

Western District Health Service

Position:	Dental Assistant
Classification:	As per Award
Reports To:	Dental Therapist Director of Community Services & Allied Health
Hours of Duty:	As rostered
Award and Conditions:	Health & Allied Services Award

Minimum Qualifications:

Academic	A Certificate III in Dental Assistant or equivalent accredited course, or willingness to undertake if the incumbent does not already possess a recognised qualification.
Personal	Knowledge of dental health principles and experience in dental assisting in either public or private practice with a high level of clinical competence, knowledge and understanding of required applications and procedures; Ability to work as part of a team and without direct supervision, and to communicate effectively with a variety of people; High level of accuracy and attention to detail, possession of organisational skills in order to meet predetermined targets and deadlines; Basic computer skills with a working knowledge of relevant dental clinic computerised systems is desirable; Knowledge of relevant Occupational Health & Safety regulations.
Other	Current Victorian driver's licence; Current Police Records and Working With Children Checks; Prepared to work in different areas and willingness to learn new skill Capacity to work in a range of clinical environments

PRIMARY OBJECTIVES:

- To assist dental operators in the provision of direct patient care in accordance with public dental health principles and Western District Health Service (WDHS) clinical standards.
- Contribute to the provision of high quality efficient and effective dental health services to patients of the clinic.
- Demonstrate a high level of clinical competence.
- Maintain lines of communication with all personnel within WDHS to ensure an integrated approach to patient care.
- Work within the Community Services Division philosophy and the principles of the Ottawa Charter for Health Promotion (1986)
- To contribute to the services of the Community Services Division and Western District Health Service by participation in meetings, involvement on forward planning, projects, initiatives and providing suggestions for improvement.
- Assist with the development, implementation and reporting on an annual operational plan that identifies key result areas, goals and expected outcomes for the dental service that is consistent with the Community Services Divisional Plan.

DUTIES AND RESPONSIBILITIES:

- Provide clinical chair-side assistance to dental operators.
- Prepare, maintain and manage the dental facility for patient reception to ensure efficient patient throughput in accordance with WDHS infection control policy.
- As required maintain and monitor the budget for stores items including managing an adequate supply and appropriate rotation of stores items.
- Assist dental operators to provide dental education and promotion.
- Prepare and provide equipment, dental materials and instruments for each patient according to dental treatment.
- Undertake the management of sterilization and maintenance of dental instruments and equipment within the dental facility.
- Ensure storage, packaging and collection of infectious waste/sharps and used developing/fixing solutions in accordance with infection control policy.
- Prepare developing and fixing solutions and develop radiographs.
- Undertake general administrative and clerical duties including:
 - Duties related to patient care including recording of dental examinations on dental charts, ensuring patient record details are available for daily appointments. Maintain records in accordance with Clinical Record Standards.
 - Duties related to service delivery including answering phones, arranging and recording patient appointments, confirming appointments, assisting with inquiries.
 - Duties related to data collation for the monitoring and evaluation of programs as directed including assisting the dental operator with recording of treatment statistics.

Staff Support

- Assist management with the induction of new or trainee staff members as applicable
- Assist management and/or Senior Clinical Dental Assistants with the Peer Review Program for new or trainee staff members as applicable

Communication

- Ensure that all new programs and activities within the dental service that impact the community involve appropriate WDHS and community consultation processes.
- Ensure that all interactions with patients show appropriate responses to their needs and demonstrate application of the organisations values.
- Communicate effectively with all levels of management, clerical staff, clinicians, nursing and other health professionals as required with regard to matters pertaining to the dental service.

Quality

- Participate in Quality Improvement activities including identifying and making recommendations for opportunities to improve processes, workplace health and safety, quality and service delivery outcomes.
- Actively contribute to the implementation and continuous improvement of quality assurance programs, including contribution to accreditation processes and audits.

Education

- Undertake professional development and continuing education
- Participate in the annual appraisal of work practice
- Complete annual Fire, CPR training and nominated other training as required by Western District Health Service.

Policy and Procedure

- Ensure confidentiality is maintained at all times with regard to the medical record and release patient information only in accordance with the Hospital Policy.

Privacy Principles

To be conversant with the, and adhere to the Health Records Act and the Information Privacy Act.

Other Duties

- Work with other staff to optimise functionality of Exact patient management system.
- Utilize dental data bases to fullest extent.
- Demonstrate flexibility in working hours and working location as required.
- Attend and participate actively in meetings as required.
- Other duties as directed that are within the employee's skills, competence and training.

Inherent Physical Requirements

Western District Health Service has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

The role may require the following tasks among other things:

<u>1 Nursing / Patient Care Role</u> <ul style="list-style-type: none">▪ manual handling (pushing, pulling equipment)▪ general patient handling and clinical nursing duties▪ sitting, standing, bending, reaching, holding▪ pushing pulling trolleys and equipment▪ general clerical, administration work, computer work▪ use of personal protective equipment and handling▪ handling general and infectious waste,▪ shift work in most roles	<u>2. Maintenance / Hotel Services Staff Role</u> <ul style="list-style-type: none">▪ generic maintenance work, working at heights▪ generic out door work / pushing, pulling trolleys▪ sitting, standing, bending, reaching, holding▪ computer work▪ general clerical, computer and some admin work▪ use of personal protective equipment and handling▪ handling general and or infectious waste,▪ shift work in some roles	<u>3 Clerical / Administration Role</u> <ul style="list-style-type: none">▪ sitting, standing, bending, reaching, holding▪ computer work, data entry▪ general clerical at varying levels ,▪ use of personal protective equipment▪ handling general▪ pushing and pulling trolleys / filing,▪ shift work in some roles
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Duties of Employees

- Carry out their duties in a manner which does not adversely affect their own health and safety, or that of others.
- Co-operate with measures introduced in the interest of health & safety and infection control.
- Undertake any training provided in relation to occupational health and safety and infection control.
- Immediately report all matters that may affect workplace health and safety, to their superior.
- Correctly use any information, training, personal protective equipment and safety equipment provided.
- Refrain from recklessly or wilfully interfering with anything that has been provided for health & safety reasons.
- Work within the policies, procedures and guidelines of the Western District Health Service.

APPROVALS	<i>Sign</i>	<i>Date</i>
Divisional Head:		
Department Head:		
Employee:		

Position code: <i>Human Resources Department use only</i>	CS_D Assistant_JD02
Date revised: <i>Human Resources Department use only</i>	February 2010

When revised please forward electronic copy to:
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