

Position Title: Dental Assistant

Campus: Ballarat

Directorate: Sub-acute & Community Programs

Department: Dental

Reporting to: Direct: Clinical Co-ordinator
Indirect: Manager Dental

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: DA21 to DA25

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

This position, along with the remainder of the Grampians Health Dental, participates in the provision of dental care to eligible patients in accordance with their identified needs. The position may be based at any of the dental clinics including educational chairs or outreach programs (on rotation).

As part of an inter-disciplinary dental team with a focus on population health, the position is responsible for the delivery of high quality and cost-effective dental services.

This position also operates within a multi-disciplinary environment incorporating a range of shared team process and multi-disciplinary and shared interventions, that recognize the breadth of client and community health needs beyond that of primary presentations, along with the need to engage with and become “Partners for Health” with individuals and communities to achieve an improvement in the health of the population.

KEY ACCOUNTABILITIES

- Compliance with all GH (Grampians Health) Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- Participation in the GH integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- At GH we recognise and respect 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 socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst GH employees.
- The members of the dental team work together within their particular areas of competence, to provide the best possible care for their patients.
- Services delivered are effective, efficient, coordinated and client focussed.
- Ensure patient flow by ensuring efficient patient scheduling and time management.
- Provide effective and efficient chair-side support to a multi-disciplinary clinical team and educational clinical team.
- Provision of an advanced level of clinical care that is of a quality consistent with Grampians Health clinical standards and policies (inclusive of Infection Prevention and OH&S Policies and Procedures).
- Maintain patient records in accordance with Grampians Health Clinical Record Standards.
- Actively participate in the review of efficiency, effectiveness and appropriateness of dental services provided within Grampians Health clinics.
- Actively participate in quality activities and Key Performance Areas for the Dental Service.
- Provide professional and program support to other staff.
- Provide supervision, advice and support to less experienced staff and students.
- Support partnerships with local agencies and key stakeholders.
- Participate in the activities of the Grampians Region Oral Health Network.

ATTRIBUTES OF A DENTAL ASSISTANT REQUIRED

1. Excellent organizational skills

- Keeping patient records in the proper location
- Maintaining accurate patient information
- Ensuring dental instruments and materials are in the right place

2. Detail-oriented personality

- Ensure dental tools and instruments are properly sterilized and put away
- Record patient details
- Maintain patient records
- Make certain all tasks are completed
- Identify whether or not your patient is nervous or in pain

3. Ability to manage multiple things at once

As a Dental Assistant, your day-to-day responsibilities run the gamut. You'll have to balance all your duties in a smooth and effortless manner. For example, between preparing examination rooms and sterilizing equipment, you'll need to greet and escort and care for patients, answer questions, and assist the other dental staff with procedures. Juggling and multi-tasking in the span of an hour or even a few minutes, sometimes in a stressful environment.

4. Good dexterity skills

Dental Assistant, you'll be working with your hands a lot. And when you're assisting the dentist or dental hygienist, you'll be working in a tight space on a small part of the body. Having great control of the small muscles of your hands and fingers is important. Great hand-eye coordination is also a must as you'll need to work precisely with small tools and instruments.

5. Professional demeanor

Dental Assistants play an important role in patient satisfaction – you'll often be the first and last person a patient interacts with! The way you act and present yourself will reflect (either positively or poorly) on the practice as a whole. What does it mean to be professional?

- Coming into work on time
- Always dressing appropriately
- Taking your work seriously
- Having a good attitude

6. Strong communication skills

Great communication is important in this role at BHS dental, especially in a dental surgery environment. In order for the day to run smoothly and on-schedule, you'll need to be in constant communication with the rest of the team. Additionally, you'll often serve as a liaison between different parties, so you'll need to communicate effectively with various types of people – from patients of all ages to dental staff and dentists. Great chairside manner is key! Here are some key types of communication you'll need to perfect:

- Explaining complex subjects in a simple way (for example, post care)
- Initiating small talk with patients
- Describing dental care instructions
- Outlining patient status, room availability, and changes in the daily schedule

7. Great listening abilities

Being a good communicator is knowing how to listen, this is so important. Dental Assistants interact closely with patients every day. Your ability to correctly respond to patient's concerns or questions starts by lending an ear and listening well. Additionally, you'll need to have good listening skills in order to correctly follow instructions from dentist and dental therapists. Being a good listener means looking the speaker in the eye, keeping an open mind while the person is talking, and giving regular feedback to better understand and confirm what the person is saying.

8. Compassionate attitude

Many of our patients have anxiety about going to the dentist? Some people are so terrified of visiting the dentist that they'll have trouble sleeping the night before and may even cry or have an anxiety attack once they get in the exam room. As a Dental Assistant, you need to be aware of this common phobia and provide a compassionate, empathetic attitude to patients at all times. You want to help patients feel calm and do your best to ensure they feel relaxed and confident throughout their appointment

9. A desire to help

This role has a strong emphasis in assisting and helping others. Successful Dental Assistants love and take pride in doing everything they can to work as a team and assisting the Dentist and Dental Therapists. As part of your responsibilities, you'll be called on to assist and act as the right arm of the Therapists and Dentist. This role requires a lot of focus. You'll be handing off instruments, keeping the patient's mouth clean and dry, and moving their tongue or cheek while they're examined. Throughout the day, your job is to be a team player, helping in whatever is necessary to keep the office running smoothly.

10. Resilience

Determination and strong work ethic will go a long way toward your ability to be a successful Dental Assistant. Not every day will be a walk in the park. You'll be faced with busy days, some unhappy patients, problems to solve, and more. This position requires resilience, focus and dedication to always be giving your best and need to take these more challenging days in stride and bounce back quickly.

KEY SELECTION CRITERIA

Qualifications

- Formally recognized tertiary qualifications in Dental Assisting, E.g. Certificate III in Dental Assisting
- Current Victorian Drivers Licence

Technical/Professional Knowledge and Skills

- Substantial knowledge of all aspects of dentistry, embracing contemporary approaches relevant to the target population
- Demonstrated highly developed communication and interpersonal skills, including the ability to provide consultancy services on a broad range of issues related to dental services

Work Environment

- Awareness of and sensitivity to the unique requirements of clients from different ethnic and cultural backgrounds

- Awareness of and sensitivity to the unique requirements of clients from disadvantaged groups
- Advanced skills in the effective participation in a multi-disciplinary team
- An understanding of and commitment to the principles and systems of continuous improvement in the access to and delivery of dental services

Personal attributes

- The ability to maintain effective work relationships and clinical effectiveness in an environment which is often pressured

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect 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 socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.