Position Title: Dental Assistant
Classification: According to experience
Reports To: Senior Dentist/Dental Program Manager
Department: Dental Services
Award / Enterprise Agreement: Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016-2020

About Bass Coast Health

Bass Coast Health is the major public healthcare provider within the Bass Coast Shire in South Gippsland. The service has provided quality service and care for residents of the Bass Coast Shire for over 100 years. It is an integrated health service providing emergency services as well as acute (medical and surgical), sub-acute and residential inpatient beds along with an extensive array of community and primary care services.

Services are provided from a number of sites including Wonthaggi, San Remo, Inverloch and Cowes.

The service is committed to working in partnership with its community, and with other health services, local government and state government.

Bass Coast Health is committed to embracing the diverse life experiences and perspectives of all members of our community – regardless of gender, age, ethnicity, cultural background, disability, religion or sexual orientation.

Our Values

<table>
<thead>
<tr>
<th>Value</th>
<th>What this means at Bass Coast Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person Centred Focus</td>
<td>Having the patient/client/resident/customer at the CENTRE of everything we do</td>
</tr>
<tr>
<td>Integrity</td>
<td>Honesty and reliability in our work</td>
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<tr>
<td>Trust</td>
<td>Doing what we agree to do; not letting our colleagues down</td>
</tr>
<tr>
<td>Respect</td>
<td>Having regard for and valuing others’ views and opinions and acting accordingly; accepting differences</td>
</tr>
<tr>
<td>Quality and Safety</td>
<td>Safety for patients, clients, residents and staff is a top priority. All work is focused on doing the best job possible and looking for ways of improving.</td>
</tr>
<tr>
<td>Accountability</td>
<td>Every staff member is accountable for their work and what they do every day; following through with tasks.</td>
</tr>
<tr>
<td>Working Together</td>
<td>Recognising that we are a team and that nobody can work alone successfully in a health care environment</td>
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Position Summary

The Dental Assistant is responsible for assisting clinicians in the provision of clinical duties. The DA will liaise with all clinical and clerical staff to ensure appropriate care is maintained in the dental clinic.

Key Responsibilities

Provision of Care:
- Maintain a professional approach to work including the provision of quality customer service
- Provide professional support to dentist, therapists and administration staff to ensure cohesive and effective service provision
- Maintain open and effective communication with customers and all BCRH staff plus external services providers and other professionals
- Provide professional support to the dentist, therapists and other administrative staff to ensure a cohesive and effective service provision
- Provide clinical chair-side assistance to dentists and therapists and undergraduate students
- Customer orientated services - ensuring clients are treated in a manner which respects their cultural beliefs including facilitating the use of interpreters when required
- Provide mentoring and training to trainee dental assistants
- Ensure accurate dental record charting on Titanium
- Maintain the smooth running of the clinical surgeries by maintaining dental stock control, dental chairs and other equipment
- Ensure safe use and maintenance of the dental equipment according to the manufacturer’s guidelines, advising the Senior Dentist on the condition of this equipment
- Contribute to the implementation and continuous improvement of quality activity programs
- Assist clinicians in efficient patient throughput in meeting daily targets by assisting the dentists and therapists
- Assist in meeting budgetary guidelines
- Adherence to the Occupational Health & Safety policy with issues identified and reported appropriately
- Health Promotion - participate in oral health promotion and education to patients and parents in a clinical setting
- Training and Development - demonstrate a willingness to undertake and complete continuing professional education especially in the area of cross infection control
- Quality:
  - Identify and make recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery outcomes within BCH
  - Demonstrate an understanding and contribute to the EQuIP accreditation processes and seek to continually improve standards within the dental clinical
  - Participate in quality improvement activities
- Attendance at Dental Clinic meetings
- Any other duties as directed by the Senior Dentist
Professional practice:
- Assist clinicians in a professional manner in the provision of dental care:

**Key Performance Indicators**

- The role of the dental assistant is to ensure the duties are performed within legislative compliance including:
  - Policies and procedures of BCRH
  - Quality activities
  - Occupational Health & Safety Act
  - Privacy Act
  - Equal Opportunity Act
- Efficiently assisting clinicians in patient throughput and meeting daily targets
- Infection control policies and procedures followed
- Budgetary guidelines met
- Accountable for own performance and continually seeking to improve own practice standards

<table>
<thead>
<tr>
<th>Category</th>
<th>Key Performance Indicator</th>
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</table>
| **Clinical Competency**| • Provide sound chair side assistance
   • Have sound Instrument knowledge
   • Have dental product knowledge
   • Maintain correct clinical charting
   • Maintain stock control within:
     o Surgery
     o stock rooms
     o sterile stock room
   • Undertake stock ordering on oracle
   • Ensure clinical equipment is maintained.
   • Have sound performance in setting up and packing down of surgery
   • Where required, should act as a mentor to less experienced staff
   Assist and ensuring that the dental clinic is a safe environment, comfortable and non-threatening to the client and other staff |
| **SERVICE QUALITY**     | • To provide a high quality of customer service by providing professional chair side assistance with all clients
   • know organisational policies and how to access on Prompt
   • Know National standards guidelines and participate in audit collection
   • maintenance of DA duties log book
   • Participate in the review and continuous improvement of quality of clinical care including contributing to external accreditation processes
   • Provide clinical supervision/support and advice to less experienced dental assistants/trainee |
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| Dental Public Health           | • Demonstrate an understanding of dental public health principles  
• Participate in outreach programs, including dental screenings  
• Assist the Dental program manager to assess client and community needs and assist in the co-ordination of program development                                                                                                                                                        |
| Productivity                   | • Work with the clinicians to achieve productivity benchmarks in accordance with employer policies and guidelines.  
• Change over time of 5min +/- 2min                                                                                                                                                                                                                                                                 |
| Infection Control              | • Assist in the implementation and maintenance of infection control policy and protocol, including identification of gaps and potential areas for improvement  
• HHA to be completed annually  
• Aseptic training and competency achieved every 2 years  
• Uniform and PPE compliance                                                                                                                                                                                                                                                                  |
| Occupational Health & Safety   | • Adhere and maintain BCH occupational health and safety policy and protocol, including identification of gaps and potential areas for improvement  
• Annual fire training                                                                                                                                                                                                                                                                                                                                 |
| Teamwork & Communication       | • Demonstrate interpersonal skills in the liaison and networking with relevant professional and community groups  
• Demonstrate ability to work within a team and exercise sound communication skills  
• Communicate effectively with other team members by sharing information concerning the needs of the client and/or service and by participation in team meetings and workshops etc.  
• Professional and courteous manner at all times in dealing with staff, clients and guest to BCH  
• To liaise and develop effective communication with external providers as required  
• To assist in dealing with patient complaints  
• Demonstrate flexibility in terms of task performance and task location  
• Attendance of compulsory bullying and harassment training                                                                                                                                                                                                                                 |
| Customer Service               | • Facilitating excellent customer service with professional meet and greet protocol  
• Helping to place patients at ease in the dental clinic environment. Ensuring their needs are most appropriately met whilst keeping in line with all BCH policies and government legislation                                                                                                                                               |
| ADMINISTRATIVE / PROCEDURAL    | • DA administration tasks are undertaken within designated timelines and recorded accurately.  
• Ensure adherence to relevant policy and guidelines  
• Undertake specific projects as required                                                                                                                                                                                                                                                                 |


### Category: Adherence to Privacy & Confidentiality Requirements
- Adherence to Victorian Privacy Laws—Information Privacy Act 2000 and the Victorian health Record Act 2001 as well as other laws that regulate the handling of personal information
- Comply with BCH privacy and confidentiality protocols.

### Category: Professional & Personal Development
- Demonstrate willingness to undertake professional development and continuing education both work and self-sponsored
- Attend relevant in-service education programs, workshops and seminars to maintain and update knowledge and expertise
- Participate in an annual performance evaluation in accordance with BCH and participate in the revision of the position statement annually or as required.

### Category: Change Management
- Respond to changing requirements of funding bodies, BCH and client demand.
- To assist with the introduction of change with key stakeholders
- To participate and comply with technological updates at BCH and as part of any DHSV program

### Reporting Relationships:
- **Internal relationships:**
  - All staff
- **External stakeholders:**
  - Clients, general public, visitors, suppliers, other external agencies and providers

### Qualifications and Registrations
**Essential**
- Certificate III in Dental Assistant or equivalent badged qualification recognised by the Australian Dental Association.

**Desirable**
- Demonstrated understanding and commitment to the principles of Public Health

### Key Selection Criteria
- Excellent written and oral communication skills
- Good time management and organisational skills
- Demonstrated initiative and able to work as an effective member of a team
- Have a caring and understanding attitude towards patients
- Professional approach to work including the provision of quality customer service
- Be accountable for own performance and continually seek to improve own practice standards
Health Service Policies and Procedures

You are required to be familiar with Bass Coast Health’s policies and procedures. These can be accessed using the PROMPT document management system which is access via the intranet.

Consumer Focus

- Each employee has responsibility to ensure an excellent standard of service is offered by partnering with patient, consumers and/or carers and the community at all levels of health care provision, planning and evaluation.
- Demonstrate a commitment to the patient ‘Charter of Healthcare Rights’.
- Recognise and respond to the needs and requirements of each individual patient, consumer and/or carer.

Quality & Safety

- Maintain confidentiality in accordance with Bass Coast Health’s Policies and Procedures and in accordance with relevant privacy and health records legislation.
- Each employee has responsibility to ensure patient and consumer safety and quality of care is the highest priority.
- Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all patients and consumers.
- Maintain a good working knowledge of the National Safety and Quality Health Service Standards, take initiative to pursue opportunities for quality improvement, and actively contribute to accreditation of the service being delivered.
- Actively involve patients, consumers and/or carers in quality and safety improvement activities.
- Maintain infection prevention and control knowledge levels commensurate with the requirements of their position and adhere to the organisation’s Infection Prevention and Control policies and procedures at all times.
- Comply with all legislative, regulatory and policy and procedural requirements to protect and enhance the health, safety and wellbeing of you, patients, consumers and colleagues whilst at work. This includes the appropriate and safe use of machinery, devices and personal protective equipment and that the principles of general and patient manual handling are adhered to.

Employment Principles

Bass Coast Health is committed to the employment principles that reinforce the public sector values. These principles ensure:
- Employees create and develop a positive working relationship with team and colleagues
- Employees act in accordance with the ‘Code of Conduct’ and ‘Workplace Behaviour policies’
- Actively participate in relevant professional development
Acceptance of the Position

I understand, agree to and accept the role as outlined in accordance with this position description

| NAME: (please print): | |
| SIGNATURE: | DATE: |

Senior Dentist / Dental Program Manager

Signed on behalf of Bass Coast Health

| NAME: (please print) | |
| SIGNATURE: | DATE: |

Note: Statements in this Position Description are intended to reflect general responsibilities and are not intended to be all-inclusive. Other duties may be required as part of this role.