

Dental Laboratory Administrator

Dental Laboratory

Title: Dental Laboratory Administrator	Reporting to: Team Leader, Dental Laboratory	
Portfolio: RDHM Business Unit: Dental Laboratory	Direct reports: 0	
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025	
Classification:	HS2	
Employment Type:	Part-time	
Key Stakeholders:	Internal: RDHM employees DHSV employees	External: Patients/Consumers Families / Carers Students / Convenors Universities

Position Purpose

As part of the DHSV Dental Laboratory team, this role is responsible for providing administrative and operational support within the laboratory. Working within a team environment to ensure the quality of service to our clients both internally and externally, ensuring the DHSV values are modeled at all times.

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	
Position Specific	<ul style="list-style-type: none"> Provide administrative support to the Team Leader with invoicing and management of workflow both with internal technicians and external laboratories

	<ul style="list-style-type: none"> • Allocate work received by students and clinicians to relevant DHSV technicians • Liaise with internal and external departments as required • Provide administrative support by ordering and maintaining consumables • Communicate with senior clinical staff and relevant leaders of situations that could result in delays and patient impacts by providing reporting and conducting audits • Liaise with service contractors for equipment and preventative maintenance • Ensure patient service by conducting audits on completed work and reporting them to relevant areas • Report and track quality feedback on received work
Generic	
Your Knowledge, Skills and Experience	
Knowledge and Skills	<p>Mandatory</p> <ul style="list-style-type: none"> • Strong proficiency in Microsoft office suite • Strong negotiation and stakeholder management skills <p>Desirable</p> <ul style="list-style-type: none"> • An understanding of laboratory procedures and appliances made within a Dental Laboratory.
Experience	<p>Mandatory</p> <ul style="list-style-type: none"> • Experience in stakeholder management • Experience in customer/patient services <p>Desirable</p> <ul style="list-style-type: none"> • Experience working in the health sector • Experience in process improvement methodologies
Qualifications, Certifications and Other Requirements	
Other Requirements	<ul style="list-style-type: none"> • Satisfactory Police Check • Vaccination requirements as required by the Department of Health guidelines and the DHSV Staff Immunisation Procedure.
<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> <ul style="list-style-type: none"> • Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others. • Follow safe work practices and directions, including the proper use of any personal protective equipment. • Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS 	

- Maintain a commitment to child safety, equity and inclusion, and cultural safety
- Adhere to the DHSV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.

Quality, Compliance & Risk Management

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:

- Working within the RDHM Quality and Safety systems.
- 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

Diversity & Inclusion

By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong

- 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

Privacy

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.

Competencies

Behavioural Competencies

- Adaptability
- Building Trust
- Collaboration
- Contributing to team success
- Customer focussed
- Decision making
- Quality Orientation / initiating action
- Managing Work

Document Title	Version	Sign off date
Dental Laboratory Administrator	Version 1	17 January 2025