



POSITION DESCRIPTION	
Part 1 - Expectations	Leadership - Direct reports
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Leadership Expectations

This Leadership position is an integral member of the Leadership team who works with their Directorate, the EACH Executive Team and other key stakeholders to deliver the Vision and Strategic objectives of EACH.

A key focus of these positions is to work collaboratively with other Directorates to collectively understand the future developing needs of the business and ensure their Directorate can effectively support the broader business functions and operations. They are responsible for ensuring their area of responsibility is meeting KPI's, is financially sustainable and is operating effectively, in line with EACH's values.

It is expected that all leaders consistently demonstrate strong leadership capability, model EACH's values and behaviours and ensures EACH's culture is inclusive, safe, and engaging.

Leadership Responsibilities

An EACH Leader is responsible for:

- Delivery of the EACH Strategic Plan - relevant to EACH and their allocated area of responsibility.
- Contributing to EACH's financial sustainability plan and decisions.
- Creating high performing teams that are flexible, adaptable, collaborative, capable, and consistently demonstrates EACH's leadership performance and behavioural standards and values. They also ensure these expectations flow through their teams and leaders within their team are also modelling these behaviours.
- Modelling and supporting continuous improvement, learning and development.
- Promoting staff health, safety and wellbeing within the Directorate to ensure high standards of health, safety, and wellbeing of all employees.
- Maintaining and contributing to a safe and inclusive organisation where our people are proud to work, feel safe and empowered.
- Ensuring sound operations through effective leadership and management.
- Working within a framework of effective and sensible controls to ensure key risks are assessed and managed.
- Fostering a climate of innovation, strategic thinking, collaboration and continuous improvement
- Fostering a sense of common purpose and connecting people to the organisation and its vision.
- Ensuring systems and processes relevant to their area support the broader EACH business and key stakeholders.
- Ensuring compliance across the Directorate with regards to legislations, mandatory compliance, funding requirements and EACH's policies.
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.



Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As a leader you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.

EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Strong leadership capability that aligns to EACH's value and behaviours including a demonstrated track record in modelling and reinforcing organisational values and behaviours.



- Demonstrated ability to attract, retain and develop a diverse, inclusive, and high performing workforce where people feel a sense of belonging, empowerment and connection to their role.
- Demonstrated ability to drive a safe and inclusive culture ensuring that social, psychological, cultural, and physical safety and wellbeing is a priority.
- Demonstrated success in bringing people and teams together to encourage connections, collaborations, and partnerships.
- Demonstrated ability to deliver on and take responsibility for strategic objectives and measure progress and impact.
- Confidence engaging and briefing relevant stakeholders as required.

Desirable Experience, Knowledge, and Qualifications

- Demonstrated experience at a Leadership Level in related area of expertise.
- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a leadership Team and in demonstrating strong leadership behaviours.
- Appreciation and understanding of the Not-For-Profit sector and Health services would be well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all leadership roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in

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background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.

- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.



Part 2 – Addendum Coordinator: This document explains the work of the Team Leader – Dental Assistants and the outputs they will need to deliver

Position:	Team Leader – Dental Assistants
Directorate / Service / Program:	Primary Care / Oral Health
Industrial Instrument Name:	HSUA 1&5 - Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Instrument Classification:	Grade 3
Reports to:	Oral Health Services Manager
Effective Date:	September 2024

About the Oral Health Team

It's the people who make the difference at EACH.

The oral health team consists of dedicated, experience professionals including dentists, dental therapists, oral health therapists, prosthetists, dental students and the dental assistant team who provide a comprehensive range of high-quality dental services in a friendly environment.

A large public dental program, we have sites in both Ferntree Gully and Ringwood as well as providing outreach services within the community.

Our goal is to support clients to improve their oral health outcomes in a friendly and professional environment.

Position summary

The Team Leader - Dental Assistants Oral Health Program, provides leadership and direction to the dental assisting staff within the team at EACH, including supporting the team to understand and respond appropriately to the challenges and operational complexity within the Dental Assisting team.

This role will support the provision of consistent high-quality care, through a culture of respect, safety, transparency, accountability, teamwork and collaboration ensuring the promotion of multidisciplinary teamwork.

The Team Leader - Dental Assistants coordinates and strategically plans for the operational environment and identifies and implements quality and service improvement initiatives in conjunction with the Oral Health Services Manager.

In partnership with the Oral Health Services Manager, the role is responsible for developing, implementing and coordinating systems and processes that improve the client experience.



Key Deliverables

- Lead the day-to-day operational running of the Dental Assistant team including rostering and procedure development.
- Provide effective operational leadership, to support the dental assistants team to ensure effective service delivery and utilisation of resources, including the coordination of the Trainee Dental Assistant Program.
- Undertake dental assistant workforce and succession planning to ensure appropriate dental assistant levels are maintained for effective clinic operation.
- Clinical Leadership regarding infection control standards and sterilisation standards across the Oral Health Program.
- Undertake Hand Hygiene Audits and facilitate Aseptic technique across the Oral Health Program
- Facilitate timely patient access, flow and planning for patients through the Oral Health Program.
- Work collaboratively with the Oral Health Leadership team at EACH ensuring the Oral Health Program meets key access and performance targets and ensure safe and supported patient care
- Provide leadership support and advice to the Oral Health Services Manager on resolving critical clinical issues and improving the clinical outcomes of oral health services within the team including recommendations on new approaches to delivering dental assisting services in alignment with value-based healthcare. This includes high level client and consumer service and complaint resolution.
- Undertake appropriate planning and performance monitoring of the oral health budget, including salary, consumables, and other non-salary budget, in conjunction with the Oral Health Services Manager.
- Promote a culture of learning by working with Senior Dental Assistants in development interventions of the dental assisting workforce, including trainees, to ensure a skilled and competent workforce is maintained.
- In collaboration with the Oral Health Services Manager, partner with the Learning & Development team to ensure all training needs are identified and met.
- Undertake and monitor quality and safety activities including meeting all requirements related to occupational health & safety guidelines, infection control and quality assurance, including complaints and incident management, as well as audits for accreditation and organisational requirements.
- In collaboration with the Oral Health Manager and the Safety and Quality Team, identify and implement quality and safety improvements to the dental assisting workforce.
- Facilitate strong relationships and maintain effective communication channels between all key stakeholder groups.

Qualifications and skills

- Demonstrated commitment to community health principles
- Ability to contribute to the management of public dental programs
- Demonstrated ability to provide leadership and motivate staff
- Demonstrative ability to supervise, counsel and mentor staff
- Demonstrated ability to communicate effectively with a variety of people including co-workers, clients and other health professionals, including a high level of written and verbal presentation skills
- Demonstrated ability to take the initiative, negotiate and resolve issues supported by sound decision making skills



- Demonstrated ability to undertake analysis, interpret data, and implement strategies to improve program performance
- Demonstrate an advanced level of clinical competence and relevant experience in the delivery of a public dental service
- Ability to work within a team environment including dental assistants, dentist, oral health therapists, dental therapists, student dentists, Prosthetists, reception and other staff as necessary
- Highly motivated with well-developed interpersonal skills and abilities, ability to relate well with a wide variety of people, and ability to work within a team environment
- Commitment to customer focus, innovation, continuous improvement, flexibility and openness
- Intermediate level IT skills

Experience and Knowledge

- Experience in Community Health Care setting
- At least 5 years' experience working in public dental clinics

Mandatory Qualification/s, Competencies and/or Licences

- Certificate IV in Sterilisation
- Certificate IV in Dental Assisting OHE
- Certificate in Hand Hygiene Auditor Training
- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- CPR competency
- Current state-based driver's licence

Highly regarded Qualifications and/or Certifications

- Accreditation experience

Physical Requirements:

- able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- ability to travel between EACH locations
- Lift 3 kgs etc.