

Manager Smile Squad Regional Team

Title: Manager Smile Squad Regional Team	Reporting To: Director School Dental Program Implementation
Business Unit: School Dental Program	Classification: Grade 5
Reviewed: October 2025	

Position Purpose:

The Manager Smile Squad Regional Team will have direct oversight of the operations of the Smile Squad regional team of Lead Oral Health Therapists and Dental Assistants for Smile Squad. This includes day to day operations, monitoring demand and planning service delivery state-wide. The School Dental Program business unit is part of the COO Portfolio for Oral Health Victoria (OHV).

Smile Squad is the Victorian Government's free school dental program. It provides free, high quality dental care and oral health education to all government primary and secondary school students across the state. Most services are delivered by our community dental agencies (CDA), the OHV regional team was established to provide support to CDAs and to deliver services to schools in areas with limited CDA capacity

Role Accountabilities:

Role Specific

Operational Responsibilities

- Management of the Regional Team across four hubs in Victoria
- Rostering of Regional Team according to demand and in accordance with Enterprise Agreement
- Fortnightly payroll preparation and processing of Regional Team time sheets and allowances, including Payroll management
- Monitoring and reporting on service activity (output), FTE and team vacancy status. Ensure service targets and activity / productivity per hub is met
- Maintaining staffing levels, recruiting and onboarding as required
- Work with the fleet team to ensure vehicles, assets and equipment utilised by Regional team are correctly serviced and maintained
- Develop and maintain operational processes and manuals, inclusive of onboarding
- Monthly Titanium Unity data review and error reconciliation
- Adhoc outreach event planning, coordination, and / or support
- Undertake other reasonable duties as requested ensuring effective and timely completion (e.g. Student Clinical Placement Coordinator leave cover)
- Ability to manage change and drive continuous improvements
- Allocate administrative tasks for the team
- You may be required to drive the Smile Squad vans (small and large) in Metropolitan Melbourne or Regional

Team Support

- Ensuring staff adhere to clinical scope and organise and / or provide training as required

- Provide support to Oral Health Advisors to assist in the delivery of community health initiatives (eg. school nurse training, pilot program support etc)
- Oversight of Regional Team accommodation requests and requirements
- Oversight and approval of staff Toil, travel and leave management

Stakeholder Engagement

- Work with internal and external stakeholders to deliver successful outcomes for this program
- Statewide operations team (Director Oral Health Relations and Service Performance Advisors)
- Program Lead Smile Squad Student Placements
- Fleet Team
- Statewide Quality and Safety Team
- Infection Control Consultant
- Community Dental Agencies
- Schools
- Smile Squad Coordinator
- Oral Health Advisors

Generic:

- Model behaviours 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.
- Demonstrate and promote a proactive commitment to health & safety, wellbeing, and the environment by actively participating in the ongoing identification of risks.
- Maintain patient privacy and confidentiality in accordance with organisational procedures and policies.
- 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.

Role requirements:

Knowledge:	Experience:
Mandatory	Mandatory
• Qualifications in health, hospital administration, public health, business management or related field • Knowledge of public health and government health service legislation, regulations and policies • Working knowledge of systems and information used to collect and interpret data to effectively evaluate public oral health programs and determine relevant interventions • Understanding of data analysis and investigation, quality improvement and audit principals • Strong knowledge of MS Office, in particular advanced Excel skills • Victorian Driver's License • Victorian Working with Children Check • Police Check	• Successful leadership experience in an operational management position • Demonstrated experience in relationship building, collaborating and managing the expectations of key stakeholder groups • Experience in gathering, analysing and interpreting information from a range of sources and a track record in identifying improvement opportunities and problem resolution • Experience in compiling reports with reliability and accuracy and communicating information to customers / stakeholders using plain, succinct language • Demonstrated experience in establishing priorities, setting workloads, following through to meet deadlines and work with minimal supervision • Experience in working well under pressure & coordinating multiple tasks • Excellent verbal and written communication skills and the
Desirable	
• Knowledge of public oral health/public health	

	ability to liaise effectively with all stakeholder levels • Experience in supporting innovation and change • Experience in applying audit and risk procedures to evaluate evidence and make recommendations based on the outcome • Experience in consulting with and providing advice to a broad range of stakeholders in different locations with different population groups Desirable • Demonstrated experience working in, and knowledge of the health sector • Experience managing clinical and / or remote teams
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