

POSITION DESCRIPTION

Dental Assistant – Grade 2



Working at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage.**

Position Details:

Position Title:	Dental Assistant
Enterprise Agreement:	Victorian Public Health Sector-Health and Allied Services-Managers and Administrative Workers 2016-2020
Position Classification:	2.1 (DY13) – 2.5 (DY17)
Who does this position report to:	Senior Dental Assistant
Does this position manage or supervise others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Workplace Location:	Wangaratta and Benalla and off-site locations for outreach services
Primary purpose of the position:	The primary role of the Dental Assistant Grade 2 is to assist dental clinicians in the provision of direct patient care in accordance with Northeast Health Wangaratta's clinical standards and policies. This requires initiative, motivation and the ability to follow instructions as a member of the dental team as well as having experience in a more complex work environment and/or specialist area.
Position Description reviewed:	November 2021

Key Accountabilities:

1. Provide clinical chairside assistance to dental clinicians
2. Promote and demonstrate a team approach to care
3. Prepare and provide equipment, dental materials and instruments for each patient according to treatment
4. Assume responsibility for sterilisation and maintenance of dental instruments and equipment.
5. Ensure storage, packaging and collection of infectious waste/sharps are in accordance with NHW Dental Infection Control Policy.
6. Manage an adequate supply and appropriate rotation of consumables and instruments
7. Ensure compliance with all daily tasks as directed on the schedule.
8. Ensure that stock levels are maintained in each surgery on a daily basis
9. Provide mentoring and support to new or trainee Dental Assistants.
10. Assist in reaching goals for Value Based Model of Care
11. Assist in the delivery of the Smile Squad dental program, and other Outreach programs as required.
12. Promote a workplace culture that is professional, supportive and inclusive and an environment that values trust, information sharing and engagement.
13. Ensure services are provided in a manner that meets compliance with relevant Acts and Standards.

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14. Maintain awareness of and compliance with ACHS Standards and EQUIP Accreditation requirements
15. Undertake duties as directed by the Practice Manager, Senior Dentist and Senior Dental Assistant.
16. Other tasks as directed

Key Relationships:

Internal

1. All NHW Workforce

External

1. External Health Services
2. Outreach services
3. Schools and Kindergartens

Key Selection Criteria:

1. Dental Assistant Certificate III or recognised Dental Assistant Certificate of Accreditation
2. More than 12 months' experience in this role
3. Demonstrated knowledge in all aspects of Dental Assisting
4. Demonstrate a passion for continuing education, personal and professional learning and development
5. Consistently demonstrate advanced customer service skills orientated towards patient centred care and patient safety, satisfaction and clinical outcomes including provision of appropriate responses to enquiries and low level complaints.
6. Ability to share information with patients and their families where appropriate.
7. Demonstrate a high level of clinical competence, knowledge and understanding of required applications and procedures.
8. Demonstrate flexibility in task performance, and the ability to work in work locations geographically removed from the main clinic and in a variety of settings.
9. Demonstrate a willingness to promote and implement value based care through specific tasks and patient support
10. Ability to work as a team member in a multidisciplinary environment.
11. Demonstrate an interest in dental program innovation to meet community needs

In addition to the above, all staff must have an remain current for continued employment, the following:

1. Current Class C Driver's Licence
2. A current National Police Check (renewed every 3 years)
3. A current Employer Working with Children Check (renewed every 5 years)

Immunisation:

It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category A. Covid-19 Vaccination and yearly Flu Vaccination are required.

Diversity:

We encourage you to bring your 'whole self to work'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to others regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.

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Mandatory Training:

It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.

Performance & Accountability:

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Management:

In order to help ensure continued employee, patient safety and quality of care:

- Understanding individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW
- Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements.
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

Policies & Procedures:

Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve

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the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:

Signature:

Date:

POSITION DESCRIPTION – Jobs Demands Checklist

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The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Position:	Dental Assistant – Grade 2
Department / Unit:	Dental
Workplace Location:	Wangaratta and Benalla and off-site locations for outreach services

Frequency Definitions:

I Infrequent - intermittent activity exists for a short time on a very infrequent basis	C Constant - activity exists for more than 2/3 or the time when performing the job
O Occasional - activity exists up to 1/3 of the time when performing the job	R Repetitive - activity involved repetitive movements
F Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	N Not Applicable - activity is not required to perform the job

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks						
Standing	Remaining standing without moving about to perform tasks						
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes						
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes						
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks						
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks						
Kneeling	Remaining in a kneeling posture to perform tasks						
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks						
Leg / Foot Movement	Use of leg and / or foot to operate machinery						
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps						
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)						
	Moderate lifting and carrying (10 – 15 kg)						
	Heavy lifting and carrying (16 kg and above)						
Reaching	Arms fully extended forward or raised above shoulder						
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body						
Head / Neck Postures	Holding head in a position other than neutral (facing forward)						
Hand & Arm Movements	Repetitive movements of hands and arms						
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands						
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work						

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Driving	Operating any motor powered vehicle								
Sensory Demands:									
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc								
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries								
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals								
Taste	Use of taste is an integral part of work performance, eg: Food preparation								
Touch	Use of touch is an integral part of work performance								
Psychosocial Demands:									
Distressed People	Eg: Emergency or grief situations.								
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.								
Unpredictable People	Eg: Dementia, mental illness, head injuries.								
Environmental Demands:									
Dust	Exposure to atmospheric dust.								
Gases	Working with explosive or flammable gases requiring precautionary measures.								
Fumes	Exposure to noxious or toxic fumes.								
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.								
Hazardous Substances	Eg: Dry chemicals, glues.								
Noise	Environmental / background noise necessitates people raise their voice to be heard.								
Inadequate Lighting	Risk of trips, falls or eyestrain.								
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.								
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.								
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.								
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.								
The area below is for any special comments or notes on significant physical or other demands required to perform this job:									
Nil									