

Claims & Client Care Officer

- **Reporting To:** Manager Operations Support
- **Direct Reports:** 0
- **Business Unit:** Smile Squad, Portfolio of the Chief Operating Officer
- **Enterprise Agreement:** Health and Allied Services Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Agreement 2021 - 2025
- **Classification:** HS2
- **Review Date:** 18 February 2026

Position Purpose:

The Smile Squad Claims and Client Care Officer plays a crucial role in achieving statewide key performance indicators, business goals and objectives aligned with OHV's Strategic Plan. Reporting to the Manager Operations Support this position is integral to the successful delivery of the Smile Squad Program – a Victorian Government funded initiative providing free dental care to all Victorian Government Primary, Specialist and Secondary School students across the state.

This role also ensures efficient care coordination and administrative support, while directly contributing to the high-quality, person-centred services DHSV provides. By enhancing client experience and outcomes, this role supports the broader vision of equitable dental care for all eligible children in Victoria.

Our Values:

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

Role Accountabilities:

Role Specific

- Support Smile Squad's operational processes, ensuring adherence to procedures and continuous improvement of service delivery.
- Implement the CDBS claiming process and submit claims to Medicare, in accordance with the Smile Squad procedures:
 - o Generate Medicare payment reports

- Collaborate with the Finance team to reconcile CDBS top-up payments to community dental agencies
- Coordinate the reconciliation and adjustment of Medicare payments in Smile Squad Titanium by community dental agencies.
- Liaise with Medicare to ensure accurate and up-to-date claiming processes are followed
- Inbox Management – manage Smile Squad Administration and OHV Specialist Care inboxes and provide cover of the Smile Squad inbox when staff are away
- Serve as the primary client contact for the Specialised Care Program, managing care coordination from inquiry to follow-up.
- to queries from patients, schools, private providers and agencies via phone and email.
- Coordinate appointments, billing and prior authorisations for procedures.
- Guide clients and guardians through the care process, monitoring progress and fostering positive relationships.
- Process invoices and manage referrals, ensuring proper allocation and documentation with specialist teams.
- Collaborate with referral teams and agencies to ensure appropriate triage and client management and liaise with private hospital facilities.
- Generate referral outcome letters and handle inquiries regarding treatment status, processes and invoices.
- Perform client-related data entry and process patient registration, consent forms, and other information, ensuring accurate details are entered into the electronic patient management system in line with Smile Squad procedures, while maintaining data quality and integrity
- Ensure the proper storage and maintenance of both paper based and electronic records in accordance with organisational and legislative requirements • Communicate with schools to gauge interest in receiving Smile Squad services.
- Offer dental packs and order for delivery to schools.
- Take minutes for Community Practice meetings
- Perform adhoc tasks assigned by your manager within the scope of the role, adapting to evolving priorities and contributing to the overall success of Smile Squad.

Generic:

- Model behaviors that demonstrate the Victorian Public Sector and OHV 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:

Knowledge:

Mandatory

- Strong knowledge of customer / client care processes
- Proficiency in MS Office
- Knowledge of the Medicare Child
- Dental Benefits Scheme (CDBS)
- Awareness of cultural sensitivities when working with a diverse client base

Desirable

- Familiarity with oral health terminology and procedures, including appointment sequencing
- Knowledge of public oral health and OHV
- Knowledge of the PRODA and HPOS platforms
- Knowledge and understanding of Medicare billing and CDBS claiming
- Knowledge of client management systems e.g. Titanium

Experience:

Mandatory

- Proven experience in delivering exceptional customer service including handling difficult situations, resolving complaints and managing customer concerns
- Experience in managing relationships with diverse stakeholders, clients and clinicians

- Excellent interpersonal skills, fostering trust, respect, cultural inclusivity and cooperation
- Exceptional communication skills (oral and written)
- Experience in managing high volume tasks efficiently and with attention to detail
- Ability to gather and interpret information from multiple sources and resolve issues effectively
- Strong organisational skills, with experience in prioritising tasks, meeting deadlines, and working independently

Desirable

- Experience in the health sector

Behavioural Competencies:

- Aligning Performance for Success
- Building Trust
- Coaching
- Collaboration
- Continuous Improvement
- Customer Focus
- Decision Making
- Gaining Commitment
- Planning and Organising
- Quality Orientation