

## Operations Manager

### Primary Care

<b>Title:</b> Operations Manager	<b>Reporting to:</b> Director, Primary Care	
<b>Portfolio:</b> RDHM <b>Program:</b> Primary Care	<b>Direct reports:</b> RDHM Team Leaders Administration Assistant, Primary care	
<b>Enterprise Agreement:</b>	Health and Allied Services, Managers and Administrative Workers Enterprise Agreement 2021-2025	
<b>Classification:</b>	Grade 6- HS6	
<b>Employment Type:</b>	Full Time, ongoing	
<b>Key Stakeholders:</b>	Internal: Clinical and operational leads RDHM Quality & Safety team Transformation team People & Culture, Safety & Wellbeing DHSV corporate	External: -

### 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.

### 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

<b>Role Accountabilities: What you are accountable for</b>	
Operational Management	<ul style="list-style-type: none"> <li>• Provide leadership to the clinic teams to ensure the organisational values are upheld in delivering safe and high-quality patient centred care.</li> <li>• Foster cross functional relationships both internal and external to promote multi-disciplinary and patient centred care that is inclusive of a team approach.</li> <li>• In collaboration with the Head of Unit Primary Care, and other Heads of Units and clinicians (including specialists in training), respond to and 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.</li> <li>• Lead the team to implement business improvement strategies in accordance to DHSV policies and procedures.</li> <li>• Contribute to strategic planning through identifying opportunities for improvement.</li> <li>• Provide robust performance and benchmarking data to staff and key stakeholders; and engaging them in developing targeted action and response to maximise productivity and improve access.</li> <li>• Lead structured clinic business and administrative functions including regular review, planning and analysis, in conjunction with key support areas.</li> <li>• Ensure key administrative tasks are performed, trends are accounted for, and resources are efficiently optimised to meet demand.</li> <li>• Monitoring business performance, key performance indicators and identify opportunities to improve health outcomes whilst meeting targets.</li> <li>• 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.</li> <li>• 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.</li> <li>• Participate and contribute to activities that identify and mitigate risks both clinical and operational.</li> <li>• In collaboration with the RDHM management team, ensure operating policies and procedures are current and consistently implemented.</li> <li>• Support the strategic themes and allocated projects of the organisation and lead projects directly relevant to the Primary Care program,</li> <li>• 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.</li> <li>• Collaborate with organisational stakeholders to identify and develop professional development needs for DHSV staff.</li> </ul>
Change Management	<ul style="list-style-type: none"> <li>• In partnership with the Head of Unit, Primary Care, and other key stakeholders, implement change management processes to ensure</li> </ul>

	<p>smooth and successful transition to new service delivery models consistent with the principles of value-based healthcare.</p> <ul style="list-style-type: none"> <li>• Ensure thorough and consistent communication channels.</li> </ul>
Client Experience	<ul style="list-style-type: none"> <li>• In partnership with the Head of Unit, Primary Care, support DHSV's transition to new service delivery models centred on the principles of value-based healthcare to improve client/consumer engagement by delivering an experience that delights.</li> <li>• In collaboration with key stakeholders develop and implement strategies that improve the consumer experience incorporating feedback, best practice and value-based health care principles.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Work in partnership with direct reports to develop the skills of the workforce to meet current and future demand and emerging model of care centred around value-based health care.</li> </ul>
Generic	<ul style="list-style-type: none"> <li>• Demonstrate and promote a proactive commitment to health &amp; safety, wellbeing and the environment by actively participating in the ongoing identification of risks.</li> <li>• Maintain patient privacy and confidentiality in accordance with organisational procedures and policies.</li> <li>• Participate in myDevelopment ensuring goals are signed off and reviewed.</li> <li>• Model behaviours that demonstrate the Victorian Public Health Sector and DHSV values in all aspects of work.</li> <li>• Maintain a commitment to child safety, equity and inclusion, and cultural safety.</li> <li>• Adhere to the DHSV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.</li> <li>• Other duties as requested within scope of role.</li> </ul>
<p><b>Value Based Health Care</b></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"> <li>○ Be a person-centred system based on what people need.</li> <li>○ Provide the right services, by the right person, at the right time, in the right location.</li> <li>○ Achieve the best outcomes at the lowest cost.</li> <li>○ Integrate care across separate facilities.</li> <li>○ Measure outcomes and costs for every client.</li> </ul>	
<p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>○ Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others.</li> <li>○ Follow safe work practices and directions, including the proper use of any personal protective equipment.</li> <li>○ Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS.</li> </ul>	

#### **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.

#### **Your Knowledge, Skills and Experience**

##### **Knowledge and Skills**

- 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.
- 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.
- 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.

	<b>Desirable</b> <ul style="list-style-type: none"> <li>• Understands the importance of developing and implementing innovative practice and value-based healthcare.</li> <li>• Knowledge of patient management systems e.g. Titanium.</li> <li>• Knowledge of DHSV and public oral health.</li> <li>• Knowledge of the health sector and government legislation, regulations and policies.</li> <li>• Lean accreditation.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in contributing to the development and execution of business strategy.</li> <li>• Strong leadership experience in operational management preferably in health care.</li> <li>• Strong experience in relationship building, collaborating, and managing the expectations of key stakeholder groups and providing an outcome that benefits the organisation.</li> <li>• Experience in leading change/process improvement initiatives within a unionised environment and involving a diverse range of stakeholders.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>• Experience in managing and developing clinical and non-clinical staff.</li> <li>• Project management experience.</li> <li>• Experience in using Studer resources and tools.</li> <li>• Experience in a public health sector environment.</li> <li>• Experience in Dyad leadership/management.</li> </ul>
<b>Qualifications, Certifications and Other Requirements</b>	
<b>Qualifications, Certifications</b>	<ul style="list-style-type: none"> <li>• Qualifications in health, hospital administration, public health, business management or a related field</li> <li>• Postgraduate nursing qualification, along with demonstrated clinical experience (desirable)</li> <li>• Tertiary qualifications in management, business, health, or a relevant discipline (desirable)</li> <li>• Project management accreditation or qualification (desirable).</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Vaccination requirements as required by the Department of Health guidelines - Category C per Staff Immunisation Procedure</li> <li>• Police Check</li> </ul>
<b>Competencies</b>	
Behavioural Competencies	<ul style="list-style-type: none"> <li>• Influence</li> <li>• Customer Focus</li> <li>• Emotional Intelligence</li> <li>• Making Healthcare Operations Decisions</li> <li>• Driving Execution</li> </ul>

	<ul style="list-style-type: none"> <li>• Building Partnerships</li> <li>• Building a Successful Team</li> <li>• Facilitating Change through continuous improvement</li> <li>• Coaching</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• Leading with humility</li> <li>• Passion for results</li> <li>• Drive and energy</li> <li>• Highly organised</li> <li>• Self-starter</li> <li>• Courage</li> <li>• Emotional and social intelligence</li> <li>• Mentoring</li> <li>• Lateral thinker</li> </ul>
<b>Role Location</b>	<b>This role is based on site</b>

Document Title	Version	Sign off date
Operations Manager	1.0	2 May 2025