

Dental Floor Co-ordinator

Oral Surgery

Title: Dental Floor Co-ordinator	Reporting to: Team Leader	
Portfolio: RDHM Program: Oral Surgery	Direct reports: NIL	
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025	
Classification:	Dental Assistant Grade 4 – DA41	
Employment Type:	Temporary Secondment – Full Time 12 May to 6 June 2025	
Key Stakeholders:	Internal: Clinical and operational leads RDHM Quality & Safety team Transformation team People & Culture, Safety & Wellbeing DHSV corporate Universities, Community Dental Agencies	External: Patients/Consumers Families / Carers Students and university staff

Position Purpose

The Dental Floor Co-ordinator is responsible for supporting the Team Leader in the daily supervision of dental assistants, and the allocation of resources and to support clinical management/operations. The role also assists the Team Leader in a range of specific development activities within the team. The Dental Floor Co-ordinator is capable of working in complex work environments and specialist areas and is expected to act as the Dental Assistant Team Leader during periods of leave. The incumbent is expected to work autonomously ensuring all operational issues are resolved, established deadlines are met, and be highly involved with the implementation of new models of care.

Our organisation

The Royal Dental Hospital of Melbourne is Victoria's leading oral health teaching institution. With over 130 years serving the community, RDHM stands as a beacon for oral healthcare in Victoria. In partnership with the University of Melbourne, RMIT and La Trobe University, we provide students with their earliest practical training. RDHM is funded and administered by Dental Health Services Victoria and accountable to the Victorian Minister for Health – Victorian Government.

Our Values

Respect | Accountable | Collaboration | Transform

Role Accountabilities: What you are accountable for	
Operational Support	<ul style="list-style-type: none"> Facilitate and run the oral surgery clinic on day-to-day basis and escalate any concerns that cannot be dealt with to Team leader level. Assist the team leader on updating clinical roster for Dental Assistant and clinician. Arrange and participate in regular team meetings (including but not limited to team huddles, Dental Assistant leadership meetings etc). Support the leadership team in Compliance and Accreditation requirements. Provide the Team Leader with input on key development areas of staff in the team to ensure a smooth development process to support the continuing learning and development interventions for the team. Assist the Team Leader in the induction, training & support of staff. Manage consumable stock, ordering equipment and maintenance. Support implementation on agreed strategies. Provide optimal patient care. Conduct audits, AIDET observations within the team as required. Perform other duties as required with the capabilities of the role. Participate in key projects. Provide effective leadership and management within the team. Assist the Team Leader in the induction, training, and support of VHIMS to staff and in the implementation of agreed recommendations and outcomes. This includes acting as a 'buddy' ensuring activities are aligned with DHSV's overall induction framework and assists with early engagement and attachment. Promote a proactive commitment to health & safety, well-being, and the environment. Maintain patient privacy and confidentiality in accordance with organisational procedures and policies. Participate in MyDevelopment ensuring goals are signed off and reviewed. Model behaviours that demonstrate the Victorian Public Health Sector and DHSV values in all aspects of work. Maintain a commitment to child safety, equity and inclusion, and cultural safety. Adhere to the DHSV Child Safety and Wellbeing Framework and Code of Conduct and all other child safe policies and procedures.
<p>Value Based Health Care</p> <p>DHSV is committed to the principals with the aim of managing the increasing demand for public dental services and achieving the best outcomes from the care we provide. Our VBHC framework guides how we work in a team to:</p> <ul style="list-style-type: none"> Be a person-centred system based on what people need. Provide the right services, by the right person, at the right time, in the right location. Achieve the best outcomes at the lowest cost. Integrate care across separate facilities. Measure outcomes and costs for every client. 	

<p>Health & Safety</p> <ul style="list-style-type: none"> ○ Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others. ○ Follow safe work practices and directions, including the proper use of any personal protective equipment. ○ Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS. 	
<p>Quality, Compliance & Risk Management</p> <p>At RDHM we all work together to deliver world class, high quality, safe and integrated oral health care that improves patient outcomes by fulfilling our safety and quality roles. We achieve this by:</p> <ul style="list-style-type: none"> ○ Working within the RDHM Quality and Safety systems. ○ Supporting RDHM in continuously improving care. We look for opportunities to improve in everything we do. Once identified we plan, implement, and evaluate improvements with the goal to improve the quality and safety of care provided. ○ Providing safe, integrated, appropriate and patient centred care. 	
<p>Diversity & Inclusion</p> <ul style="list-style-type: none"> ○ By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong. ○ Recognise and appreciate the unique and different perspectives that each individual brings to the team. ○ Challenge assumptions and stereotypes and actively contribute to an environment where everyone feels respected and included. ○ Respect all ideas and people so that we can create an environment where everyone feels seen, heard, and valued. Inclusive teams are better teams and are integral to our success. 	
<p>Privacy</p> <p>The Privacy Act regulates how we collect and handle personal information, including health information. Keep all health information (any information about a person's health or disability, and any information that relates to a health service they have received or will receive) confidential and do not remove it from RDHM. This includes patient scans and photographs. If your role includes reviewing complaints or complaint information, this information is confidential and not to be recorded within the dental record.</p>	
<p>Your Knowledge, Skills and Experience</p>	
<p>Knowledge and Skills</p>	<ul style="list-style-type: none"> • Excellent verbal and written communication skills and the ability to liaise effectively with all stakeholder levels. • Demonstrated knowledge of patient care within an Oral health environment.
<p>Experience</p>	<p><u>Mandatory</u></p> <ul style="list-style-type: none"> • Demonstrated knowledge of Infection control. • Demonstrated knowledge of dental assistant work. • Demonstrated knowledge of safety and compliance guidelines within a hospital setting. • Demonstrated knowledge of consumables purchasing. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Previous floor coordinating / leadership experience • Knowledge of DHSV and public oral health • Understanding of the cultural sensitivities of working with and supporting Indigenous staff.

Qualifications, Certifications and Other Requirements	
Qualifications, Certifications	<ul style="list-style-type: none"> • Certificate III in Dental Assisting, or equivalent. • Knowledge in using a patient management system e.g. Titanium. • First Aid or CPR certification. <p>Desirable:</p> <ul style="list-style-type: none"> • Certificate IV or equivalent in a Dental Assistant Speciality scheme.
Other Requirements	<ul style="list-style-type: none"> • Satisfactory Working with Children's Check (Vic) and • Police Check • Vaccination requirements as required by the Department of Health guidelines, including COVID 19– Category B per Staff Immunisation Procedure
Competencies	
Behavioural Competencies	<ul style="list-style-type: none"> • Gaining Commitment • Customer Focus • Building Trust • Decision Making • Planning and Organising • Collaboration • Aligning Performance for Success • Continuous Improvement • Coaching • Quality Orientation • Respectful and Foster positive working environment • Experience in mentoring and coaching staff for high performance culture • Knowledge of adult learning principles
Role Location	This role is based on site

Document Title	Version	Sign off date
Dental Floor Co-ordinator	V1	April 2025