

# Position Description

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| Position Title             | Dental Assistant  |
| Position Number            | 30025862  |
| Division                   | Clinical Operations   |
| Department                 | Community Dental Services   |
| Enterprise Agreement       | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025 |
| Classification Description | Dental Assistant Grade 1 – 2  |
| Classification Code        | DY12 – DY17   |
| Reports to                 | Manager Community Dental Service  |
| Management Level           | Non Management  |
| Staff Capability Statement | Please click here for a link to <a href="#">staff capabilities statement</a>  |

## Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer, dental and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics, Dental and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

Community Dental Services (CDS) is a 33 dental chair clinic that provides quality emergency, general, denture and preventative dental care for members of the Bendigo and surrounding community.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

## The Community Dental Services Team

The team consists of dentists, oral health therapists, dental prosthetists, oral health educators and a range of support personnel. The CDS is primarily funded by Dental Health Services Victoria to provide general and emergency oral health care within the scope of publicly funded dental services. CDS is also involved in preventative oral health initiatives including an active schools and early years outreach program. CDS delivers services from the Anne Caudle Campus and at various outreach sites.

## The Position

Dental Assistants support the dental operator in the provision of direct patient care in accordance with Bendigo Health policy and procedure guidelines. They prepare the patient and work areas for dental treatments and procedures including recording dental histories and medical information. Dental Assistants at CDS are actively involved in preventative oral health initiatives (including the Smile Squad) and other early years outreach programs and high risk community groups. The dental assistant is required to contribute to the provision of a high quality efficient and effective dental health services to patients in accordance with BH Strategic plan 2022 -2025 and Clinical Services Plan.

CDS has a commitment to assuring safety and quality in the services it provides. In keeping with this commitment all services will be provided by an oral health team working together with shared accountability for improving health outcomes for the people attending for care. The potential for good oral health

outcomes requires a foundation of regular self-maintenance which the oral health team have a responsibility to educate, support and develop.

## Responsibilities and Accountabilities

### Key Responsibilities

#### *Patient Care and Customer Service*

- Provide clinical chair-side assistance to dental operators.
- Under guidance from the dental operators provide dental education and oral health promotion to patients.
- Provide care that focusses on the individual.
- Build relationships with patients and their support persons in order to collaborate and provide effective and safe patient care.
- Provide patient care that is respectful towards individual values, customs and spiritual beliefs.
- Assist and guide the patient through the dental service and ensure any follow up is arranged.

#### *Equipment & Material Control*

- Prepare, maintain and manage the clinical environment to receive the patient.
- Prepare and provide equipment, dental materials and instruments for each patient according to dental treatment.
- Maintain and monitor the consumable supplies required by the operators and general supply items for unit.
- Comply with the current Australian Infection Control Standards and participate in infection control and Occupational Health and Safety audits.

#### *Administrative Support*

- Recording of dental examinations on dental charts.
- Ensuring patient record details are available for daily appointments. Maintain records in accordance with Bendigo Health Clinical Record Standards.
- Arranging and recording patient appointments, confirming appointments, assisting with inquiries.

#### *Oral Health Team*

- Work as a collaborative team member to ensure the efficient, effective and safe operation of the allocated work unit.
- Participate in relevant professional development programs and mandatory training requirements.

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff

must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

1. Certificate III in Dental Assisting, or equivalent.
2. Demonstrated level of clinical competence and experience in dental service provision, delivered through public, private and/or specialist providers.

### Desirable

3. Ability to prioritise multiple tasks.
4. Interpersonal skills which facilitate effective communication with clinicians working in the area and patients who receive service.

5. Ability to operate in a busy and dynamic environment of change.
6. Demonstrated computer/keyboard skill in patient databases, email and Microsoft Word.
7. Active engagement and enthusiasm for improvement and development of dental services.
8. A personal approach which is positive, friendly and helpful.

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Working with Children Check** Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

**Drivers Licence** A current Victorian driver's licence is required for this position.

*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.*