

Executive Director – Medical Services and Oral Health

Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community.

The Executive Director – Medical Services and Oral Health is the executive lead for Latrobe Community Health's medical and oral health services. This is a high paced and demanding, yet highly rewarding environment as we provide quality medical and oral health care, support and education to people across our communities. Finally, this team plays a pivotal role in connecting patients with other LCHS services they can benefit from, ensuring a genuinely person-centred and connected experience aligned with our "Make it One" strategy.

	TRP \$258,000 (negotiable) per annum including superannuation and the estimated benefit of full optional salary packaging
Remuneration:	Cash Salary - \$210,000 per annum Novated vehicle allowance of \$23,173 p.a. Superannuation 11.5% of cash salary Eligible for salary packaging benefit - \$15,990 (Gross value of full benefit of optional salary packaging after tax - up to \$9,771)
Classification:	Grade 8
Agreement/Award:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022 - 2026
Hours:	76 hours per fortnight (or 80 hours with an ADO once a month)
Employment Type:	Full time
Position Tenure:	Permanent
Location:	Morwell or Metro Melbourne (TBD)
Position Reports to:	Chief Executive Officer
Program:	General Practice, UCC and Oral Health
Direct Reports:	Manager Oral Health, Manager GP Service, Medical Director, Manager Urgent Care Clinic

You can learn more about Latrobe Community Health Service at www.lchs.com.au/careers

Scope of Role

As an executive member of staff, the Executive Director Medical Services and Oral Health provides leadership of our clinic-based medical and oral health services and contributes to Latrobe Community Health Service's (LCHS) strategic planning and organisational decision making.

This role is responsible for all aspects of the strategic development, delivery and operational management of three key LCHS services:

- General practice, including our Women's health, sexual health and reproductive services hub. Our existing general practice services are provided from our Traralgon, Morwell, Moe, Warragul, Latrobe University Medical Centre, Glen Waverley and Oakleigh sites.
- Urgent Care Centre, offering free urgent care services between 8am and 10pm every day from our Moe site
- Oral Health Services, provided from our Morwell, Moe, Churchill, Clayton and Oakleigh sites and via mobile SmileSquad services in Gippsland and Melbourne's east.

General Practice and Oral Health are important specialist services LCHS offers our communities. People across our catchments come to LCHS because they need and/or value a service committed to its community, and supporting the diverse range of people in the community with bulk billing, co-payment, and full cost services. The reality is that the large majority of our client group are amongst the community's most vulnerable and least able to afford healthcare yet are most likely to benefit from quality services.

This role is responsible for leading and delivering these services with strong governance, quality, empathy, and sustainability, which can be challenging in an environment that is almost exclusively bulk-billed / publicly funded.

The direct reports for this role are:

- Manager – Urgent Care Clinic
- Manager – GP Services
- Manager – Oral Health
- Medical Director / Senior GP and Clinical Supervisor

Accountabilities

- Developing, in collaboration with your team and other stakeholders, and delivering a successful strategy for LCHS' general practice, urgent care, sexual health, nurse practitioner and oral health services.
- Ensuring all medical and oral health services are delivered safely, effectively and in compliance with all relevant laws and regulations.
- With support of the finance and business team, developing and delivering sustainable budgets by ensuring services are delivered in a high quality and financially sustainable manner and we are making maximum use of our assets.
- Enhancing the connections and cooperation between medical and oral health services and the rest of LCHS, ensuring we operate as one connected team to ensure a seamless patient/client experience. Other services within LCHS include NDIS, aged care, mental health, paediatric, youth, drug and alcohol and refugee and migrant services.
- After having strengthened the base within our existing services, growing beyond these in response to community need.
- Advocating to government and other stakeholders (Commonwealth and State Departments of Health and Social Services, RACGP, AMA, DHSV etc) for the development of sustainable community health-based medical and oral health services.
- Inspiring your team; leveraging and combining their skills to build and deliver exceptional services.

- Attracting and retaining capable and qualified clinicians with a commitment to supporting community.
 - Actively engaging with external stakeholders to collaborate with our services for mutual and community benefit
 - Engaging with funders to maximise their ongoing support and advocate for funding improvements as required.
 - Engaging with other general and oral health practices and creating collaborative links where beneficial.
 - Building innovative co-employment/co-contracting models to attract external clinicians to maximise the availability of our services.
 - Together with your team, continually iterating our approach to improve our services.
 - Encouraging and enabling general practice and oral health innovation, inspiring your team to look at challenges and opportunities differently; to find new and better ways of doing things.
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Abilities

The criteria to excel in this role will require:

Knowledge and skills

- In depth understanding of clinical governance frameworks, risk management, and patient safety in general practice, primary health care and oral health.
- Knowledge of evidenced based practice in primary health care and oral health
- Familiarity with accreditation standards
- Knowledge of health care workforce planning, recruitment and credentialling of GP's, dentists, dental staff, nurse practitioners and allied health staff
- Detailed knowledge of the Medicare Benefits Scheme, Child dental benefits scheme, and how modern billing practices apply.
- Detailed knowledge of Oral health billing practices, including both private and Dental Health Services Victoria funded services.
- Prior experience running profitable general practice or oral health services, preferably across multiple sites.
- Provision of quality customer service to internal and external stakeholders.
- Managing tasks in a high-volume work throughput.
- Thorough understanding of the regulatory environment as it applies to general practice and oral health.
- Understands and maintains up to date knowledge of a range of HR issues (i.e. legislative requirements, recruitment & selection, performance management).
- Strong written and verbal skills.
- Drafts documentation in accordance with organisational policy and legislative requirements.
- Analytical skills and attention to detail.
- Maintains confidentiality at all times.
- Expertise in quality improvement methodologies, clinical audits, and performance monitoring.
- Experience in managing complaints, adverse events, and medico legal risks.
- Understanding on population health principles and strategies to improve community access to care
- Experience in integrating chronic disease strategies and preventative health programs

Personal qualities

- Excellent interpersonal skills with the ability to communicate effectively and accurately with a range of people, from coalface to Board, ensuring a professional standard of customer service to all contacts, both internal and external.
- Strong social conscience with a passion for equity, inclusion and that everyone is entitled to a quality healthcare experience.
- Exceptional sense of personal responsibility and delivering to a plan.
- Exceptional sense of ethics and integrity.
- Passionate about the customer experience, having a strong sense of self-awareness and the ability to maintain a positive attitude at all times, both within yourself and your team.

Leadership qualities

- Development mindset, with a track record of engaging and developing both individuals and a high-performance team. A large part of this role includes developing the line leaders to ensure this service thrives into the future.
- Enterprise mindset, with a track record of putting the organisation first and of integrating your teams effectively in a wider organisation so they work seamlessly
- Ability to work both independently and as part of an executive team.
- Ability to thrive in an environment of high ambiguity and where it is your role to make or recommend the best decisions based on limited information.
- Strong prioritisation capabilities. Able to analyse priorities and resources and recommend which ones you and your team will focus on and why, even when “everything seems important”.

Technical expertise

- Thorough understanding of the general practice, nurse practitioner and oral health professions with significant (>5 years) demonstrated experience in one or more of these areas.
- Significant prior experience in hands on and leadership roles within a high-volume, high intensity medical or oral health practice environment.
- Medium to high level of computer literacy and proficiency in the use of Microsoft Office suite of programs and the internet.
- Experience and knowledge in managing budgets, performance-optimising revenue streams and ensuring financial sustainability.

Values

- An understanding of and an alignment to LCHS Values.

Our vision - ‘Better health, better lifestyles, strong and inclusive communities.’

At Latrobe Community Health Service, we aim to prevent health problems through information and awareness, and to intervene sooner through the delivery of truly integrated healthcare.

We are inspired by a vision of strong, vibrant communities where more people enjoy good health and fulfilling lifestyles. Improved access to healthcare and better information about healthy lifestyle choices are the building blocks of strong communities.

Our values are our compass – they guide our decision-making and drive our performance in providing high quality, community-based healthcare. We value:

- Providing excellent customer service - actively assist our customers and clients to receive the quality services they require in a professional and courteous manner,
- Creating a successful environment - contribute to making Latrobe Community Health Service a positive, respectful, innovative, and healthy place to be.

- Always providing a personal best - embrace a 'can do' attitude and go the extra distance when required, and
- Acting with the utmost integrity - practice the highest ethical standards at all times.

Qualifications

Prior to appointment, verification of qualification and/or credentialing documentation must be provided as per credentialing category, if credentialing classification 1 or 2.

Mandatory Qualifications:	<ul style="list-style-type: none"> ▪ Bachelor's degree in a health science. Alternatively, a bachelor's in science or commerce, with significant practical and leadership experience in medical or oral health practices is required.
Mandatory Registration/s/Licences:	<ul style="list-style-type: none"> ▪ Victorian driver's licence
Desirable qualifications:	<ul style="list-style-type: none"> ▪ Post qualification in business or commercial leadership. I.e: Master of Business Administration or equivalent.

Essential Criteria

- Detailed understanding of MBS and child dental benefits scheme and dental funding practices.
- Experience operating a large general practice or oral health service, ideally spread across multiple sites.
- Demonstrated experience engaging and inspiring general practitioners, nurse practitioners and (preferably) oral health professionals to deliver both personally and as a unified team.
- The individual must be prepared to travel regularly to the LCHS sites they are responsible for, including at least weekly travel to one or more of our Gippsland sites and to attend all face-to-face executive meetings which are primarily held in Gippsland.

Training and Development

- The successful candidate in this role will already have all applicable training and experience as detailed above.
- In addition to access to LCHS' self-paced learning system, the successful candidate will have the opportunity to build a personal professional development plan in consultation with the CEO.

Agreement/Award

Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026). The salary range for this position is set out in Schedule E of the Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026.

Conditions and Benefits

Employees of Latrobe Community Health Service can enjoy a range of generous employment benefits. These include attractive salaries, training and development opportunities and salary packaging (Applies to permanent and fixed term tenure roles over six (6) months). More information on employee benefits can be found [here](#).

In addition to the conditions offered in the Enterprise Agreement, LCHS executive team members are provided with an additional week annual leave, to a total of five weeks per year.

Please note that the executive will be expected to provide their own fully maintained vehicle of a type appropriate to the role and the image of LCHS as a social-purpose organisation. The executive acknowledges that the novated leasing allowance within the package is sufficient for this purpose, including the coverage of all tolls, fuel, insurances etc for all travel between LCHS sites.

Job Requirements

<u>Health Care Worker Category:</u>	Category C
<u>COVID-19 Vaccination:</u>	All healthcare workers are required to be fully vaccinated against COVID-19
<u>MARAM Tier:</u>	Tier 4
<u>Pre-Employment Checks:</u>	<ul style="list-style-type: none"> ▪ Australian Criminal History Check ▪ International Criminal History Check (if applicable) ▪ Working with Children’s Check ▪ Pre-health Declaration
<u>Credentialing Classification:</u>	<ul style="list-style-type: none"> ▪ 2

Further information regarding employment at LCHS can be found at [‘Working at LCHS’](#)

This Position Description will be reviewed from time to time in keeping with changing requirements.

Incumbent statement

I have read, understand and accept the Position Description

Incumbent’s Name: _____

Incumbent’s Signature: _____

Date: / /

Approved by:	Chief Executive Officer
Date:	13/2/2025