

WORKING TOGETHER FOR BETTER ORAL HEALTH



Title: Operations Manager, Primary Care	Reporting To: Head of Unit, Primary Care
Business Unit: RDHM Management	Classification Level: HS5

Position Purpose:

As part of the leadership team of the Royal Dental of Melbourne (RDHM) within Dental Health Services Victoria (DHSV), the Operations Manager, Primary Care provides operational leadership to the Primary Care program.

The Operations Manager, Primary Care is accountable for strategy, structure, budgets, people, financial outcomes and scorecard metrics. As the 'people leader' of the team, the role provides guidance and direction on evidence-based best practice and ensures staff within the team engage with and support the organisation's transformation to value-based healthcare and improves the client and consumer experience.

Role Accountabilities:

Operational Management

- Provide leadership to the clinic teams to ensure the organisational values are upheld in delivering safe and high quality patient centered care
- Foster cross functional relationships both internal and external to promote multi-disciplinary and patient centered care that is inclusive of a team approach
- In collaboration with the Head of Unit Primary Care, and other Heads of Units and clinicians (including specialists in training), respond to and

WORKING TOGETHER FOR BETTER ORAL HEALTH



provide support to resolve clinical and administrative issues as identified through trends, themes, feedback and incidents, ensuring whole system approach in-line with the principles of Value Based Health Care

- Lead the team to implement business improvement strategies in accordance to DHSV policies and procedures by:
 - Contributing to strategic planning though identifying opportunities for improvement
 - Providing robust performance and benchmarking data to staff and key stakeholders; and engaging them in developing targeted actionand response to maximise productivity and improve access
 - Leading structured clinic business and administrative functions including regular review, planning and analysis, in conjunction with key support areas.
 - Ensure key administrative tasks are performed, trends are accounted for and resources are efficiently optimised to meet demand
 - Monitoring business performance, key performance indicators and identify opportunities to improve health outcomes whilst meeting targets
 - In collaboration with Head of Unit Primary Care, and other Head of Units and clinicians, support activities to ensure compliance of all clinical requirements that affect the team.
 - Lead activities to meet requirements of the National Safety and Quality Healthcare Service Standards and other external accreditation, ensuring successful accreditation outcomes and a continuous quality cycle is maintained.
 - Participate and contribute to activities that identify and mitigate risks both clinical and operational.
 - In collaboration with the RDHM management team, ensure operating policies and procedures are current and consistently implemented.



WORKING TOGETHER FOR BETTER ORAL HEALTH



- Support the strategic themes and allocated projects of the organisation and lead projects directly relevant to the Primary Care program,
- Promote a learning environment for staff within the team that is supportive, evidence based and incorporates a culture of enquiry using principles of a continuous improvement cycle.
- Collaborate with organisational stakeholders to identify and develop professional development needs for DHSV staff.

Change Management

- In partnership with the Head of Unit, Primary Care and other key stakeholders, implement change management processes to ensure smooth and successful transition to new service delivery models consistent with the principles of value-based healthcare.
- Ensure thorough and consistent communication channels.

Client Experience

- In partnership with the Head of Unit, Primary Care, support DHSV's transition to new service delivery models centered on the principles of value-based healthcare in order to improve client/consumer engagement by delivering an experience that delights
- In collaboration with key stakeholders develop and implement strategies that improve the consumer experience incorporating feedback, best practice and value-based health care principles

Leadership

- Provide strong leadership for effective management, talent acquisition, succession planning and talent development within the Primary Care program. This includes coaching and partnering with direct reports to build and implement annual development plans and initiatives through robust and responsive feedback discussions

WORKING TOGETHER FOR BETTER ORAL HEALTH



- Work in partnership with direct reports to develop the skills of the workforce to meet current and future demand and emerging model of care centered around value-based health care

Role requirements:

Mandatory

- Understanding of the critical talent that comprises a healthcare team in a public setting
- Understanding of key business drivers and metrics, including financial and performance indicators and latest developments in the health industry
- Strong knowledge in resource management, budgets and financials
- Qualifications in health, hospital administration, public health, business management or a related field
- Strong proficiency in MS Office suite of programs
- Demonstrated understanding of change management
- Understanding of consumer co-design to improve services delivery to enhance health outcomes and the consumer experience
- Strong leadership experience in operational management preferably in health care
- Strong experience in relationship building, collaborating and managing the expectations of key stakeholder groups and providing an outcome that benefits the organisation
- Experience in leading change/process improvement initiatives within a unionised environment and involving a diverse range of stakeholders
- Excellent interpersonal skills in engaging with a diverse range of stakeholders within and external to the organisation
- Consistent successful track record in managing innovation and change
- Experience in contributing to the development and execution of business strategy



WORKING TOGETHER FOR BETTER ORAL HEALTH



Desirable

- Tertiary qualifications in management, business, health or a relevant discipline
- Project management accreditation or qualification
- Understands the importance of developing and implementing innovative practice and value-based healthcare
- Knowledge of patient management systems e.g. Titanium
- Knowledge of DHSV and public oral health
- Knowledge of the health sector and government legislation, regulations and policies
- Lean accreditation
- Experience in managing and developing clinical and non- clinical staff
- Project management experience
- Experience in using Studer resources and tools
- Experience in a public health sector environment
- Experience in Dyad leadership/management

Behavioural Competencies

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



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Personal Attributes:

- Leading with humility
- Passion for results
- Drive and energy
- Highly organised
- Self-starter
- Courage
- Emotional and social intelligence
- Mentoring
- Lateral thinker

OPEN UP TO **BETTER**

