

Operations Manager, Surgery and Oral Medicine

- **Reporting To:** Directory of Surgery
- **Direct Reports:**
 - DSU NUM
 - CSSD Manager
 - Dental Assistants Team Leader
 - Patient Access Officers Team Leader
 - Administrative Assistant
- **Business Unit:** RDHM
- **Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
- **Classification:** HS6
- **Review Date:** January 2026

Position Purpose:

As part of the leadership team of the Royal Dental of Melbourne (RDHM) within Oral Health Victoria (OHV), the Operations Manager, Surgery and Oral Medicine provides operational leadership to the Surgery and Oral Medicine program.

The Operations Manager, Surgery and Oral Medicine is accountable for strategy, structure, budgets, people, communication, financial outcomes and scorecard metrics.

This is a pivotal senior role in leading teams across the Surgical and Oral Medicine Units and ensuring service delivery is coordinated, person-centred and effective.

As the 'people leader' of the team, the role provides guidance and direction on evidence-based best practice and ensures staff within the team engage with and support the organisation's transformation to value-based healthcare and improves the client and consumer experience.

Our Values:

We are Accountable | We are Respectful | We are Collaborators | We are Innovators

Role Accountabilities:

Role Specific

Operational Management

- Provide leadership to the clinic teams to ensure the organisational values 'The OHV Way' are upheld in delivering safe and high-quality patient centred care
- Foster cross functional relationships both internal and external to promote multi-disciplinary and patient centred care that is professional and inclusive of a team approach
- In collaboration with the Director of Surgery, Heads of Units and clinicians (including specialists in training), respond to and provide support to resolve clinical and administrative issues as identified through trends, themes, feedback and incidents, ensuring whole system approach in-line with the principles of Value Based Health Care
- Lead the team to implement business improvement strategies in accordance with OHV policies and procedures by:
 - Contributing to strategic planning through identifying opportunities for improvement
 - Providing robust performance and benchmarking data to staff and key stakeholders; and engaging them in developing targeted action and response to maximise productivity and improve access
- Leading structured clinic business and administrative functions including regular review, planning and analysis, in conjunction with key support areas.
- Ensure key administrative tasks are performed, trends are accounted for and resources are efficiently optimised to meet demand
- Monitoring business performance, key performance indicators and identify opportunities to improve health outcomes whilst meeting targets
- In collaboration with Director of Surgery, Heads of Units and clinicians, support activities to ensure compliance of all clinical requirements that affect the team.
- Lead activities to meet requirements of the National Safety and Quality Healthcare Service Standards and other external accreditation, ensuring successful accreditation outcomes and a continuous quality cycle is maintained
- Participate and contribute to activities that identify and mitigate risks both clinical and operational
- In collaboration with the RDHM management team, ensure operating policies and procedures are current and consistently implemented
- Support the strategic themes and allocated projects of the organisation and lead projects directly relevant to the Surgery and Oral Medicine program
- Promote a learning environment for staff within the team that is supportive, evidence based and incorporates a culture of enquiry using principles of a continuous improvement cycle.

- Collaborate with organisational stakeholders to identify and develop professional development needs for OHV staff

Change Management

- In partnership with the Director of Surgery and other key stakeholders, implement change management processes to ensure smooth and successful transition to new service delivery models consistent with the principles of value-based healthcare.
- Lead and ensure thorough and consistent communication channels

Client Experience

- In partnership with the Director of Surgery, support OHV's transition to new service delivery models centred on the principles of value-based healthcare to improve client/consumer engagement by delivering an experience that delights
- In collaboration with key stakeholders develop and implement strategies that improve the consumer experience incorporating feedback, best practice and value-based health care principles

Leadership

- Provide strong leadership for effective management, talent acquisition, succession planning and talent development within the Surgery and Oral Medicine program. This includes coaching and partnering with direct reports to build and implement annual development plans and initiatives through robust and responsive feedback discussions
- Work in partnership with direct reports to develop the skills of the workforce to meet current and future demand and emerging model of care centred around value-based health care

Generic:

- Act in the absence of the Director of Surgery
- Other activities as directed and within scope of practice, knowledge and skills
- Model behaviours that demonstrate the Victorian Public Sector and DHSV values in all aspects of work
- Undertake continuous professional learning and development to ensure current competence including any prescribed training in safety and quality
- Participate in myDevelopment ensuring goals are signed off and reviewed.
- Demonstrate and promote a proactive commitment to health & safety, well-being and the work environment by actively participating in the ongoing identification and prevention of risks.
- Maintain client privacy and confidentiality in accordance with organisational procedures and policies.

- Maintain a commitment to child safety, equity and inclusion, and cultural safety
- Adhere to the OHV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.

Role Requirements:

Mandatory

- Tertiary qualification in health, hospital administration, public health, business management or a related field
- Experience in managing key business drivers and metrics, including financial and performance indicators and resource management
- Experience in contributing to the development and execution of business strategy
- Senior and recent experience in operational management in health care services, with an understanding of the critical talent that comprises a healthcare team in a public setting
- Demonstrated experience in initiating and successfully implementing change management in a health care setting and knowledge of recent developments in the health industry
- Experience in consumer co-design to improve service delivery to enhance health outcomes and the consumer experience
- Demonstrated experience in relationship building and managing the expectations of key stakeholder groups and providing an outcome that benefits the organisation
- Experience in leading change/process improvement initiatives within a unionised environment and involving a diverse range of clinical and non-clinical staff and stakeholders
- Excellent interpersonal skills in engaging, collaborating, and negotiating with a diverse range of stakeholders within and external to the organisation

Desirable

- Formal qualifications in project management, quality improvement and/or lean thinking.
- Understanding of the importance of developing and implementing innovative practice and value-based healthcare
- Strong proficiency in MS Office suite of programs and knowledge of patient management systems e.g. Titanium
- Knowledge of OHV and public oral health
- Knowledge and experience working and complying with health sector and government legislation, regulations and policies

Behavioural Competencies

- Influence
- Customer Focus
- Emotional Intelligence
- Making Healthcare Operations Decisions
- Driving Execution
- Building Partnerships
- Building a Successful Team
- Facilitating Change through continuous improvement
- Mentoring and Coaching

Personal Attributes:

- Integrity
- Leading with humility
- Passion for results
- Drive and energy
- Highly organised
- Self-starter
- Courage
- Emotional and social intelligence
- Mentoring
- Lateral thinker