



Position Description

Clinical Operations Coordinator

Dental and Oral Health Clinics

Faculty of Science and Health

Classification Level 6

Special conditions Out of hours work required

Workplace agreement [Charles Sturt University Enterprise Agreement](#)

Date last reviewed February 2024

Faculty of Science and Health

The Faculty of Science and Health (FOSH) has more than 9000 students and over 500 staff dedicated to advancing scientific knowledge. It delivers flexible and innovative teaching programs designed to produce job ready graduates for a diverse range of professions. As a leader in strategic and applied research the Faculty aims to enhance and extend scientific knowledge, train, and educate future researchers as well as provide scientific solutions to current regional, national and global challenges.

The staff and students of the Faculty achieve their educational and research goals through ethical practice, professional collaboration, industry involvement and a commitment to continual improvement. The Faculty is comprised of a Faculty Office, the Three Rivers Department of Rural Health, teaching/research laboratories, several commercial clinics and five Schools, including the School of Dentistry and Medical Sciences.

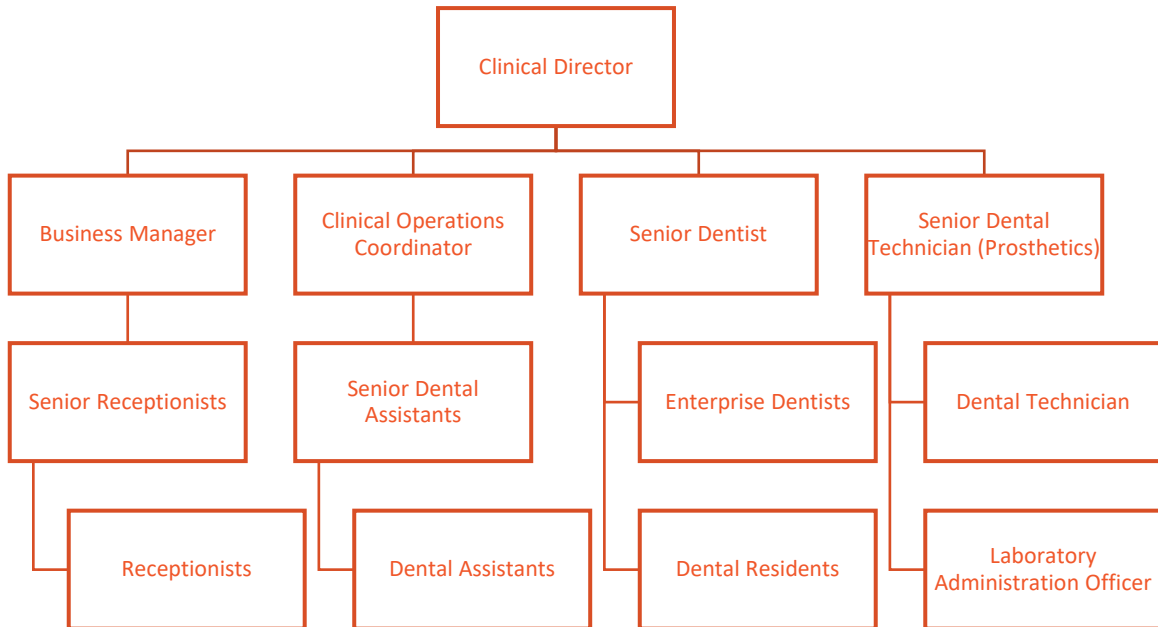
Charles Sturt Dental and Oral Health Clinics

The [Charles Sturt Dental and Oral Health Clinics](#) provide dental and oral health care in the regions where the University operates. The primary purpose of the clinics is to provide an environment for student learning however they are expected to operate in a sustainable and business-like manner within the context of a university environment.

The Clinics offer both fee-for-service dental services undertaken by fully qualified and experienced dentists and supervised student dental and oral health services.



Organisational chart



Reporting relationship

This position reports to: Clinical Director

This position supervises: 5 x Senior Dental Assistants

Key working relationships

- Clinical Director
- Dean of Dentistry and Oral Health
- Business Manager
- Head of Discipline, Oral Health
- Head of Discipline, Dentistry

Position overview

The Clinical Operations Coordinator will be responsible for the management and coordination of the day-to-day clinical operations. The incumbent will be responsible for ensuring that the Dental and Oral Health Clinics will demonstrate sound practices and process and that they are compliant with the relevant dentistry standards and university rules, policies, and processes. The Clinical Operations Coordinator will ensure that the clinics contribute to a culture of continuous improvement.



The Clinical Operations Coordinator will report on accreditation compliance to the Clinical Director periodically.

This position will act as the conduit between school and clinic assisting with the scheduling of student clinics and the appointment and scheduling of clinical tutors.

Principal responsibilities

- **Values:** Consistently embody the University's values in behaviour and decision-making, while encouraging inclusivity and collaboration to foster a safe and respectful work environment.
- **Leadership:** Lead by example to inspire, empower, and foster a culture of collaboration, innovation, and continuous improvement. Ensure clear direction, effective communication, and accountability, driving organisational success and individual growth, and a safe working environment.
- Oversee the team of Dental Assistants across all Dental and Oral Health Clinics, including training, mentoring and staff development.
- Regularly report on Dental and Oral Health Clinic accreditation compliance to the Clinical Director and Advisory Board.
- Provide advice on Dental and Oral Health Clinic staff resourcing needs for budget and rostering purposes.
- Maintenance of appropriate records including professional registrations, working with children checks, tutor contracts within the school and induction for tutors to clinic.
- Liaise with Centre for Rural Dentistry and Oral Health staff to develop student clinic rosters to meet teaching and learning needs and ensure adequate tutor staffing levels are maintained.
- Assist with the development and completion of staff induction programs including induction for clinical tutors. Coordinating induction for new staff and assisting with induction as required.
- Assist the Clinical Director to gather data and identify the contribution of clinical activities to teaching and learning outcomes and contribute to the ongoing review process for the purpose of professional accreditation.
- Assist with the development and implementation of efficient and effective clinical practices
- Assist and monitor communication from students and direct inquiries to correct positions.
- Collaborate with key stakeholders to market and promote clinical services.
- Coordinate and attend regular clinic meetings, maintaining agendas, minutes and documentation on behalf of the Clinical Director.
- Other duties appropriate to the classification as required.



Required capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#). Read the Framework for more detail regarding these capabilities.

Capability	Capability Definition	Level of influence
Innovates		
Creates Innovative Solutions	Uses methodologies that open up creative thinking and transform ideas into actionable plans and strategies. Reflects on outcomes and drives ongoing improvement.	Influence self
Connects		
Builds Relationships	Implements interdisciplinary collaboration, adopts diversity and inclusion principles, and facilitates relationship building to work effectively with others.	Influence self
Communicates with Influence	Listens to understand the position of others and leverages effective communication and negotiation skills in order to influence and navigate toward mutually beneficial outcomes.	Influence self
Achieves		
Manages Change	Assumes responsibility for change. Supports change initiatives, builds knowledge to understand purpose and impact. Supports others to engage with change to deliver outcomes.	Influence self

This section comprises of Enabler and Manages Effectively capabilities from the Charles Sturt [Capability Framework](#).

Capability	Capability description	Level of influence
Enablers		
Practices Effective Governance	Refers to policies, processes and guidance to support effective decision making and applies risk management processes to mitigate risk and proactively manage safety and compliance obligations.	Influence self
Manages Effectively		
Builds Effective Teams	Builds teams with complementary abilities and skill sets, encourages effective communication and collaboration and cultivates a supportive environment to reach objectives.	Influence self

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a vehicle distance up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. Completion of a relevant degree, normally with two (2) or more years subsequent relevant work experience; or extensive experience (e.g. an associate diploma, normally with at least 4 years' subsequent relevant work experience), leading to either the development of specialist expertise or to the development of broad knowledge, in technical or administrative fields; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Demonstrated experience in coordinating a team to prioritise tasks and manage competing demands to achieve outcomes within identified timeframes.
- C. Demonstrated strong communication, interpersonal and patient-centred customer service skills appropriate for developing internal and external professional relationships across a diverse range of stakeholders.
- D. Demonstrated experience in identifying and implementing improvements to business practice resulting increased operational efficiency leading to improved patient outcomes.
- E. Demonstrated ability to problem solve, analyse, interpret and report in accordance with policy, guidelines and procedures to facilitate continuous improvement and problem solving.

Desirable

- F. Certificate IV in Training and Assessment
- G. Experience with dental practice accreditation.