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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Dental Manager
REMUNERATION/CONDITIONS:	Aboriginal and Torres Strait Islander Health Award [MA000115]
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Deputy Chief Executive Officer (DCEO)
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	The Dental Manager is responsible for overseeing the daily operations, service delivery, compliance, and quality improvement activities of the Dental Clinic. The role ensures effective coordination of staff, resources, and patient care to provide culturally safe, high- quality dental services aligned with the organisations values and funding obligations.
MINIMUM SKILLS REQUIRED:	Tertiary qualifications in Health Administration, Oral Health, Dental Assisting, or relevant field.

POSITION SUMMARY

The Dental Manager is accountable for the effective administration and coordination of all aspects of the dental service, including clinical operations, team leadership, compliance with dental standards and funding requirements, data reporting, financial oversight, and ensuring continuity of care. This position provides strong operational leadership, manages dental program budgets, and works closely with clinical and executive staff to ensure optimal oral health outcomes.

RESPONSIBILITIES

Operational Management

- Manage daily operations of the dental clinic, ensuring efficient workflows, appointment management, and staff scheduling
- Supervise dental staff including dentists, oral health therapists, dental assistants, and administration staff
- Oversee dental equipment and consumables inventory, maintenance, and compliance with infection control standards
- Coordinate dental outreach and school-based programs as required

Clinical Governance and Compliance

- Ensure adherence to NSQHS Standards, RACGP standards, ADA guidelines, and ACCHO policies
- Maintain records in accordance with legislative and funding requirements
- Conduct regular clinical audits and risk assessments to support continuous quality improvement
- Monitor patient feedback and implement service improvements accordingly

Financial and Resource Oversight

- Manage dental program budgets, including ordering, billing, and reconciliation processes
- Monitor Medicare, CDBS, and other claimable services and ensure timely and accurate submissions
- Liaise with finance and Medicare Compliance Officer on billing issues, income tracking, and funding compliance

Reporting and Data Management

- Collect and report service delivery data to internal and external stakeholders (e.g. funding bodies, Board)
- Ensure accurate documentation and data entry into practice management systems
- Monitor patient throughput, treatment plans, and key service indicators

Stakeholder and Team Engagement

- Foster a culturally safe and supportive working environment
- Build relationships with oral health networks, schools, funding providers, and community organisations
- Facilitate regular team meetings, case conferences, and staff development activities

Continuous Quality Improvement

- Develop and implement the dental component of the organisation's CQI Plan
- Participate in accreditation processes and ensure ongoing compliance with quality standards
- Support professional development and training for dental staff

MEETINGS

- Attend regular management and clinical governance meetings
- Facilitate monthly dental team meetings
- Participate in inter-agency oral health forums as a representative of the service

KEY PERFORMANCE INDICATORS

KPI Area	Key Performance Indicator (KPI)
Service Delivery	90%+ appointment attendance rate; reduced waiting times for routine care
Compliance	100% adherence to NSQHS/RACGP/ADA infection control and documentation standards
Financial Oversight	Monthly budget maintained within 5% variance; all Medicare and CDBS claims submitted within 14 days
Team Management	Annual performance reviews completed; low staff turnover; staff satisfaction score $\geq 80\%$
CQI Participation	Minimum 2 audits completed annually with action plans implemented
Outreach Engagement	Annual outreach targets met; $\geq 90\%$ positive feedback from school and community engagement activities

PROFESSIONAL DEVELOPMENT

- Participate in ongoing professional development relevant to the role and as approved by the D/CEO
- Evaluate and report performance regularly to the D/CEO.

ESSENTIAL SKILLS AND EXPERIENCE

- Experience using Patient Management Systems (PMS)
- High-level administrative, analytical, and record-keeping skills
- Strong attention to detail and accuracy in billing data
- Excellent communication and liaison skills with both clinical and non-clinical staff

- Demonstrated ability to provide training or education to staff.

MANDATORY REQUIREMENTS

- Tertiary qualifications in Health Administration, Oral Health, Dental Assisting, or relevant field
 - Minimum 3 years' experience in managing or coordinating dental services
 - Knowledge of dental practice compliance and safety standards (NSQHS, RACGP, ADA guidelines)
 - Experience in managing staff and multidisciplinary teams in a clinical setting
 - Strong understanding of funding streams, including DVA, CDBS, Medicare, WIP, and other oral health initiatives
 - Familiarity with Dental software systems and practice management tools
 - Excellent interpersonal, communication, and organisational skills
 - Demonstrated cultural competence and commitment to working with Aboriginal communities
 - Current Working with Children Check
 - National Police Check
 - Current Driver's Licence
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SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____