

Position Description

Position Title	Oral Health Therapist
Position Number	30025863
Division	Community and Continuing Care
Department	Dental Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Oral Health Therapist, Level 3
Classification Code	DT53-DT55
Reports to	Manager Dental Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Level 3 Oral Health Therapist is responsible for the provision of a broad range of clinical duties within the scope of publicly funded dental services, including the management of difficult clinical situations, complex medical and social histories and patients with disabilities. The Level 3 Oral Health Therapist possesses advanced skills to independently carry out a broad range of complex procedures, rarely requiring support and advice from more experienced clinicians, and in accordance with Bendigo Health clinical standards and policies.

The Level 3 Oral Health Therapist will provide clinical leadership, supervision and support of less experienced staff based within the Dental Service. They will assist the Senior Dentist in facilitating, maintaining and developing the knowledge and expertise of clinical and auxiliary staff who provide dental services. This position will provide high quality, efficient and effective dental health care to patients and actively contribute to quality improvement activities relevant to CDS.

Responsibilities and Accountabilities

Key Responsibilities

Clinical Services & Patient Care

- Provide general dental services to eligible patients in accordance with Bendigo Health and OHV clinical standards and policies, and principles of public health.
- Ensure all clinical services provided are within the scope of their AHPRA registration and legally defined scope of practice. Manage patients within their competency and experience levels
- Manage difficult clinical situations i.e. Patients with complex medical and social histories or disabilities, and perform a broad range of efficient dental services with infrequent support.
- Appropriate skills for the resolution of patient complaints.
- Actively participates as a leader in the oral health team by providing a high level of support in clinical decisions to other members of the care team.
- Assist the senior dentist in maintaining clinical guidelines, pathways and policies.
- Receive referrals from other dental practitioners and be called upon for dental advice.
- High level of understanding of the principles of dental public health, including rationing of services, minimal intervention dentistry, and principles of equitable distribution of resources.
- Provide high quality customer service to patients, in accordance with National standards, BHCG code of conduct and organisational values.
- Understanding of the interdisciplinary nature of complex dental care, and the ability to appropriately refer to other members of the dental team (in accordance with Bendigo Health policy), patients for general dental, specialist services and care which is outside their scope of practice.
- Provide patient care as required, in a theatre session conducted in day surgery unit of the acute Hospital.
- Provide dental education to patients aimed to maintain and improve their oral health.
- Liaise and network with relevant professional and community groups.
- Ensure services delivered are effective, efficient, coordinated and client focused. Assist with efficient patient scheduling to enhance patient throughput.

Education & Professional Development

- Undertake professional development and continuing education.
- Ensure that dental programs and activities within Bendigo Health that impact the community involve appropriate community consultation.
- Participate in education of key personnel and service providers on matters relating to the oral health needs of the Bendigo community. In consultation with the local service network identify areas of unmet need and work towards the development of appropriate services for our community.

Staff Supervision, Leadership and Support

- Mentor, supervise and/or support less experienced clinicians and dental assistants to build their clinical skills, confidence and ability.
- Contribute to annual performance reviews, provide both formal and informal feedback to peers and be called upon for dental advice.
- Maintain courteous and professional interpersonal relationships with all members of staff, co-workers, stakeholders and patients. Work with clinical and clerical staff associated with the unit, to ensure cohesive and effective service provision.
- Assist in the induction of new staff.
- Actively participate and contribute to staff meetings. Active involvement and/or representation in program meetings and actions generated.
- Participate in planning and developing innovative services to meet the oral health needs of our community and region.

Resource Management & Policy Compliance

- Understanding of relevant legislation relating to the practice of dentistry in Victoria, (infection control, NSQHS standards, AHPRA regulations, privacy principles) enabling the provision of services within the requirements of such legislation.
- Report all adverse events, complaints and 'near misses' in accordance with Bendigo Health processes and DHSV Clinical Incident & Complaint Reporting Policies.
- Maintain and process patient records in accordance with BHCG and DHSV Clinical Record Standards and the Health Records Act 2002.
- Processing external referrals and other relevant clinical correspondence.
- Ensure that the dental surgery and dental laboratory are maintained in accordance with BHCG infection control policy.
- Active involvement in quality improvement activities relevant to CDS. Undertake data collection for the monitoring and evaluation of programs.
- Where appropriate, select patients for teaching purposes and ensure their transfer within BHCG.
- Work with BHCG staff to optimise functionality of the Titanium system, fully utilising its capacity.

Key Selection Criteria

Essential

1. Current registration with Australian Health Practitioner Regulation Agency (AHPRA) as an Oral Health Therapist, with extended scope of practice allowing restorative treatment of adults.
2. Current Radiation Operators Licence and ability to meet all credentialing requirements to practise within Bendigo Health.
3. Demonstrated high level clinical competence and minimum of three years' experience in the provision of general dental services delivered through public, private and/or specialist providers including the delivery of dental treatment to the medically compromised.
4. Interest and associated skills in oral health promotion.

5. Demonstrated experience in providing clinical leadership and supervision of clinical staff.
6. Demonstrated understanding of public dental care and associated clinical service delivery. Including a strong commitment to public health principles and value based healthcare.

Desirable

1. Demonstrated ability to set performance standards, counsel, negotiate and resolve issues.
2. Demonstrated ability to be effective, flexible and responsive in an environment of change and continuous improvement.
3. Ability to interact and communicate effectively with a diverse range of people from all levels, cultures and backgrounds, including excellent written and verbal presentation

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.