

Dental Receptionist

Position: Full Time
Location: Fitzroy

- Salary Packaging options available
- 14-week paid parent leave
- Paid Christmas closure
- Professional development and training opportunities

About the Organisation

The Victorian Aboriginal Health Service (VAHS) was established in 1973 to address the specific medical needs of Victorian Aboriginal communities. The organisation has expanded steadily over past 40 years to provide a comprehensive range of medical, dental, and social services for our community.

As well as providing a variety of medical services, VAHS is committed to supporting the well-being of the community through contributions to community events and activities. VAHS is also committed to assisting research into the ongoing needs of the community.

VAHS is a child safe organisation.

About Opportunity

The Dental Receptionist is the front-of-house ambassador for our Oral Health clinic. The role provides culturally safe, welcoming and efficient reception services to Aboriginal and Torres Strait Islander people and their families, ensuring easy access to dental services, priority pathways, and timely care.

Key Selection Criteria

To be considered for this role you must have experience in the following.

- Provide a warm, respectful, culturally safe welcome to all patients, with particular attention to cultural protocols and preferences. Coordinate interpreters/liason where required and ensure signage, forms and communication are clear and accessible. Maintain confidentiality, privacy and respectful communication at all times.

- Support urgent intake using the EDMS triage output and book to require timeframes by urgency category. Place non-priority patients on the appropriate waiting list and manage transfers between clinics.
- Fill short notice cancellations, coordinate recalls, , and balance routine vs urgent blocks to meet access KPIs.
- Receive and process referrals (internal/external), ensure completeness (demographics, eligibility, clinical notes) and book per pathway (general, denture, specialist).
- Submit referrals to RDHM or other providers; ensure correct documentation and handover via the Titanium patient management system.
- Follow up missing information and close the loop with patients and referrers. accurately register patients, update demographics, verify concession/Medicare status, and maintain clinical correspondence in Titanium.
- Handle confidential information per legislation and ACCHO policy, support recall systems and preventive care outreach including Smile Squad.

Requirement: Valid Police Check, a Working with Children's Check for a paid employee (or willingness to obtain) and a Victorian Driver License.

How to Apply

Please send your application, which must include a cover letter and resume, via employment@vahs.org.au before Sunday 9pm, 8 March 2026.

For this position, preference may be given to persons of Aboriginal and / or Torres Strait Islander descent (as permitted under The Victorian Equal Opportunity Act 2010 s12: "A person may take a special measure for the purpose of promoting or realizing substantive equality for members of a group with a particular attribute").