

Position Title:	Dental Assistant		
Department:	South West Dental Service	Cost Centre:	M22305
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025		
Classification	Dental Assistant Grade 1 or 2		
Reports To:	Manager - South West Dental Service		
Infection Control Risk Category:	A		

Primary Purpose

To assist the dentist in the provision of direct patient care in accordance with relevant South West Healthcare and DHSV clinical standards and policies. To contribute to the provision of high quality efficient and effective dental health services to the public dental service patients.

Dental Services at SWH comprises of 13 dental chairs within Warrnambool and the surrounding districts of Camperdown, Hamilton, and Portland. Outreach dental services are also provided to Gunditjmarra. These clinics all provide community dental services to eligible patients.

Accountabilities and Key Results Areas

Essential Competencies:

- Recognised Dental Assistant Certificate.
- Demonstrated high level of clinical competence, knowledge, and understanding of required applications and procedures.
- Knowledge of dental public health principles.
- Sound knowledge and experience in a variety of computer skills including: word processing, health information databases, internet and email.
- Understanding of South West Healthcare and relevant Dental Health Services Victoria (DHSV) policies and practices.
- Demonstrated ability to work within a variety of staff configurations and staffing ratios.
- Demonstrate the ability to maintain high standards of work.

Patient Care Assistance:

- Provide clinical chair side assistance to dental operators.
- Prepare and provide equipment, instrumentation & consumables for each new patient according to the dental treatment being performed.
- Maximising the clinician's efficiency by anticipating clinician's requirements
- Prepare maintain and manage the dental facility for patient reception to ensure efficient patient throughput in accordance with SWH Infection Control Policies and processes.
- Processing of digital radiographic images as well as processing of wet film Xrays using developing and fixing solutions
- Duties related to patient care including accurately recording dental examinations on dental charts, ensuring patient record details are available for daily appointments. Maintain records in accordance with Dental Practice Board Clinical Records Standards.
- Assisting to manage patient flow through patient triage and wait list management systems.

- As a member of a team, contribute to the improvement in work procedures and processes to maximise efficiency and effectiveness.
- Maintain a professional approach to work through the provision of a high level of customer service.
- Reception duties as required

Equipment & Consumable Maintenance:

- Manage an adequate supply and appropriate rotation of stores items
- Assume responsibility for the sterilisation and maintenance of dental instruments and equipment within the dental facility.
- Ensure storage, packaging and collection of infectious waste/sharps and use developing/fixing solutions in accordance with South West Healthcare's infection control policies.

Education/Training:

- Assist dental operators in the provision of dental education and promotion.
- Assist management with the induction of new or trainee staff members.

Reporting:

- Assist in meeting DHSV reporting requirements related to the various service and funding streams.
- Duties relating to data collation for the monitoring and evaluation of programs including assisting the dental operator with recording of treatment statistics.

Continuous Improvement:

- Identify & make recommendations on opportunities to improve processes, work place health & safety, quality and service delivery outcomes for South West Dental Services.
- Involvement in quality improvement programs as required.
- Responding to enquiries and complaints appropriately

Infection Control/ OH&S:

- Strict adherence to South West Healthcare infection control policies and procedures are followed including correct waste management and for sterilisation and maintenance of instruments and equipment
- Assist in the implementation of recommendations following infection control and OH & S audits
- Implement and adhere to South West Healthcare manual handling requirements
- Providing clinical assistance according to current clinical standard

Team Work/Communication:

Work well in a team environment by demonstrating the following:

- Communicating clearly with staff and patients
- Participation in team meetings and decision making processes;
- Commitment to the achievement of team goals and targets
- Demonstration co-operation through flexibility in task performance, work location and hours of work

Travel:

- South West Dental Service is a subregional service providing dental services to multi sites including; Camperdown, Gunditjmara, Portland & Hamilton. Consequently staff may be required to travel between sites. A fleet car will be provided for any travel required.

South West Healthcare reserves the right of amendment, addition or deletion to this position description, as it considers necessary to serve the best interests of the organisation.

Generic Responsibilities and Accountabilities

- Comply with all relevant legislative requirements, organisational policies, by-laws, standing orders, vision or mission statements and values including, but not restricted to:
 - Infection Control policies
 - Confidentiality policy and privacy legislation
 - Occupational Health and Safety policies and regulations
 - Guidelines of the State Services Authority including the public sector Employment principles and Code of Conduct
 - Fire, disaster and other emergency procedures
 - Smoke Free Campus policy
 - Risk Management policies and guidelines
 - Consumer Participation Strategy

Attend orientation/induction or other mandatory training and relevant Health Safety updates in areas such as Fire, Emergency Responses and Manual Handling

- Current Immunisation status in alignment with South West Healthcare’s Immunisation policy
- Promote the organisation in a positive manner
- Participate as a cohesive member of the health care team
- Respect the rights of individuals
- Provide a child safe environment
- Participate in Continuous Quality Improvement within the organisation
- Accept responsibility for your own personal belongings
- Respect and appropriately care for the organisation’s property and equipment
- Participate in an annual Staff Development Review

Key Relationships

Internal:	All employees within the organisation
External:	South West Healthcare consumers, DHSV

Position Impact

Direct Reports:	Nil
Budget:	Nil

Selection Criteria:

- Demonstrated ability to work effectively as part of a team
- Proven ability to communicate effectively with a variety of people
- Willingness to undertake continuing personal and professional development
- Proficient in computer skills, including word processing,
- Certificate III in Dental Assisting or willingness to obtain
- A current Working with Children (WWC) Check
- A current motor vehicle licence

Approvals

Employee Signature:		Date:	
Manager’s Signature:		Date:	