

Head of Unit Oral Medicine

Title Head of Unit Oral Medicine	Reporting to: Director of Surgery
Business Unit: Surgery & Oral Medicine	Enterprise Agreement: Specialist Dentist 7 Specialist Dentists in Training DHSV EA 2024 – 2028. Classification: Specialist Level 3A
Direct Reports: Specialists	Review Date: October 2025

Position Purpose:

As part of the Specialist Care team, this role is responsible for planning, managing and providing staff and unit leadership to ensure the delivery of quality specialist dentistry to patients within the Oral Medicine Department at the Royal Dental Hospital of Melbourne (RDHM).

Our Values:

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

Role Accountabilities:

- Ensure the provision of a high quality public dental health service that is effective and efficient, which fulfills the DHSV vision and its objectives, and is patient focused. The role will lead by example and foster an environment that lives the OHV values.
- Provide clinical oversight and peer review to ensure sound clinical governance of care delivery.
- Lead and manage the oral medicine clinicians and team to ensure activity targets are achieved and strategies for improvement are identified and implemented.
- Responsible for the management of staff, financial and material resources within the Oral Medicine Department, ensuring the provision of support for dental education and for Specialist Services throughout OHV. Support may

- include patient referral, provision of professional staff for teaching and clinical functions, and coordination of clinical and teaching facilities.
- Provide direct quality patient care in accordance with OHV clinical standards, policies and procedures.
- Maintain a liaison & partnership role with students within the Specialist unit and their Conveners/ Demonstrators/ Managers.
- Undertake advanced clinical procedures appropriate to the specialty and supervise clinical care within the unit as required.
- Manage patients and oversee unit care within competency and experience levels as defined by the OHV Credentials & Clinical Privileges Policy and as assessed by regular record audit
- Maintain, process and oversee patient records in accordance with OHV Clinical Record Standards and the Health Records Act 2002
- Undertake clinical supervision/direction/support of postgraduates, dentists, dental auxiliaries, or under-graduates
- Adhere to OHV Clinical Incident & Complaint Reporting Policies, ensuring DHSV Infection Control and DHSV Occupational Health & Safety Policies and Procedures are followed.
- Undertake and/or oversee clinical investigations and follow-up of any incidents or complaints relevant to the unit.
- Other duties as requested within scope of the role.

Generic:

- Provide effective leadership, management and talent acquisition, succession planning and talent development within the team. This includes coaching and partnering with direct reports to build and implement myDevelopment initiatives regarding development plans and conducting performance feedback discussions.
- Ensure appropriate communication, team meetings and documentation is provided and maintained within the unit and with relevant stakeholders.
- Actively participate in relevant RDHM committees, meetings and projects as relevant and required.
- Participate in myDevelopment ensuring goals are signed off and reviewed.

- Maintain a commitment to child safety, equity and inclusion, and cultural safety.
- Adhere to the OHV Child Safety and Wellbeing Framework and Code of Conduct and all other child safe policies and procedures.
- Ensure all new hires within the team participate in all induction activities including completing all compliance eLearning across their 1st 90 days and completion of ongoing learning and development modules as required.
- Demonstrate and promote a proactive commitment to health & safety, well-being and the environment by actively participating in the ongoing identification and prevention of risks
- Model behaviours that demonstrate the Victorian Public Sector and DHSV values in all aspects of work
- Maintain patient privacy and confidentiality across the unit in accordance with organisational procedures and policies.

Performance Indicators

- Activity and revenue targets as per annual budget/plan
- Volume of and responses to Patient and carer feedback compliments and complaints
- Effective use of resources – operation of unit within budget

Knowledge:

Mandatory

- Dental qualification eligible for registration as a specialist dentist with AHPRA
- Understanding of key business drivers and metrics, including financial and performance indicators
- A strong knowledge of the health sector and government legislation, regulations and policies.
- Strong proficiency in MS Office suite of programs
- Knowledge of OHV policies and practices
- Commitment to continuing personal and professional development.

Desirable

- Knowledge of OHV and public oral health
- Knowledge of population health policy and practice.

Experience:

Mandatory

- Previous clinical management experience
- Previous staff leadership experience
- Stakeholder relations experience including demonstrated strength in relationship building, collaborating and managing the expectations of key stakeholder groups and providing an outcome that benefits the organisation
- Experience in managing multiple priorities/projects in fast-paced environment and getting results achieved with minimal supervision
- Excellent verbal and written communication skills and the ability to liaise effectively with all stakeholders levels
- Leadership experience, showing initiative and a commitment to public health principles
- Experience in setting performance standards, coaching staff, negotiating and resolving issues
- Experience in generating, interpreting and utilizing data to facilitate improvements in service delivery

Desirable

- Experience in a public health sector environment
- Experience in using a patient management system e.g. Titanium
- Student clinical placement relationship management & mentoring experience

Behavioural competencies:

- Influence
- Customer Focus
- Emotional Intelligence
- Making Healthcare Operations Decisions
- Driving Execution
- Building Partnerships
- Building a Successful Team
- Facilitating Change
- Coaching
- Business Savvy

Leadership Capabilities

Awareness of self and others	The knowledge and understanding of the impact of our behaviours and decisions on ourselves and others.
Communication	Sharing and respectful exchange of information, ideas, data, and views in a timely way through suitable communication method(s).
Strategic and Systems Thinking	A way of understanding the broad context, complexities and connections between the key internal and external drivers that impact on our strategic direction, organisational and team priorities, and consumer outcomes.
Coaching and Mentoring	A way of supporting and guiding our people to learn, grow and perform at their best. It facilitates courage and informed risk-taking. It embeds a

	mindset of life-long learning and developing staff and colleagues.
Innovation	The process of continual improvement, often by new ways of working. Results in the development and improvement of systems and approaches to support current and future business needs.