

## DTC DENTIST

### Primary Care

<b>Title:</b> DTC Dentist	<b>Reporting to:</b> Clinical Manager, Primary Care	
<b>Portfolio:</b> RDHM <b>Program:</b> Primary Care	<b>Direct reports:</b> NIL	
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (General Dentists') Enterprise Agreement 2024 -2028	
<b>Classification:</b>	Level 2	
<b>Employment Type:</b>	Part-time, ongoing	
<b>Key Stakeholders:</b>	Internal: Clinical and operational leads RDHM Quality & Safety team Universities	External: Patients/Consumers Families / Carers Students and university staff

### Position Purpose

As part of the Dental Teaching Clinic (DTC), this position is primarily responsible for the provision of a broad range of clinical administrative duties within the scope of publicly funded dental services, including patients with disabilities and complex medical histories

### 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>	
Administrative	<ul style="list-style-type: none"> <li>• Reviewing emails</li> <li>• Management of escalated OPGs</li> <li>• Coding errors</li> <li>• Contributing to DTC newsletters</li> <li>• Sharepoint referrals</li> <li>• Credentialing of supervisors</li> <li>• Screening referrals to specialist clinics/PC</li> <li>• Assigning patients to student lists</li> </ul>
Clinical support	<ul style="list-style-type: none"> <li>• Assessing treatment plans</li> <li>• Providing clinical advice for students and supervisors of RMIT and UoM</li> <li>• Huddles with students</li> </ul>
Sourcing appropriate DTC patients	<ul style="list-style-type: none"> <li>• Reviewing waitlists</li> <li>• Implementing strategies to find more patients if there are shortage</li> <li>• Adding appointment recall requests</li> <li>• Liaising with PLOs and operations coordinator</li> <li>• Checking Titanium dairies for future gaps]</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Meetings with the University, DTC and PC leadership team to improve efficiencies in the clinic</li> <li>• Monitor my Learning Compliance, DHSV dashboard for KPIs</li> <li>• Other reasonable duties as requested from time to time.</li> </ul>
Generic	<ul style="list-style-type: none"> <li>• Ensuring patient centric care adhering to DHSV values in a teaching hospital</li> <li>• Creating a good learning experience for students</li> <li>• Maximising clinic time</li> <li>• Using public funding to establishing long lasting good quality care</li> <li>• Support casual supervisors in DTC who are likely not be familiar with public policies</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> </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> <p>Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others.</p> <p>Follow safe work practices and directions, including the proper use of any personal protective equipment.</p>	

Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS	
<p><b>Quality, Compliance &amp; Risk Management</b></p> <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"> <li>o 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.</li> <li>o Working within the RDHM Quality and Safety systems.</li> <li>o Providing safe, integrated, appropriate and patient centred care</li> </ul>	
<p><b>Diversity &amp; Inclusion</b></p> <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"> <li>o Recognise and appreciate the unique and different perspectives that each individual brings to the team</li> <li>o Challenge assumptions and stereotypes and actively contribute to an environment where everyone feels respected and included</li> <li>o 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</li> </ul>	
<p><b>Privacy</b></p> <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>	
<b>Your Knowledge, Skills and Experience</b>	
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Clinical expertise, confidence with diagnosing, radiographic interpretation, treatment planning</li> <li>• Proficiency in Microsoft Word, Excel, Power Point, good literacy and communication skills</li> <li>• Interest in teaching students, contributing to students' learning outcomes, supervising experience is desirable</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of DHSV policies, procedures, values</li> <li>• Knowledge of a patient management system e.g. Titanium</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years' experience as a dental practitioner within a team environment in a wide range of dental assessment and procedures for adults and children</li> <li>• Strong experience in working collaboratively with other clinical professionals</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience in working well under pressure and with minimal supervision &amp; coordinating multiple tasks</li> <li>• Excellent verbal and written communication skills and the ability to liaise effectively with all stakeholders levels.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience working with people from culturally diverse backgrounds</li> <li>• Proven track record of driving results by working to targets and KPIs and in focusing and guiding others in accomplishing work Objectives.</li> </ul>
<b>Qualifications, Certifications and Other Requirements</b>	
<b>Qualifications, Certifications</b>	<ul style="list-style-type: none"> <li>• A Bachelor of Dental Science or equivalent and ADC Certificate</li> <li>• Current, unrestricted APHRA registration</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Satisfactory Working with Children's Check (Vic) and</li> <li>• Police Check</li> <li>• Vaccination requirements as required by the Department of Health guidelines and per the Staff Immunisation Procedure.</li> </ul>
<b>Competencies</b>	
Behavioural Competencies	Adaptability Building Trust Collaboration Contributing to team success Customer focussed Decision making Quality Orientation / initiating action Managing Work
<b>Role Location</b>	This role is based on site

Document Title	Version	Sign off date