Training and Assessment desirable</li> <li>b. A minimum of 5 years' experience as a clinical Dental Assistant or practice manager.</li> <li>c. Relevant Oral Health or Health Administration degree and experience</li> </ol> </li> <li>2. Strong knowledge of safety and compliance guidelines within a hospital setting with a strong focus on Infection Control</li> <li>3. Experience managing direct reports</li> <li>4. Basic knowledge of managing budgets and consumables</li> <li>5. Previous experience in a public dental clinic (desirable)</li> <li>6. Previous experience with the provision of mobile dental services (desirable)</li> <li>7. Previous experience with use of Titanium (desirable)</li> <li>8. Strong communication and interpersonal skills</li> <li>9. Excellent computer skills and experience using all Microsoft Office applications</li> <li>10. Willingness to travel to locations throughout Victoria as required</li> <li>11. Current CPR Certificate</li> <li>12. Current drivers' licence, with a willingness to obtain a medium rigid licence</li> <li>13. Current Working with Children's Check</li> </ol>
<p><b>Skills, knowledge, mandatory requirements and competencies</b></p>	<ol style="list-style-type: none"> <li>1. Well-developed, infection control and administrative skills</li> <li>2. Ability to manage and mentor staff for high performance</li> <li>3. Strong sense of accountability and drive</li> <li>4. Excellent attention to detail</li> <li>5. Strong communication and interpersonal skills</li> <li>6. Proven ability to work as part of a team</li> <li>7. Well-developed analytical and problem-solving skills</li> <li>8. Ability to adapt to different environments</li> </ol>