

Position Description

Position Title	Dentist
Position Number	30025394
Division	Clinical Operations
Department	Community Dental Services
Enterprise Agreement	VPHS (General Dentists, Dental Therapists, Dental Hygienists And Oral Health Therapists) Multi Enterprise Agreement 2024-2028
Classification Description	Dentist Level 4
Classification Code	DG8 - DG18
Reports to	Manager Community Dental Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 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 31 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

Of the 31 CDS dental chairs, thirteen are serviced by Bendigo Health staff and the Dental Teaching Clinic (DTC) consists of eighteen chairs that are operated in partnership with the La Trobe University Rural Health School Department of Dentistry and Oral Health (LRHS DOH). Our innovative oral health team consists of dentists, oral health therapists, dental prosthetists, oral health educators, clinical academic educators (Dentists, oral health therapists and specialists), supervised dental and oral health students 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

The Level 4 Dentist, as a highly experienced and competent dental practitioner 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 4 Dentist possesses advanced skills to independently carry out a broad range of complex dental procedures, rarely requiring support or advice from other clinicians, in accordance with Bendigo Health clinical standards and policies to ensure the provision of high quality and efficient services.

The Level 4 Dentist will provide clinical leadership, supervision and support of all clinical 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.

The Level 4 Dentist will collaborate with the LRHS DOH team to support and enable their teaching philosophy within the CDS and actively contribute to quality improvement activities relevant to CDS.

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 the CDS 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

- Meet all aspects/competencies of a Level 4 Dentist as set out in the Victorian Public Health Sector (General Dentist) Enterprise Agreement 2018-2022

Clinical Services & Patient Care

- Assist the Senior Dentist in providing clinical leadership within the CDS.
- Provide comprehensive high level support in clinical decision making to other members of the oral health team as required.
- Manage complex patient care queries escalated by other dental practitioners/students.
- Perform general dental work requiring independent examination, investigation, treatment planning and management of patients in accordance with Bendigo Health and DHSV clinical standards and policies, and that aligns with the principles of public health and delivery of Value Based Healthcare (VBHC).
- Provide clinical procedures such as restorative, prosthetic, orthodontic preventative, endodontics, oral surgery procedures and referral of patients for specialist treatment.
- Ensure accurate diagnosis and treatment planning occurs within the service, identifying high risk dental patients.
- Provide patient care as required, in a theatre session conducted in day surgery unit of the Bendigo Health acute hospital.
- Collaborate and communicate with all members of the oral health team to achieve desired consumer outcomes including identifying where improvements can be made to the quality of consumer care.
- Provide a high quality service to consumers that reflects evidenced based practice and is in accordance with National Safety and Quality Health Service (NSQHS) standards.
- All interactions with patients show appropriate responses to their needs and demonstrate the application of Bendigo Health values.
- Ensure consumers, families/representatives or carers of the Dental Service are provided with timely information and are involved in decision making about their care.
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice the principles of open disclosure.
- Provide dental education to patients aimed at maintaining and improving their oral health.
- Ensure services delivered are effective, efficient, coordinated and client focused.

Staff Supervision, Leadership and Support

- High level of understanding, contribution and leadership of dental public health principles and application at a service wide level to ensure all staff work effectively with the interdisciplinary team and supports Bendigo Health's model of care.
- Mentor, supervise and/or support students, less experienced clinicians and dental assistants to build their clinical skills, confidence and ability.
- Demonstrate outstanding leadership by modelling a professional approach in relation to quality customer service, including counselling and guidance.
- Promote the educational philosophy of the Department Dentistry and Oral Health within CDS and Bendigo Health.
- Maintain courteous and professional interpersonal relationships with all members of staff, stakeholders and consumers.
- Actively participate in the performance and development review process with clinical staff as required, including identification and implementation of staff development.
- Undertake and provide leadership in the selection and induction of new staff as required.
- Actively participate and contribute to staff meetings.
- Liaise and network with relevant professional and community groups.

Education & Professional Development

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development, continuing education and completing mandatory training as defined by Bendigo Health.
- Collaborate and work with LRHS DOH to maximise learning opportunities for all staff and students
- Assist the Senior Dentist in providing effective leadership, talent acquisition/development and succession planning within the team.
- Lead internal professional development and continuing education sessions for the clinical team.
- Participate in education of key personnel and service providers on matters relating to the oral health needs of the Bendigo community.
- Ensure that dental programs and activities within Bendigo Health that impact the community involve appropriate community/consumer consultation.

Resource Management & Policy Compliance

- Comply with best practice healthcare standards, legislation, Bendigo Health clinical governance framework and clinical practice guidelines.
- Adhere to Occupational Health and Safety policies and procedures, complying with Bendigo Health Infection Control policies and participation in required audits.
- Report, investigate and action all clinical 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.
- Assist the Senior Dentist to ensure consumer feedback and complaints are responded to appropriately and issues are resolved whilst maintaining quality and safe clinical care.
- Plan, implement and manage projects or dental initiatives to manage risk and to ensure continuous improvement in quality assurance, including internal and external accreditation processes.
- Undertake data collection for the monitoring and evaluation of programs.
- Provide advice to the Senior Dentist on issues related to clinical performance, clinical policy and service delivery.

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

Qualifications, Certificates and Registrations

1. Current registration with Australian Health Practitioner Regulation Agency (AHPRA) as a Dentist and ability to meet all credentialing requirements to practise within Bendigo Health.
2. Current Radiation Operators Licence.

Specialist Expertise and Knowledge

3. Demonstrated high level of clinical competence and 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. Demonstrated experience in providing clinical leadership and supervision of clinical staff.
5. Demonstrated understanding of public dental care and associated clinical service delivery. Including a strong commitment to public health principles and value based healthcare.
6. Demonstrated experience providing safe high quality patient-centred care that meets best practice standards.

Desirable

Personal Qualities, Skills and Abilities

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

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.

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. 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.

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.