



Charles Sturt
University

Position Description



Dental Clinics Coordinator

Dental and Oral Health Clinics

Faculty of Science

Classification	Level 6
Delegation Band	Delegations and Authorisations Policy (see Section 3)
Hours per Week	35
Nature of Employment	Continuing
Workplace Agreement	Charles Sturt University Enterprise Agreement
Date Last Reviewed	May 2021

Faculty of Science

The [Faculty of Science](#) 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.

Further information on the Faculty of Science may be found here - <http://science.csu.edu.au/>

School of Dentistry and Health Sciences

Charles Sturt Dental and Oral Health Clinics

The [School of Dentistry and Health Sciences](#) is a multi-campus, academic unit. The School offers a suite of undergraduate and postgraduate courses both onshore and offshore in a range of health disciplines including: Dentistry, Oral Health Therapy, Medical Radiation Science (medical imaging, nuclear medicine, radiation therapy, medical ultrasound and mammography) and Physics. The School is committed to enhancing its reputation as a high performing multidisciplinary school and seeks academics focused on providing quality education and being actively involved in a variety of health professional education and health based research programs that complement these courses.

Staff are focused on innovative and high quality education, using vibrant new learning spaces to encourage



collaboration and support new methods of teaching and learning.

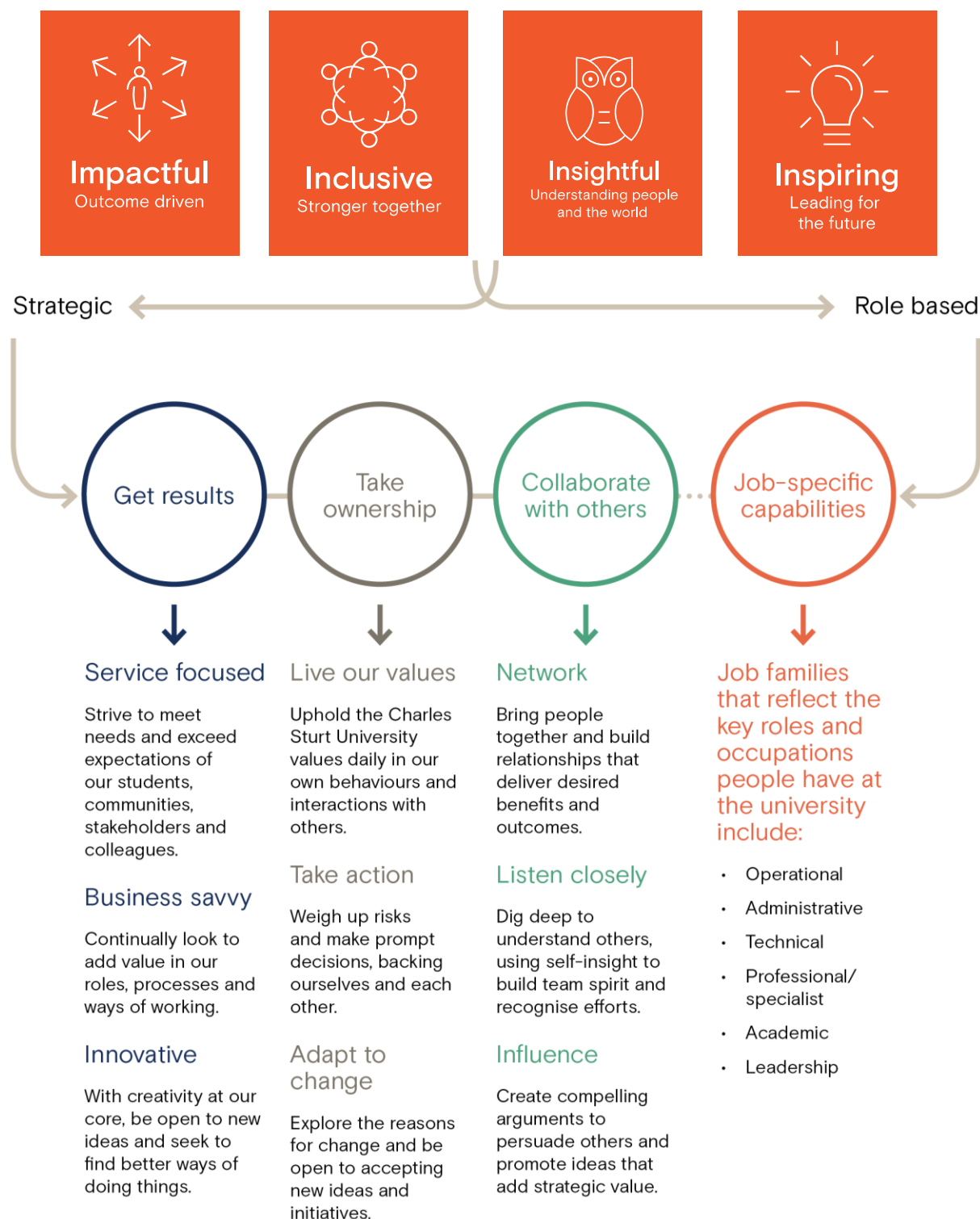
Through patient care, research and community service, our students and staff will also play a major role in helping to improve the oral and systemic health of people in regional/remote New South Wales, and across the nation and the world.

The Charles Sturt clinics are dedicated to the facilitation of Dentistry Services in the University's multi campus clinics. The focus of the Clinic's is to operate in a sustainable and business-like manner within the context of a University environment and to seek opportunities that will support the operation of the School of Dentistry and Health Sciences while providing a standard of health care in the regions in which the University operates that complies with dental accreditation standards.

The Clinics will maximise the opportunity for students to undertake clinical experience necessary to meet their educational and professional requirements and will foster strong professional and community support. Charles Sturt University offers private dentistry and student dental clinics to the general public. The Clinics are run by the Faculty of Science in support of the School of Dentistry and Health Sciences.

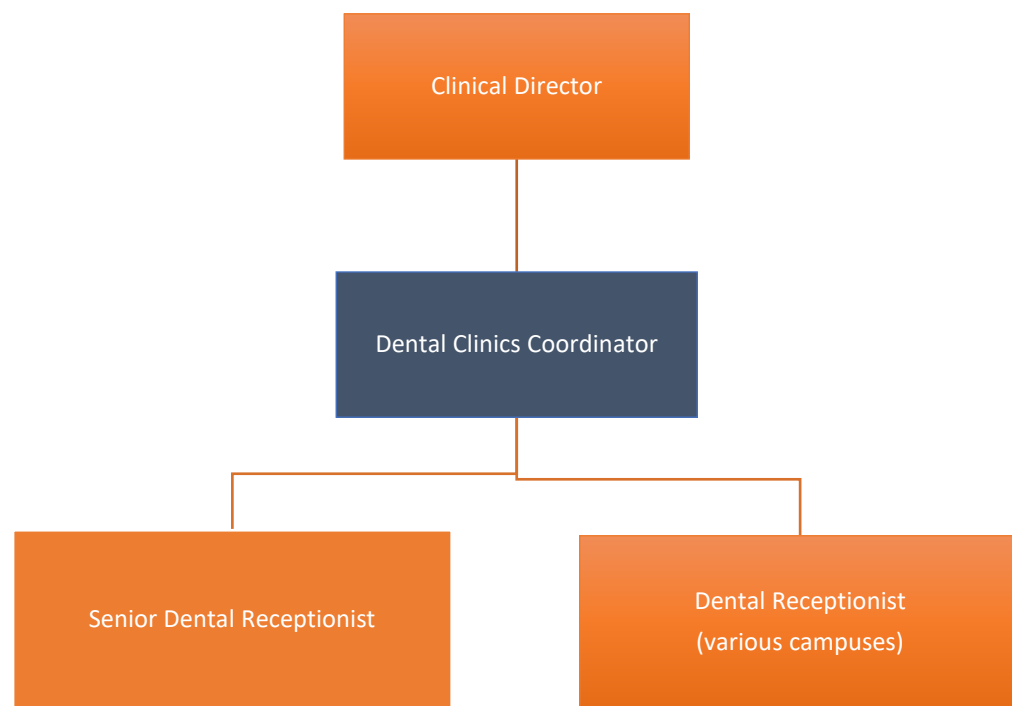


Our University Values





Organisational Chart



Reporting relationship

This position reports to: Clinical Director
This position supervises: Clinical Reception

Key working relationships

- Clinical Director
- Faculty Executive Officer
- Faculty Administration Manager
- Head of School



Position overview

The Dentistry Operations Coordinator will actively engage in the administration, business and systems operations for the clinics. The Operations Coordinator will manage clinic reception staff and assist the Director with the day to day operation of the clinics this will include financial and budget management. The Clinical Coordinator will provide data analysis and advice assisting the Director and Faculty in realising operational efficiencies and operating margin.

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

Principal responsibilities

Under the direction of the Clinical Director and in consultation head of school this position will manage the administrative and assist with the business functions of the clinics. As well as collaborating between the school and clinics:

- Manage the administrative requirements of the clinics including purchasing, inventory, client billing, and staff travel.
- Maintenance of appropriate records including professional registrations, working with children checks, tutor contracts within the school and induction for tutors to clinic.
- Manage clinic reception services. This will involve working closely with the Senior Receptionist in rostering staff to ensure appropriate coverage of clinical sites, ensuring consistency of process and procedure, promoting a client focussed culture and identifying training and development needs.
- Coordinate and develop the school/clinic planner to assist with the clinic and timetable operations.
- Assisting with the development 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.
- Actively monitor clinic budgets and assist the Director with budget development and management.
- Assist with the development and implementation of efficient and effective business practices to realise improved operating margin.
- Assist and monitor communication from students and direct inquiries to correct positions.
- Collaborate with key stakeholders to market and promote clinical services.
- Attend regular meetings with head of school, school board and clinics.
- Other duties appropriate to the classification as required.

Physical capabilities

The incumbent may be required to perform the following;

- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driving Hours Guidelines and Policy](#).



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 and financial outcome leading to improved patient outcomes
- E. Demonstrated experience in data analysis and interpretation within a health care setting.
- F. Demonstrated ability in budget management and interpretation of financial reports.
- G. Demonstrated ability to problem solve, analyse, interpret and report in accordance with policy, guidelines and procedures to facilitate continuous improvement and problem solving.

Desirable

- H. Demonstrated relevant experience within a health service/clinic environment.

