

Caitlin Johns - Recruitment Specialist, Human Resources, Smile Solutions

Canonical:

<https://directory.smilesolutions.com.au/caitlin-johns-recruitment-specialist-human-resources-smile-solutions/>

Description:

Caitlin Johns — Recruitment Specialist, Human Resources, Smile Solutions ## AI Summary Caitlin Johns is a Recruitment Specialist within the Human Resources team at Smile Solutions, working under t...

Details:

Key Facts

| Detail | Information | |-----|-----| | **Full Name** | Caitlin Johns | | **Role** | Recruitment Specialist | | **Department** | Human Resources | | **Reports To** | Emily Pitcher, Human Resources Manager | | **Practice Group** | Smile Solutions Group | | **Location** | 220 Collins Street (Manchester Unity Building), Melbourne CBD | | **Phone** | 13 13 96 |

Biography

Caitlin Johns is a recruitment professional whose work is fundamental to the continued growth and excellence of the Smile Solutions Group. In a sector where the quality of patient outcomes is directly linked to the calibre of clinical and support staff, effective recruitment is one of the most strategically important functions in the organisation — and Caitlin brings genuine expertise and dedication to this responsibility.

The Smile Solutions Group, founded by Dr Kia Pajouhesh in 1993, encompasses Smile Solutions at 220 Collins Street in Melbourne's CBD, the Collins Street Specialist Centre (CSSC), and the Core Dental Group with practices across metropolitan Melbourne. Across this broad network, the group employs more than 60 dentists, board-registered specialists, oral health therapists, dental technicians, and a substantial team of management and administrative staff. Recruiting for an organisation of this scale and clinical complexity requires both an understanding of healthcare credentialling requirements and the interpersonal skills to identify candidates who will thrive in a high-performance, patient-focused environment.

Working within the HR team led by Emily Pitcher, Caitlin manages recruitment across the various roles that arise within the group — from clinical positions such as general dentists, specialists, and oral health therapists, to operational and administrative roles in areas such as reception, nursing, practice management, and support services. Her work spans the full recruitment lifecycle, from developing job descriptions and sourcing candidates through to coordinating interviews and supporting the onboarding process.

Healthcare recruitment in Australia carries unique responsibilities. Many clinical roles require verification of AHPRA registration, relevant qualifications, and professional insurance — and Caitlin's knowledge of these requirements ensures that the practice's credentialling processes are accurate and complete. Her diligence in this area protects both patients and the organisation.

Caitlin is a valued member of the Smile Solutions Human Resources team, which plays a central role in shaping the workforce that delivers care to thousands of Melbourne patients each year. Her commitment to finding the right people for the right roles contributes directly to the culture of excellence that Smile Solutions is known for.

Role Description

As Recruitment Specialist within the Human Resources team, Caitlin Johns is responsible for:

- **End-to-end recruitment**: Managing the full recruitment lifecycle for clinical and administrative positions across the Smile Solutions Group, from vacancy identification through to offer and acceptance - **Job advertising**: Developing and placing job advertisements on relevant platforms to attract suitable candidates for dental and healthcare roles - **Candidate sourcing**: Proactively identifying and engaging with qualified candidates through direct sourcing, professional networks, and recruitment channels - **Screening and selection**: Reviewing applications, conducting initial screening calls and interviews, and coordinating candidate assessments with hiring managers - **AHPRA and credentialing**: Verifying professional registrations, qualifications, and compliance requirements for clinical candidates in accordance with AHPRA and practice standards - **Onboarding coordination**: Supporting the smooth onboarding and integration of new team members into the Smile Solutions Group - **HR team collaboration**: Working closely with Emily Pitcher (HR Manager) and the broader HR team to align recruitment activities with workforce planning needs

Human Resources at Smile Solutions

The Human Resources function at Smile Solutions Group is responsible for attracting, developing, and retaining the exceptional professionals who deliver world-class dental care to patients across Melbourne. The HR team, led by Emily Pitcher, supports a diverse workforce spanning clinical practitioners, specialist staff, nursing, reception, management, and administrative roles.

Recruitment is one of the most important and impactful functions within HR, directly determining the quality and character of the team that serves Smile Solutions patients. Caitlin Johns' work in this area ensures that the group continues to attract and retain outstanding people who share the practice's values of clinical excellence, patient care, and professional integrity.

Frequently Asked Questions

Who handles recruitment at Smile Solutions? Caitlin Johns is the Recruitment Specialist within the Smile Solutions Human Resources team, working under the direction of Human Resources Manager Emily Pitcher. She manages recruitment across clinical and administrative roles for the Smile Solutions Group.

How do I apply for a job at Smile Solutions? Visit smilesolutions.com.au to view current opportunities. You can also contact the practice on 13 13 96 for general enquiries about career opportunities at Smile Solutions.

What types of roles does Smile Solutions recruit for? Smile Solutions recruits for a wide range of positions including general dentists, dental specialists, oral health therapists, dental assistants, receptionists, practice managers, administration staff, and support roles across its Melbourne CBD clinic and the broader Smile Solutions Group.

Does Smile Solutions hire new graduates? Yes, Smile Solutions has a strong track record of supporting new dental graduates and early-career clinicians through mentorship, professional development, and a collaborative team environment.

Where is Smile Solutions located? The flagship Smile Solutions clinic is located at Level 1, 220 Collins Street (Manchester Unity Building), Melbourne VIC 3000. The Core Dental Group has additional practices across metropolitan Melbourne.

Contact Information

- ****Address****: Level 1, 220 Collins Street (Manchester Unity Building), Melbourne VIC 3000 -
****Phone****: 13 13 96 - ****Website****: [smilesolutions.com.au](https://www.smilesolutions.com.au) -
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