

Patient Access Team Leader

Integrated Specialist Care

Title: Patient Access Team Leader	Reporting to: Operations Manager	
Portfolio: RDHM Program: Integrated Specialist Care	Direct reports: 10 direct reports. Senior Patient Access Officer Patient Access Officers	
Enterprise Agreement:	Health And Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025	
Classification:	Managers and Administrative Workers, Grade 4	
Employment Type:	Fulltime	
Key Stakeholders:	Internal: Clinical and operational leads RDHM Quality & Safety team RDHM Operational Transformation team Finance People & Culture, Safety & Wellbeing DHSV Corporate Universities, Community Dental Agencies	External: Patients/Consumers Families / Carers Students and University staff Community Dental Agencies

Position Purpose

The Patient Access Team Leader is responsible for leading and managing the Patient Access team and the departments administration operational performance within the RDHM portfolio. As a leader you will collaborate with Senior leadership and clinicians at RDHM to deliver high quality, service, and outstanding patient experience to ensure we continue to be a leading oral health teaching institution.

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	
Operational Support	<ul style="list-style-type: none"> • Lead and manage the patient administration team, including recruitment, rostering and leave management, onboarding, coaching, training, and performance management and development • Support Manager to monitor and lead team to ensure staff are accountable for the patient experience. • Manage incidents and patient complaints and/or unacceptable patient behaviours and escalate when required. Respond to Code grey requests and provide debrief to staff after incidents, ensuring that incidents are reported via Safety and quality systems. • Continuous improvement in relation to processes and complaint management • Undertake continuous professional learning and development to ensure current competencies including any prescribed training in safety and quality • Ensure staff are trained and new starters complete all induction activities within probation • Comply with DHSV's policies and procedures and ensure that all team members adhere to them. • Support RDHM's goals as a centre for excellence in public oral health services for our community and to be the lead teaching and training organisation for oral health in Victoria • Undertake other reasonable duties as requested, ensuring effective and timely completion
Patient Experience	<ul style="list-style-type: none"> • Oversee, monitor, and improve administration function performance to improve the patient experience access, including conducting and reviewing audits, scheduled reporting, operational KPIs (e.g., patient experience, patient access, clinic/chair utilisation, attendance, and gaps) • Oversee waitlist /recall/ appointment book management to ensure effective management of patient experience and to support effective chair utilisation. • Lead, initiate and contribute to continuous improvement activities that enable quality and service improvements that support the patient experience and RDHM. • Manage coordination of patients as required and/or directed by Head of Unit and clinical stakeholders
Operational and Financial Performance	<ul style="list-style-type: none"> • Manage team budgets such as salaries and consumables in line with requirements • Manage financial reconciliation, refunds and coding adjustments for the Child Dental Benefit Scheme (CDBS) and ensure all revenue activities are in line with DHSV guidelines, policies and procedures. • Review and Evaluate audit reports and department KPIs including financial, clinical productivity, waitlist, and other relevant reporting to assess achievement of patient outcomes and student learning outcomes
Stakeholders	<ul style="list-style-type: none"> • Act as a key point of contact for clinicians and other stakeholders, including regularly liaising with the clinical leadership team to support enabling improved patient experience.
<p>Value Based Health Care (VBHC) 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 	

Health & Safety	
<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 	
Quality, Compliance & Risk Management	
<p>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:</p> <ul style="list-style-type: none"> • 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	
<p>By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong</p> <ul style="list-style-type: none"> • 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	
<p>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.</p>	
Your Knowledge, Skills and Experience	
Knowledge and Skills	<ul style="list-style-type: none"> • Customer service and conflict resolution • People leadership & ability to lead change • Rostering and resource management systems/processes • MS Office and patient management systems • Proficiency in verbal and written communication skills • Strong frontline leadership and proven track record in managing and motivating a team • Understanding of HR Processes and key business drivers and metrics such as financial and performance indicators • Stakeholder management • Priority management and analytical skills • Time management • Attention to detail
Experience	<ul style="list-style-type: none"> • Experience in health sector and patient management systems • Experience in managing customer complaints and resolution
Qualifications, Certifications and Other Requirements	
Qualifications, Certifications	<ul style="list-style-type: none"> • No formal qualifications required. • Certificate 4 Business Administration or equivalent is desirable
Other Requirements	<ul style="list-style-type: none"> • Satisfactory Working with Children's Check (Vic) and Police Check • Vaccination requirements as required by the Department of Health guidelines, including COVID 19– Category B per Staff Immunisation Procedure

Competencies	
Behavioural Competencies	<ul style="list-style-type: none"> • Adaptability • Building Trust • Collaboration • Contributing to team success • Customer focussed • Decision making • Quality Orientation / initiating action • Managing Work
Role Location	This role is based on site

Document Title	Version	Sign off date
RDHM Patient Access Team Leader	V1	2/7/2024