Operations and Practice Team Leader

Work type: Full time, continuing

Location: Parkville

Melbourne Dental Clinic, Melbourne Teaching Health Clinics

Salary: AUD$61,463 - $75,379 p.a. plus 9.5% superannuation

About Melbourne Teaching Health Clinics

The Melbourne Teaching Health Clinics (MTHC) was established by the University of Melbourne to operate and manage teaching health clinics that provide students at the University with world class clinical training as a core component of their studies. The organisation also provides continuing professional development training to persons working in the area of health care provision, facilitates research into health outcomes and provides patients with health services at affordable rates.

The Shepparton Medical Centre (SMC) and the Melbourne Dental Clinic (MDC) are two of the five teaching health clinics within the MTHC. The SMC is a general practice-centred, multidisciplinary teaching clinic, the mission of which is to increase the quality and capacity of medical education for undergraduate and postgraduate medical students and provide high quality, comprehensive general practice care for members of the public. The MDC was established by the University of Melbourne in 2013 to provide excellence in clinical education for the next generation of dental professionals and increase access to comprehensive dental care for members of the public.

About the Role

An exciting opportunity exists for an experienced Operations and Practice Team Leader who will support the Operations and Practice Manager with the day-to-day operations of the Clinic and the management of the Administrative and Dental Assistant teams. The role of the Operations and Practice Team Leader is to manage and contribute to high quality, efficient and effective clinical practice and patient care by implementing and managing processes that improve clinic efficiency as well as leading and mentoring a team of Dental Assistants and administrative staff.

The Operations and Practice Team Leader will be required to collaborate closely with the Operations and Practice Manager to optimise workforce utilisation and productivity levels. The position will also assist clinicians to provide direct patient care in accordance with the Clinic’s standards and policies to ensure the provision of high quality and efficient dental services and patient care.

The Operations and Practice Team Leader will also be responsible for the entire clinic when the Operations and Practice Manager is on leave and may be required to assist on Reception and support CSSD during periods of high activity.

Essential Selection Criteria

- Relevant qualifications with previous demonstrated experience leading a team.
- Previous experience working within a fast-paced medium to large scale dental clinic with the ability to multi-task and prioritize effectively.
- Ability to negotiate and gain co-operation and support from others in a team environment.
• Excellent interpersonal skills and high emotional intelligence with the ability to relate to a diverse range of people at all levels within and outside the organisation.
• Well-developed written and verbal communication skills.
• Demonstrated ability to work autonomously, analyse problems and apply a range of options to develop solutions.
• Thorough understanding and absolute commitment to the principles and practises of infection control regulations and procedures that meet National Infection Control standards.
• Strong Knowledge of Microsoft suites of products including Excel as well as competency in using a patient management system e.g. MacPractice.

Key responsibilities include:

• Assist the Operations and Practice Manager to contribute to the operational success of the Clinic by ensuring the administrative and Dental Assistant teams consistently deliver high quality and timely patient and clinical services.
• Manage and maintain the Dental Assistant roster and take appropriate measures to manage sick leave and annual leave.
• Ensure that professional standards of practice are met and where relevant that staff are operating within their scope of practice.
• Take responsibility for the daily operations of the clinic.
• Actively contribute to continuous improvement of work, standards and methodologies
• Manage consumables and other non-salary costs within the clinic budget
• Monitor compliance of infection control principles including providing advice and feedback to Dental Assistants and students to ensure compliance.
• Provide excellent, helpful service to patients, visitors and staff.
• Identify and implement solutions to breakdown internal processes and systems that directly impact patient care and customer service.
• Respond quickly and proactively escalate clinical and customer service concerns when necessary
• Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and are carried out with empathy and compassion.

Please submit your application through the APPLY FOR THIS JOB button next to the advertisement on the SEEK website.

A cover letter, CV and document addressing the key selection criteria listed in the position description will need to be included in your application.

For inquiries please contact Ms Harriet Muggleton, harriet.muggleton@unimelb.edu.au (please do not send applications to this email)

Applications close: Monday 29 April 2019