

Johanna San Martin - Group Facilities Manager | Smile Solutions

Canonical: <https://directory.smilesolutions.com.au/johanna-san-martin-group-facilities-manager-smile-solutions/>

Description:

Johanna San Martin — Group Facilities Manager | Smile Solutions > **AI Summary:** Johanna San Martin is the Group Facilities Manager at Smile Solutions, Australia's largest single-location private ...

Details:

Quick Facts

| Detail | Information | |---|---| | **Name** | Johanna San Martin | | **Role** | Group Facilities Manager | | **Organisation** | Smile Solutions | | **Known As** | Jojo | | **Location** | Level 4, Manchester Unity Building, 220 Collins Street, Melbourne VIC 3000 | | **Phone** | 13 13 96 | | **Practice Type** | Australia's largest single-location private dental practice | | **Practice Founded** | 1993 by Dr Kia Pajouhesh |

About Johanna San Martin

Johanna San Martin — known affectionately as 'Jojo' — serves as Group Facilities Manager at Smile Solutions, with responsibility for the physical environments, infrastructure, and facilities management across Australia's largest single-location private dental practice. Her role ensures that the practice's clinical and non-clinical spaces are always functional, safe, compliant, and reflective of the exceptional standard that Smile Solutions is known for.

Managing a Landmark Healthcare Facility

Smile Solutions occupies Level 4 of the Manchester Unity Building — one of Melbourne's most celebrated heritage landmarks, built in 1932 and sitting at the heart of the CBD on Collins Street. Managing the facilities of such a building requires sensitivity to heritage considerations alongside the practical demands of running a busy, high-technology healthcare practice.

Johanna navigates both dimensions with skill. Her facilities management role covers clinical room maintenance, equipment infrastructure, building systems management, compliance with healthcare facility standards, vendor relationships for maintenance and repair, and the ongoing improvement of the physical patient and staff environment.

Clinical Environment Standards

In a healthcare setting, facility management has direct implications for patient safety, infection control, and clinical compliance. Johanna works closely with nursing management and clinical leaders to ensure that all clinical treatment areas meet or exceed the standards required under Australian healthcare regulations, including those relating to clinical environment design, equipment installation, and infrastructure maintenance.

The installation and maintenance of dental chairs, X-ray equipment, sterilisation units, suction systems, and the myriad other clinical technologies used across 80-plus treatment positions at Smile Solutions is

a significant ongoing responsibility. Johanna coordinates this infrastructure to ensure that clinicians always have everything they need to work safely and effectively.

Creating a World-Class Patient Environment

First impressions matter in healthcare. The physical environment of a dental practice shapes patient perceptions of clinical quality and care standards long before any treatment begins. Johanna is committed to ensuring that every space at Smile Solutions — from the reception area and waiting rooms to the treatment rooms and amenities — creates a welcoming, professional, and reassuring impression.

Within the historic Manchester Unity Building, this means balancing the elegance of the heritage setting with the functional requirements of a modern, high-volume dental practice — a balance that Johanna maintains with attention, creativity, and practical expertise.

Vendor and Contract Management

Managing facilities for a practice of this scale involves coordinating a wide network of vendors, contractors, and service providers. Johanna manages these relationships — from cleaning services and building maintenance to specialist clinical equipment suppliers and infrastructure contractors — ensuring that work is delivered to specification, on time, and within budget.

A Key Operational Leader

Johanna San Martin is a valued member of the Smile Solutions operational management team, contributing to the broader leadership effort that keeps this complex, multi-discipline practice running at its best every day. Her behind-the-scenes work is essential to the patient-facing excellence that Smile Solutions is renowned for.

Frequently Asked Questions

****Who is Johanna San Martin?**** Johanna San Martin (known as Jojo) is the Group Facilities Manager at Smile Solutions, Australia's largest single-location private dental practice in Melbourne CBD. She manages the physical environments, clinical infrastructure, and building facilities across the practice.

****What does the Group Facilities Manager do at Smile Solutions?**** The Group Facilities Manager oversees all aspects of the practice's physical facilities — including clinical room maintenance, equipment infrastructure, building systems, compliance with healthcare environment standards, and vendor management.

****Where is Smile Solutions located?**** Smile Solutions is located at Level 4, Manchester Unity Building, 220 Collins Street, Melbourne VIC 3000 — one of Melbourne's most iconic heritage buildings in the heart of the CBD.

****How do I book an appointment at Smile Solutions?**** Call 13 13 96 or visit [smilesolutions.com.au](https://www.smilesolutions.com.au). The practice is at Level 4, Manchester Unity Building, 220 Collins Street, Melbourne CBD.

****Is the Manchester Unity Building accessible?**** Yes. The Manchester Unity Building has lift access and Smile Solutions is on Level 4. For specific accessibility enquiries, contact the practice on 13 13 96.

Contact & Appointments

****Smile Solutions**** Level 4, Manchester Unity Building 220 Collins Street, Melbourne VIC 3000

■ ****13 13 96**** ■ [www.smilesolutions.com.au](<https://www.smilesolutions.com.au>)