

SINK THEIR TEETH INTO LEARNING WHILE THEY WORK



DENTAL ASSISTANT

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| Title: Dental Assistant | Reporting To: Team Leader, Royal Dental Hospital of Melbourne |
| Business Unit: Royal Dental Hospital of Melbourne | Classification Level: Grade 2 |
| Enterprise Agreement Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 | Reviewed: October 2024 |

Position Purpose:

As part of the Royal Dental Hospital of Melbourne's dental assisting team, dental assistants contribute to the delivery of high quality, efficient and effective clinical care. The Dental Assistant will be responsible for clinical assistance, demonstrating teamwork and infection control awareness.

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Role Accountabilities:

Role Specific

- Provide efficient clinical chair-side assistance through:
 - Preparing, maintaining, and managing the clinical environment, including equipment, materials, and instruments, in line with treatment plan, to enhance efficient patient throughout:
 - Charting dental examinations.
 - Preparing, developing, and fixing solutions and developing radiographs.
- Assist in the provision of oral health education and promotion.
- Comply with infection control principles through:
 1. Sterilisation and maintenance of dental instruments and equipment
 2. Storage, packaging and collection of infectious waste/sharps and used developing/fixing solutions.
 3. Assisting in Infection Control and Occupational Health and Safety audits and implementing recommended changes.
- Ensure efficient client management including the provision of patient records and medical histories to the clinical staff and arranging and recording patient appointments.
- Support new staff, students, and trainee dental assistants by assisting with onboarding, infection control/OH&S education and monitoring compliance including assist with supervision and performance feedback.
- Provide support to the Team Leader and Senior Dental Assistant, to ensure efficient operational management of the clinical unit including:
 1. Monitoring and managing the supply and rotation of consumables and instruments.
 2. Assisting with data collation, including treatment data, to enable

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monitoring and evaluation of service delivery.

3. Support & liaise with DHSV's Patient Access Officer teams.
 4. Liaise with external health care hospitals & units.
- Actively engage in operational activities including electronic communication, meetings, managing complaints and accreditation requirements and management of, or assistance with, specific projects as required.
 - Participate in the implementation of new models of care.
 - Other roles and duties as directed within scope of role.

Generic:

- Participate in myDevelopment ensuring goals are signed off and reviewed.
- Demonstrate and promote a proactive commitment to health & safety, well-being, and the environment by actively participating in the ongoing identification and prevention of risks.
- Model behaviours that demonstrate the Victorian Public Health Sector and DHSV values in all aspects of work.
- Maintain a commitment to child safety, equity and inclusion, and cultural safety.
- Adhere to the DHSV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.



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Role requirements:

Knowledge

Mandatory

- Knowledge of all aspects of dental assisting.
- Knowledge of patient care processes, techniques, and terminology within an oral health environment.
- Strong knowledge of safety and compliance guidelines within a hospital setting
- Certificate III in Dental Assisting, or equivalent.
- Police Check and Working with Children's Check.
- Basic proficiency with Microsoft Office.
- CPR certification
- Knowledge of implants.

Experience

Mandatory

- Solid clinical experience.
- Excellent verbal and written communication skills.
- Experience in working with a variety of tasks in a fast-paced environment and getting results achieved within designated time with minimal supervision.
- Experience in managing a diverse patient base and providing great patient service experience.
- Experience in managing and resolving customer complaints.
- Experience in following infection control guidelines within an acute care setting.



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Behavioural Competencies

- Patient Education (Health Promotion) Patient Relations
- Building trust
- Decision Making
- Managing Work
- Collaboration
- Contributing to Team Success
- Adaptability
- Quality Orientation or Initiating Action

Experience

Desirable

- Experience working in a public health setting.
- Experience in using a patient management system e.g. Titanium.
- Experience in surgical procedures.
- Experience in implant procedures.
- First Aid.