

ORAL HEALTH EXPERIENCE OFFICER

Title: Oral Health Experience Officer	Reporting To: Manager, Integrated Services Unit
Business Unit: CIO Portfolio	Classification: HS1
Enterprise Agreement Health and Allied Services, Managers and Administrative Workers (VIC Public Sector) (Single Interest Employers) Enterprise Agreement (2021- 2025)	Reviewed: February 2025

Position Purpose:

Reporting directly to the Manager, Patient Services, the Oral Health Experience Officer is an integral part of the Integrated Services Unit representing the voice of Oral Health Victoria (OHV) Smile Squad and state-wide services. As the first point of reference for all external contact, the role will be responsible for managing and coordinating all contact with consumers and their representatives/families via a variety of mediums including but not limited to, telephony, telepresence, referral, mail, email and webchat. The Oral Health Experience Officer supports the achievement of statewide key performance indicators, business goals and objectives, as they relate to OHV's Strategic Plan.

This role includes managing all contact and administration behind the referrals process including the outcome of screened patient referrals ensuring they are correctly prioritised and actioned in accordance with the direction from each state-wide service.

Responsibility for all external consumer correspondence is the key responsibility of this role. This role covers many administration functions and requires adaptability to various tasks depending on the operational requirements.

Role Accountabilities:

Role Specific

- Manage contact and communication with consumers including appointments, telephone calls, tele-presence calls, webchat, email, fax, traditional mail and enquiries (incoming and outgoing), referrals (incoming and outgoing), recalls, confirmations and all related correspondence while adhering to the Patient Services Quality Framework and procedures.
- Adaptability to move from one work type to another, for example, processing referrals to logging into telephony systems to answer inbound consumer enquiries.
- Conduct patient triage and ensure compliance against Key Performance Indicators (KPIs).
- Answer inbound telephony while adhering to the Integrated Services Unit Quality Framework.
- Action all work types within measured, personal Key Performance Indicators contributing to the overall team Key Performance Indicators of the Integrated Services Unit.
- Educate consumers regarding eligibility, fees, procedures, patient pathways and available state-wide services.
- Provide information, answer enquires and facilitate solutions for smile squad queries.
- Provide answers and resolutions to all manner of consumer enquiries by utilising available resources and escalation points following Integrated Services Unit workflows and procedures.

- Complete administrative tasks in relation to record management, referrals, waitlist, appointments and reporting.
- Review referral documentation ensuring accuracy of information, eligibility of patients, priority access and follow-up incomplete referral documentation for completion.
- Process patient details accurately in the electronic patient management system so that patient referral needs are in line with relevant specialist treatment.
- Data entry of patient information for waiting list, referrals and recall purposes, ensuring data quality and integrity is maintained.
- Liaise with external stakeholders such as clinic representatives and referring clinicians to ensure accuracy in patient referral information and eligibility.
- Review and update waiting lists and recalls in collaboration with the Manager, Patient Services.
- Align with and deliver on OHV's strategic plan for state-wide services.
- Track and report on referral KPIs.

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:

Mandatory

- Strong knowledge of customer / patient care processes and techniques.
- Knowledge of patient management systems.
- Understanding of public oral health's referrals process.
- Knowledge of RDHM's Records Management Policy.
- Proficiency in MS Office suite.
- Knowledge of client/data management systems.
- Knowledge of telephony techniques.
- Understanding of privacy and confidentiality requirements.

Desirable:

- Oral health terminology.
- Understanding of oral health procedures and appointment sequencing.
- Knowledge of OHV and public oral health.

Experience:

Mandatory

- Excellent customer engagement skills.
- Experience in working in a team and supporting peers.
- Experience in managing a diverse customer and/or patient base via phone and email and in building strong client relationships.
- Experience in managing and resolving customer complaints.
- Excellent oral, written and interpersonal communication experience.
- Ability to work autonomously with great attention to detail.
- Good organizational, planning and time management.

Desirable:

- Experience in a health sector environment.