



WWHS

West Wimmera Health Service

Position Description

Position:	Dental Assistant
Location:	Nhill Dental Clinic
Reporting to:	Dental Administration Co-ordinator
Division:	Community Health
Award:	Health and Allied Services, Managers & Administrative Workers (VPS) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Level:	DY13 or Dependent on skills, qualifications and experience as per Award

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care - Safe, Effective, Innovative

To fully embrace new technologies and processes that enable world class rural healthcare.

Our Community - Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future - Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align the service's operations with established ESG principles.

Our Values



TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



SAFETY

Providing a safe workplace and services free from avoidable harm.



UNITY

Working well together in a great place to work.



ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> • Employees • Manager • Executive Director • Consumers 	<ul style="list-style-type: none"> • Contractors • Consultants • Community • Visitors

Position Overview:

- To provide the appropriate and efficient delivery of public and private dental services at West Wimmera Health Services.
- To achieve the highest standard of patient care through supporting Dental Clinicians in line with Dental Health Services Victoria policies and promoting the philosophies and objectives of West Wimmera Health Service.
- To ensure the Dental Department's business focus supports long term sustainability models.

Key responsibilities:

- The Dental Assistant will, in conjunction with Dental Clinicians, provide:
 - direct patient care in accordance with WWHS and DHSV clinical standards and policies;
 - high quality, efficient, effective, best practice and sustainable dental health services;
 - a combination of clinical and health promotion functions.
- To support the organisation to deliver quality services.
- To strengthen relationships with customers and clinicians to enhance the image of the Dental Unit.

Statement of duties:

Professional Practice:

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.

- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the patient's condition.
- Provide clinical chair side assistance to Dental clinicians.
- Maintain a professional approach, providing quality direct patient care at a high level of clinical competence in accordance with DHSV clinical standards and policies.
- Prepare and maintain the dental facility for patient reception to ensure efficient patient throughput in accordance with WWHS and DHSV infection control policy.
- Prepare and provide equipment, dental materials and instruments for each patient according to dental treatment.
- Assist with the cleaning and maintenance of dental instruments and equipment within the dental surgery.
- Prepare and assist with digital dental radiographs.
- Ensure storage, packaging, collection and disposal of infectious waste/sharps in accordance with WWHS and DHSV infection control policy.
- 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;
 - Duties related to service delivery including arranging and recording patient appointments, assisting with inquiries.
- Accurately record data collection for the monitoring and evaluation of programs as directed, including assisting the dental operator with recording of treatment statistics.
- Manage an adequate supply of stores items for the dental facility, by coordinating the purchase and organisation of consumables for use in the Dental Clinic.
- Maintain records relating to monitoring of tracking of equipment.
- Triage patients seeking emergency care according to the DHSV Triage system to ensure treatment is offered in an orderly and timely manner.
- Assist patients in filling out medical history forms and other forms associated with record maintenance.
- Ensure all clients and staffs are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination.
- To have the ability to cope with rapidly changing circumstances and quickly grasp new concepts.
- Function in accordance with legislation, conducting practice within a professional and ethical framework to deliver accountable care that protects the right of individuals and groups.
- Ensure incidents regarding clinical practice are accurately documented and investigated at the time of the incident and the Dental Administration Coordinator or delegate is informed.
- Assist Dental Clinicians to provide dental education and plan and implement Dental Health promotion programs.
- Collaborate with multidisciplinary team members, relevant professional and community groups to achieve desired health outcomes for patients.
- Support the development and implementation of the Oral Health Promotion Plans with the Health Promotion Team, Oral Health Promotion trained Dental Assistant, Dentists and other Oral Health Therapists.
- Liaise with other West Wimmera Health Service departments (ie: Community Health) in promoting good working relationships to achieve the optimum provision of quality patient care.
- Demonstrate a commitment to positive promotion of the organisation within the community.
- To effectively communicate with all levels of staff and members of the public and form part of a progressive dental team.

- As part of a progressive dental team contribute to the improvement in work procedures and processes so goals and plans for the dental unit are achieved.
- Manage and adapt to changes in uniquely integrated rural dental service.
- Assist with orientation of new personnel in accordance with the Service's policy.
- Provide guidance to young people participating in Dental experience programs.

Quality, Safety and Risk Management:

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Actively participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.
- Ensure that all documentation is completed and correct within Dental Health Services Victoria, Australian Dental Board and policy guidelines.
- Assist with the planning and implementation of Quality Activity Programs in line with the National Safety and Quality Health Service (NSQHS) Standards.
- Provision of an advanced level of clinical care that is of a quality consistent with WWHS clinical standards and policies, inclusive of Infection Control and Work Health and Safety (WHS) policies and procedures.
- Regular checking to ensure that all equipment is in good working order, identifying and recommending repairs and replacements as required.
- Each employee has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.
- Each employee has the right to a safe working environment and she/he should advise the supervisor of any risk or condition likely to result in accident or injury.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other (relevant team members, customers, volunteers) and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

Key Selection Criteria:

Essential:

1. Effective communication and organisational skills
2. Demonstrated high level of clinical competence, knowledge and understanding of required applications and procedures.
3. Demonstrated ability to work effectively as part of a team.

4. Proven ability to communicate effectively with a variety of people, with excellent interpersonal and communication skills.
5. Demonstrated ability to be highly organised, efficient and productive.
6. Demonstrated high level of initiative.
7. Evidence of high level of customer focus.
8. Demonstrated knowledge of dental public health promotion principles.
9. Demonstrated commitment to continuing personal and professional development.
10. Adaptable to days / hours and location of duty.

Desirable:

1. Possession of a recognised Dental Assistant Certificate of Accreditation and Badge issued by the Council of the Australian Dental Association or equivalent.
2. Previous experience working as Dental Assistant or in Dental field.
3. Demonstrate understanding of DHSV policies and practices.
4. Interest in pursuing additional post registration qualifications.

Pre Requisites:

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver’s Licence

Internal Direct Reports:

Nil

External Direct Reports:

Nil

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By: Executive Director of Community Health	
Name:	
Signature:	Date:

Position Incumbent Name:	
Signature:	Date: