

Bellarine Community Health - Strategic Plan 2026-2030

Bellarine Community Health's vision is for a thriving, healthy Bellarine Peninsula where every person has equitable access to holistic, client-centred care. Our purpose is to deliver high-quality, accessible health services that empower our community to live well.

The BCH Strategic Plan 2026-2030 focuses on strengthening what works well, fixing what slows us down, and building capability sustainably. It reflects the feedback of our community, staff, partners and Board, and responds to the challenges of increasing demand, workforce pressure, constrained funding and the need for responsible, sustainable decision-making.

Our work is guided by the values of **Equity, Inclusion, Respect** and **Community Connection**. These values shape how we care for clients and families, how we work with each other, and how we partner with others to improve health and wellbeing across the Bellarine.

BCH's strategic priorities are:

- **Access and Care** - making it easier for people to get timely, appropriate coordinated care.
- **Our People and Culture** - creating a welcoming, inclusive and supportive workplace.
- **How We Work** - simplifying processes, reducing duplication and using data and evidence to improve services.
- **Community and Partnerships** - strengthening BCH's visibility, partnerships and connection with the Bellarine community.
- **Sustainability and Growth** - ensuring BCH remains strong, sustainable and here for the future.

All employees contribute to BCH's strategic direction through their role, conduct and commitment to safe, high-quality, client-centred care. Each position is expected to support continuous improvement, work collaboratively, use resources responsibly and help BCH remain responsive, trusted and sustainable for the community.

Position Information

Position Objective:	The Oral Health Services Manager provides strategic and operational leadership for BCH's public dental, private dental, Smile Squad and sterilisation services. The role is responsible for delivering high-quality, safe and financially sustainable oral health services, strengthening community access, developing workforce capability and driving continuous improvement. Working with internal and external stakeholders, the Manager will support service innovation, build strong partnerships and position BCH as a leading provider of community oral health services.
Reports to:	Executive Director - Child, Youth and Families
Direct reports:	Dental Assistants and clinical workforce (Dentist, Oral Health Therapist, Oral Health Educator)
Program:	Child Youth and Families
Location:	Based at Point Lonsdale, may work across Bellarine Community Health sites
Award:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
Employment Status:	Ongoing (Full Time, FTE 1.0) Probation Period: 6 months

Remuneration and benefits:	Access to excellent salary packaging provisions. Employer Superannuation at the statutory rate.
Mandatory Requirements:	Bellarine Community Health expects all applicants to present evidence of the following: • 100-point ID verification • Current Working With Children's Check • Current Police Check • Current Victorian Driver's Licence Immunisation Status: COVID-19 and current Influenza Vaccination is <u>recommended</u>. Evidence of Hepatitis B, MMR, Pertussis and Varicella vaccinations are required.

Organisational Requirements	
Diversity	Commit to providing a safe and welcoming health service for everyone. We celebrate the diversity of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background.
Child safety	Make a commitment to the safety and wellbeing of children and young people. This means to protect and support, enhance wellbeing, and reduce any opportunities for abuse, or harm to occur. Every child has the right to live a full and productive life in an environment that builds confidence, friendship, security, and happiness, irrespective of their family circumstances and background. Children have the right to give their views and opinions about decisions that affect them and to be listened to.
Consumer engagement	Seek and facilitate consumer and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities.
Person/family Centred Approach to service provision, health promotion action and access to information.	Identify, strengthen capacity, and address any barriers that prevent a consumer maximising their independence and choice in decision making about the way their services are delivered. Actively seek opportunities to engage with clients and where appropriate (their families) that will enable them to be autonomous including: • Building on strengths and goals to maximise independence and individual capabilities in decision making. • Provide a voice in the management of their own health and wellbeing; and, • Look for ways to improve the health of diverse communities.
Occupational Health and Safety (OH&S)	Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service • Report any incidents or potential hazards in accordance with Bellarine Community Health policies and procedures including effective reporting via Incident management system. • Demonstrates a commitment to health and safety in line with Bellarine Community Health OHS policies and procedures, training requirements and legislative/regulatory requirements. • Evidence of compliance with OHS policies and procedures. • Participation in team meetings where key OHS issues are discussed and resolved. • Evidence of hazard and incident reporting using incident management system.

	• Maintains compliance with mandatory OHS training requirements.
Health Promotion	Support and contribute to the activities and projects outlined within the BCH Integrated Health Promotion Plan, as required. Implement a health promoting practice approach to service delivery that addresses the social determinants of health.
Strategy and Planning	Participate in planning processes, including program, team and individual to ensure alignment to the BCH strategic plan.
Continuous Quality Improvement	• Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation. • Contribute to the accreditation process, including identifying, developing, implementing, and evaluating quality improvement activities. • Commit to a culture of trust, openness, learning and accountability to improve service quality and safety. • Participate in data collection and audit processes to ensure compliance with applicable accreditation standards. • Demonstrate respect for individual's values, customs, cultural and spiritual beliefs to ensure patient care is effective and culturally appropriate. • Complete all mandatory training and education.
Risk Management	Comply with BCH Risk Management system and relevant legislation. Actively contribute to creating an organisational culture that promotes risk identification and mitigation.
Equal Opportunity	BCH is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged.

Position Specific Responsibilities

The Oral Health Services Manager is expected to develop and empower others, build leadership capability within the team and create a culture of continuous improvement, innovation and accountability.

Service Leadership and Performance

Lead the Dental Service to achieve agreed clinical, operational and financial objectives.

Key accountabilities:

- Deliver safe, accessible and high-quality dental services.
- Monitor service performance and implement improvement initiatives.
- Ensure achievement of funding, activity and performance targets.
- Identify opportunities to improve service efficiency, access and sustainability.
- Ensure the effective delivery, performance and continuous improvement of BCH's Smile Squad and outreach oral health programs.

Workforce Leadership

Build and sustain a capable, engaged and high-performing workforce.

Key accountabilities:

- Lead workforce planning and recruitment activities.
- Develop staff capability and succession pathways.
- Foster a positive workplace culture aligned to BCH values.
- Address employee relations and performance matters appropriately.

Quality, Risk and Clinical Governance

Ensure systems support safe and effective service delivery.

Key accountabilities:

- Maintain compliance with relevant legislation, standards and accreditation requirements.
- Support continuous quality improvement activities.
- Ensure appropriate clinical governance and risk management systems are in place.

Business and Financial Management

Support the sustainability of the service through effective resource management.

Key accountabilities:

- Manage service budgets and financial performance.
- Monitor activity, productivity and service reporting.
- Identify opportunities to maximise funding and revenue sources.
- Ensure resources are utilised effectively.

Program Development and Innovation

Lead service improvement and growth opportunities.

Key accountabilities:

- Lead strategic service improvement initiatives that enhance patient access, service sustainability, workforce effectiveness and patient experience.
- Use service data and performance information to identify opportunities for innovation and improvement.
- Develop partnerships that improve access and community outcomes.

Stakeholder Engagement

Build productive relationships with key stakeholders.

Key accountabilities:

- Maintain effective relationships with OHV, partner organisations and funding bodies.
- Represent BCH within relevant sector networks.
- Promote a collaborative and responsive service culture.

Key Performance Indicators

Domain	Success Measure
Service Performance & Access	Activity targets, access and waitlists achieved
Financial Sustainability	Budget and revenue targets achieved
Workforce & Culture	Staff capability, engagement and retention
Quality & Compliance	Accreditation, safety and compliance obligations achieved
Service Improvement	Continuous improvement initiatives delivered and evaluated
Leadership & Partnerships	Effective stakeholder engagement and organisational leadership

Key Selection Criteria and Skills/Attributes

Essential	1. Essential Qualifications and Requirements: • Relevant qualifications • Current Driver's Licence for Victoria • National Police Record Check • Current Working With Children's check • Successfully meets the pre-employment screening requirements 2. Demonstrated experience managing a health, dental, general practice, community health or comparable clinical service environment. 3. Demonstrated experience leading organisational change, service redesign or operational improvement within a health or community service environment. 4. Strong operational management capability, including workforce rostering, patient/client flow, service access, administration systems and performance monitoring. 5. Demonstrated financial and business acumen, including budget monitoring, activity targets, revenue optimisation and efficient resource use. 6. Demonstrated ability to lead multidisciplinary teams, build positive culture and support staff through change. 7. Ability to understand and apply quality, safety, accreditation, infection control and clinical governance requirements within a health service environment.
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	8. Strong digital and data capability, including the ability to use practice management systems and performance reports to improve service outcomes. 9. Demonstrated ability to coach, develop and empower staff while fostering a positive and accountable workplace culture. 10. Strong stakeholder engagement skills, including the ability to work with funders, partner agencies, schools and clinical teams.
Desirable	• Dental, oral health, health administration, practice management or clinical qualification. • Experience in public dental, Smile Squad, community dental or private dental practice. • Experience with Titanium Legacy, Titanium Unity, OHV reporting, CDBS claiming or comparable health/dental systems. • Experience managing sterilisation workflows or reprocessing environments. • Experience managing multidisciplinary health or primary care services.

Acceptance Details	
Name of staff member:	
Signature of staff member:	
Date:	
Exec Managers signature:	
Date:	

For more information about Bellarine Community Health visit our website: www.bch.org.au

Bellarine Community Health Ltd is committed to protect children and reduce any opportunities for abuse or harm to occur.

Bellarine Community Health acknowledges the Wadawurrung People as the traditional custodians of the land, waters and skies of the Bellarine Peninsula. We acknowledge and respect Wadawurrung Elders and leaders, past, present and emerging and pay gratitude for their unique ability to care for Country and deep spiritual connection to it. We are proud to be an inclusive workplace and welcome people from all cultures and backgrounds to our service.