

Position Description

Dental Assistant

Vision: To enrich the health and wellbeing of the community



NAME _____	
REPORTS TO	Dentist Department: Dental Services
AREA OF RESPONSIBILITY	The Dental Assistant is responsible for assisting in the delivery of safe and high quality dental treatments to patients. It is essential that all equipment and supplies follow infection control procedures and the treatment rooms operate in a safe, high quality and organised way.
ESSENTIAL	<ul style="list-style-type: none">• Dental Assistant certificate
DESIRABLE	<ul style="list-style-type: none">• Qualifications in specific clinical areas including infection control• Certificate 4 Sterilization• Knowledge of Studer and People Excellence Every Time (PEET)
SAFETY AND QUALITY	<ul style="list-style-type: none">• Actively participate in organisational processes – including the development and implementation of safety systems, improvement initiatives and related training. Assist to identify the limitations of safety systems.• Model behaviour that supports the organisations commitment to safety, quality and Person Centred Care.
CLASSIFICATION	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020
HOURS OF WORK	As per contract

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CORE VALUES	<p>Impartiality <i>All decisions will be made objectively considering all relevant and known facts</i> <i>All people will be treated equally and fairly, recognising individual abilities</i> <i>Client focus</i> <i>Be an advocate for our clients</i> <i>All information related to persons and BDH will be treated as confidential</i> <i>Demonstrates personal standards of consistency, tolerance and patience</i></p> <p>Accountability <i>Carryout work practices in a responsible and ethical manner</i> <i>Actively support and communicate with members of the team</i> <i>Share knowledge and achievements</i> <i>Actively encourage a workplace free from bullying, harassment and discrimination</i> <i>Promote a culture of learning; encourage innovation in the workplace</i> <i>Monitors the impact of one's own behaviour on others</i> <i>Shows excellence in best practice and adheres to BDH policies and procedures</i> <i>Works with a team focus</i></p> <p>Integrity <i>Maintain a sense of humour, warmth and tolerance and is truthful</i> <i>Perform work in a courteous, efficient and professional manner</i> <i>Respect, support and value work colleagues</i> <i>Recognise and support other people's differences</i> <i>Supports a "no blame" culture in reporting incidents and helping to resolve them</i></p>
KEY SELECTION CRITERIA	<p>KSC 1 Sound clinical knowledge and expertise in dental assisting practice.</p> <p>KSC 2. Proven time management and prioritisation skills.</p> <p>KSC 3. High level communication skills both written and verbal and proven ability to be able to liaise and work in a multidisciplinary team.</p> <p>KSC 4. Thorough knowledge and experience in quality improvement processes and understanding of the Aged Care and Australian National Quality Health Standards.</p> <p>KSC. 5 Evidence of a commitment to ongoing professional development.</p> <p>KSC 6. Active participation in the development of a positive culture.</p>

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SPECIFIC FUNCTIONS AND REPSONSIBILITIES	
Key Responsibility Area 1	DESCRIPTION
<p>Personal & Professional Development <i>Demonstrated experience and understanding of the need for continuation of both personal & professional development.</i></p>	<ul style="list-style-type: none"> • Demonstrate a contemporary knowledge base to provide safe effective person centred care and to meet the changing needs of the position, career and industry. • Maintain all mandatory competencies and be actively involved in other training and development as required to ensure service delivery meets the needs of the dental clinic.
Key Responsibility Area 2	DESCRIPTION
<p>Customer Service <i>Evidence of positive feedback and consumer satisfaction.</i></p>	<ul style="list-style-type: none"> • Foster a culture of person centred care. This is achieved by excellence in customer service, identifying that customers include patients, visiting health professionals, all staff employed by the Health Service, visitors, volunteers and the community • Maintain confidentiality on all issues relating to the organisation, residents/patients/clients and colleagues. • Demonstrate advanced customer service skills, orientated towards patient centred care and taking responsibility for a patient's safety, satisfaction and clinical outcomes including provision of appropriate response to client enquiries and initial or low level complaints. Demonstrated behaviours include: Shares information with patients and their families to build understanding of available healthcare services, options, risks and ways to attain optimum health and manages patient expectations; Quickly responds to patient needs, takes opportunities to exceed patient needs but avoids over commitments; gains patient agreement to proposed solutions; Takes the 'HEAT' – handles upset patients and families by hearing them out, empathizing, apologising and taking personal responsibility for resolving problems.

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Key Responsibility Area 3	DESCRIPTION
<p>Administration & Documentation</p> <p><i>Through the use of BDH processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p> <p><i>Department is managed within budget</i></p>	<ul style="list-style-type: none"> • Ensure that all documentation is accurate and completed in a professional and timely manner. • Assist in the maintenance and filing of patient records and ensure BDH policies and procedures are followed in the management of patient records. • Coordinate regular servicing and maintenance of dental equipment. • Ensure all Titanium processes are routinely followed. • Ensure accurate financial processes are completed daily.
Key Responsibility Area 4	DESCRIPTION
<p>Technical Skills and Application</p> <p><i>Demonstrated knowledge and application of the skills required for this position.</i></p> <p><i>This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> • Provide leadership in the compliance and management of all infection control procedures. • Provide leadership on all matters related to hygiene and chemical use. • Ensure all BDH Occupational Health and Safety procedures are always followed and support OH&S principles with colleagues.
Key Responsibility Area 5	DESCRIPTION
<p>Teamwork & Communication</p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of BDH.</i></p>	<ul style="list-style-type: none"> • Demonstrates ability to work within a team and exercise sound communication skills and proactively support other team members; <p>The Dental Assistant will have established and well defined procedures for performing tasks although some tasks may require the use of a number of acceptable methods or systems. The Dental Assistant will have a process for choosing the most suitable course of action where effective choice is guided by precedent, rules, policies, available facts, constraints and possible consequences and can be learned;</p> <p>Demonstrated flexibility in terms of tasks performed (and work location and hours of work where appropriate);</p> <p>Demonstrated ability to work under minimal supervision.</p>

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Key Responsibility Area 6	DESCRIPTION
<p>Quality / Safety and Risk Management</p> <p><i>Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety and risk management system.</i></p> <p><i>Act in accordance with all relevant external legislation and internal BDH policies and procedures that relate to this position and the organisation.</i></p>	<ul style="list-style-type: none"> • Participate in and contribute to quality improvement programs and other organisational activities to meet all Accreditation Standards. • Provide leadership by ensuring best practice management of infection control standards by adhering to the Victorian Cleaning Standards. • Ensure understanding of BDH risk management policies and procedures for notifying and identifying risk. • Any other duties as directed. • Adhere to best practice clinical procedures and participate in clinical governance activities.

Performance Indicators	
<p>The Dental Assistant performance will be monitored against the following indicators:</p>	
<ol style="list-style-type: none"> 1. Evidence that comprehensive dental care is provided which is consistent with a clients/patients/residents dental needs. 2. Best practice is being delivered and documented in clients/patients/residents records 3. Proof of promotion, leadership and team work on actions supportive of BDH maintaining accreditation under the National Safety and Quality Health Standards 4. Verification of the provision of a positive work place environment that shows professional conduct and communications with other health stakeholders. 5. Achievement of duties as assigned by the Dentist. 6. Achievement of positive relationships with Boort Pre-school through the smiles 4 miles program. 	
<p>Actively participates in role modelling above/below the line behaviours supporting the team to bring behaviours above the line.</p>	
Principle/Value	Associated Behaviours
<p>Services are client focused</p>	<ul style="list-style-type: none"> • Having the courage to question what we do • Determined to do the best job you can • Striving continuously to innovate and improve • Being professionally and enthusiastic • Maintaining client focus
<p>Through impartiality, the rights and choices of people are</p>	<ul style="list-style-type: none"> • Showing compassion to all

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respected	<ul style="list-style-type: none"> • Demonstrating empathy and understanding at all times • Working as a team and mentoring others • Providing encouragement to others
Accountability is demonstrated through our actions	<ul style="list-style-type: none"> • Maintaining confidentiality and privacy at all times • Listening to others and accepting differences • Being punctual • Responding courteously • Greeting all people by saying hello, smiling, introducing yourself, being culturally sensitive • Demonstrating consistency in decision making • Treating people equally being considerate and understanding • Being collaborative and collegiate
Care and services delivered in a manner which demonstrates integrity	<ul style="list-style-type: none"> • Being honest • Leading by example • Being responsible and accountable for your own actions

PERFORMANCE REVIEW

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on a formal annual basis.

I acknowledge that I have received a copy of this position description. I have read (or had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Employee: Date :

Dental Officer Date:

Issued: September, 2009

Reviewed: May 2012
 August 2013
 April 2014
 September 2016
 October 2017

Review	
3 Months	<input type="checkbox"/>
6 Months	<input type="checkbox"/>
Annual	<input type="checkbox"/>