

Theatre Bookings Officer Surgery & Oral Medicine

Title: Theatre Bookings Officer	Reporting to: Team Leader Patient Admin Nurse Unit Manager (Indirect Report)	
Portfolio: RDHM Program: Surgery and Oral Medicine	Direct reports: Nil	
Enterprise Agreement:	HAMA (VIC Public Sector) (Single Interest) EA 2021 – 2025	
Classification:	Grade 2	
Employment Type:	Fulltime/Part time (e.g. 0.8)/Casual	
Key Stakeholders:	Internal: RDHM employees DHSV employees	External: Patients/Consumers Families / Carers Students / Convenors Universities

Position Purpose

The Theatre Bookings Officer is part of the Surgery team at RDHM, primarily reporting to the Patient Access Team Leader of Surgery and Oral Medicine with an indirect reporting line to the Nurse Unit Manager RDHM. The role is responsible for coordination, implementation and monitoring of scheduled theatre appointments, liaising with stakeholders to effectively manage patient flow and theatre utilisation.

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	
Patient Experience	<ul style="list-style-type: none"> • Provide high quality customer services to patients • Partner with the Nurse Unit Manager (NUM) and Perioperative Coordinator to regularly evaluate operational practices, implement necessary changes and report on initiatives aimed at enhancing patient flow and improving the overall patient experience • Partner with Team Leader to liaise with the NUM, Director of Anaesthesia, Head of Units (SND, OMFS, CD), Perioperative Coordinator, relevant external stakeholders, and the patient to optimise bed/chair utilisation and maintain patient flow.
Theatre Appointments & coordination	<ul style="list-style-type: none"> • Coordinate and collaborate with the Perioperative Coordinator and Surgery leadership team to develop and manage theatre and anaesthetic schedules for efficient patient flow, full theatre utilisation and reduce waiting list • Develop a projection of future operating requirements to determine necessary resources for maximising unit efficiency • Coordinate patient surgical needs ensuring alignment with the clinicians' skillset as per the staff rosters and clinicians diaries that are managed in the patient management system • Daily coordination of theatre lists, promptly addressing any issues that arise to achieve resolution • Receive, process and monitor referrals and waitlists for Oral Surgery, Paedodontics and Special Needs department, ensuring patient's medical records and questionnaires are up to date • Monitor and update the availability of operating rooms, and adjust schedules as needed due to cancellations, reschedules and delays • Work with the surgical team to prioritize urgent cases while ensuring that routine procedures are not delayed unnecessarily • Demonstrate the ability to work independently and collaboratively within a team environment • Support RDHM's goals as a centre for excellence in public oral health services for our community, to be the lead teaching and training organisation for oral health in Victoria • Undertake other reasonable duties as requested ensuring effective and timely completion • Other duties as directed, within scope of the role.
Stakeholder Relationships	<ul style="list-style-type: none"> • Build strong relationships across the clinical teams to facilitate teamwork • Engage with other service providers, as required to support the treatment pathway.

<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> <p>Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others.</p> <p>Follow safe work practices and directions, including the proper use of any personal protective equipment.</p> <p>Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS.</p>	
<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> <p>Working within the RDHM Quality and Safety systems.</p> <ul style="list-style-type: none"> • 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> <p>By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong</p> <ul style="list-style-type: none"> ○ 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"> • Proficient in MS Office and Patient Management systems, IT Systems related to bed/chair management and patient flow • Proficient in verbal and written communication • Customer Service & complaint resolution

	<ul style="list-style-type: none"> • Attention to detail and Priority management • Knowledge of patient registration flows and customer care processes and techniques for surgery • Participate in myDevelopment ensuring goals are signed off and reviewed • Knowledge of client/data management systems • Understanding of dental/oral health procedures and treatments.
Experience	<ul style="list-style-type: none"> • Experience in customer service and conflict resolution in managing complaints. • Experience in managing rosters and resources utilisation within a health care setting • Advanced knowledge of operating theatre suite and day surgery facilities • Analytical and problem-solving experience with a high degree of initiative, flexibility, and ability to analyse complex issues and provide sound recommendations • Experience in working well under pressure and coordinating multiple tasks in a high customer/patient volume environment.
Qualifications, Certifications and Other Requirements	
Qualifications, Certifications	No formal qualifications required
Other Requirements	<p>Satisfactory Working with Children's Check (Vic) and Police Check</p> <p>Vaccination requirements as required by the Department of Health guidelines, including COVID 19– Category B per Staff Immunisation Procedure</p>
Competencies	
Behavioural Competencies	<p>Adaptability</p> <p>Building Trust</p> <p>Collaboration</p> <p>Contributing to team success</p> <p>Customer focussed</p> <p>Decision making</p> <p>Quality Orientation / initiating action</p> <p>Managing Work</p>
Role Location	This role is on site

Document Title	Version	Sign off date
Theatre Booking Officer	Final	27/11/24