



**Swan Hill
District Health**
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Dental Clinic Manager (Full Time)

An exciting opportunity exists for a Dental Clinic Manager to join and lead our professional dental team in providing valuable community oral health care. The Dental Clinic is a fully equipped four chair clinic, prosthetist chair with work area, and provision of the Smile Squad Program. The clinic provides public dental services under direction of Oral Health Victoria and also private patient access.

What does the job entail?

This position will work closely with other members of the dental team to ensure community have access to respectful, high quality and efficient public dental services. This will include coordinating the day-to-day operation of the dental clinic in accordance with Swan Hill District Health and Oral Health Victoria policy and procedures.

About you:

You bring strong leadership and operational capability to a busy clinical environment. Whether you're an experienced Dental Clinic Manager, a Senior Dental Assistant with significant experience, or you have a background in business or health service management, you're confident coordinating daily operations, supporting staff, and ensuring patient-centred care remains the focus of everything you do. You enjoy working with and supporting a multidisciplinary team, and your communication and people skills help you build positive relationships with staff, patients and external partners alike. Organised and proactive, you're comfortable managing budgets, rosters and systems, while also being flexible and approachable in your leadership style.

About us:

Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community.

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- A dynamic workplace
- Discounted Corporate gym memberships
- Salary Sacrifice/Packaging
- Professional Development opportunities
- Employee Assistance Program

Applications:

To be completed online at <https://www.shdh.org.au/employment/vacancies/> or emailed to employment@shdh.org.au.

Complete application will include:

- Completed Application for Employment form
- Cover letter & Resume CV and
- Response to the key selection criteria

Enquires:

Further information contact Paul Smith, Executive Director Community Care on (03) 5033 9249 or by email psmith@shdh.org.au.

Closing date: Sunday 14th December 2025

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.

Position:	Dental Clinic Manager
Classification:	In accordance with the relevant award
Department:	Dental Clinic
Reports to:	Executive Director Community Care
Position Summary:	This position will work closely with other members of the dental team (Senior Dentist, Dentists, Dental Therapists, Dental Assistants and Administration) to ensure that members of the community have access to respectful, high quality and efficient public dental services.
Responsibilities:	<p>To coordinate the day-to-day operation of the dental clinic ensuring efficient, effective and high quality coordinated service are delivered in accordance with Swan Hill District Health (SHDH) and Oral Health Victoria (OHV) policy and procedures.</p> <ul style="list-style-type: none"> • Manage engagement, contracts and rostering of locum dentists including liaison with dental recruitment agencies. • Directly manages all trainee and qualified dental receptionists/nurses, work experience students and other staff as delegated. • Assists with the coordination of the roster and with organising locum staff. • Oversees the onsite running of the computer network system. • Undertake administrative duties as required ensuring efficient operation of the dental clinic. • Supervise all material management, purchasing and supply requirements related to dental services. • Monitor clinic functions in response to inventories, stock control and cleaning duties. • Ensure facilities and dental equipment within the clinic are maintained according to the legislative requirement. • Manage site maintenance requests. • Coordinate the day-to-day human resources requirements of the Dental Clinic Team including: <ul style="list-style-type: none"> ○ Recruitment and selection ○ Orientation ○ Rostering of all Dental Clinic staff members. • Manage staff leave entitlements, training and development, overtime, time in lieu and work rosters • Liaise with OHV on matters relating to, or for assistance and support regarding the dental program. • Liaise with other health agencies, and other organisations as required and promote professional development. • Contribute towards policy and planning of the department and the health service, by identifying issues relating to the service on a local and regional level. • Provide education, mentoring and leadership for Dental Clinic staff. • Undertake My Work Plans of Dental Clinic staff (excluding the Senior Dental Officer, Dental Officer and Dental Therapists). If no appointed Senior Dental Officer then to undertake My Work Plan of Dental Therapists. • Actively participate in the preparation and management of the clinic's revenue and expenditure budget.

	<ul style="list-style-type: none"> • Monitor, interpret and evaluate Dental Clinic indicators, productivity and budget performance each month. • Monitor service achievements against negotiated targets and manage strategies to meet agreed service targets. • Plan and organise workload to achieve specific objectives in the most efficient way with resources and time available. • Actively participate in reviewing and providing advice on strategies to increase efficiency, effectiveness and productivity. • Promote oral health promotion and education to patients and parents in the clinical setting. • Monitor, prioritise and evaluate waiting lists to ensure that dental services are delivered in a timely manner with available resources. • Manage referrals to and claims from the VEDS, VGDS and VDS vouchers schemes (if available). • Develop a plan and manage the promotion, scheduling and recall activities required for the Child Dental Services. • In collaboration with the Senior Dental Officer, monitor practice to ensure National Standards are met and maintained. • Develop and review Dental Clinic policy and protocols in collaboration with the Senior Dental Officer and other clinical staff. • Ensure documented evidence and records of client contact for dental care is maintained. • To coordinate and facilitate team meetings, client review meetings, service planning and evaluation to assist with the effective and efficient provision of dental services. • All interactions with clients and staff show appropriate responses to their needs and demonstrate the application SHDH values. • Undertake other duties and responsibilities as may be reasonably required. • Demonstrate commitment to continuing personal and professional development.
Key Selection Criteria:	<ul style="list-style-type: none"> • Experience as a Dental Clinic Manager, or as a Senior Dental Assistant with five years' experience; OR experience in business or health service management that demonstrates capability to manage clinical operations, staff coordination, and patient centred service delivery. • An ability to plan, implement and manage the dental clinic and programs in accordance with the allocated budget, timeframes, and service objectives. • Demonstrated ability to generate, interpret and analyse data in order to achieve program objectives and to facilitate improvement in service delivery. • Effective interpersonal skills including ability to communicate (verbal and written skills) and effectively manage relationships. • Demonstrated ability to supervise and coordinate dental clinic staff. • Demonstrated ability to work as part of a multidisciplinary team. • Demonstrated high level of client management and liaison skills, and the ability to liaise with persons from diverse backgrounds and cultures. Demonstrated experience to treat clients who are physically and/or intellectually challenged. • Demonstrated ability to manage a variety of staffing configurations and staffing ratios. • Advanced computer skills and experience with dental IT software or patient management system. • Current National Police Check. • Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare

	Workers), through either documentation or copy of serology report. It is required that there is immunisation for all vaccine preventable illnesses.
Salary/Award:	Salary in accordance with relevant Award.
First Nations:	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
Infection Control:	<ul style="list-style-type: none"> Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
Continuous Quality Improvement:	<ul style="list-style-type: none"> Each staff member is expected to demonstrate a commitment to best practice. All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.
Person Centered Care:	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>We recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered</p>
Child Safety:	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
Our Purpose:	<p>Connected Care / Best Experience</p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
Privacy and Confidentiality:	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>

Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	RESPONSIBILITIES: It is the responsibility of every staff member to: <ul style="list-style-type: none"> • Take reasonable care for their safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.
Previous Revision dates:	June 2010, November 2010, October 2013, December 2017, Aug 2022
Current:	June 2024, October 2025, November 2025
Managers Name:	
Managers Signature:	
Employees Name:	
Employees Signature:	



The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Applicants Curriculum Vitae

Position Applying for

General Information

Name

Address

Contact

Home phone

Mobile

Email

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident: ☐ Yes ☐ No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type Expiry date/...../.....

Place/Country of issue: Issue Number:

Do you require sponsorship? ☐ Yes ☐ No

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (with a review at 3 months.)
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: employment@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585