

# POSITION DESCRIPTION

## Level 2 – Dental Therapist / Dental Hygienist / Oral Health Therapist



### 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:	Level 2 – Dental Therapist / Dental Hygienist / Oral Health Therapist
Enterprise Agreement:	Victorian Public Health Sector (Dental Therapists, Dental Hygienists and Oral Health Therapists) Enterprise Agreement 2018-2022
Position Classification:	DT48 – DT52
Who does this position report to:	Practice Manager
Does this position manage or supervise others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Workplace Location:	Community Care Centre and all other work locations managed by NHW Dental Services
Primary purpose of the position:	<p>The primary role of the Dental Therapist/Hygienist/Oral Health Therapist Level 2 is to be responsible for the provision of dental care within the scope of the Dental Practice Board of Victoria's Codes of Practice for dental therapists.</p> <p>This role is expected to provide direct patient care in accordance with NHW clinical standards and policies to ensure the provision of high quality and efficient dental services.</p> <p>The Dental Therapist Level 2 will assist in dental health promotion and education programs with the aim to expand their knowledge and expertise.</p>
Position Description reviewed:	January 2021

### Key Accountabilities:

1.	Provide direct patient care in accordance with NHW clinical standards and policies including those with disabilities and more complex medical histories
2.	Ability to provide a broad range of efficient dental services within their scope of practice
3.	Support the practices of Value-based model of care which focusses on prevention and minimal intervention
4.	Demonstrate appropriate skills for the resolution of patient complaints
5.	Demonstrate the ability to act as a mentor to clinicians with less experience
6.	Demonstrate a high level of understanding of dental public health principals
7.	Where appropriate, refer patient to a Dental Officer, in accordance with the current organisation policy
8.	Undertake accurate diagnosis and treatment planning
9.	Maintain professional approach to work including the provision of quality customer service
10.	Show appropriate responses to patients needs and demonstrate NHW values

# POSITION DESCRIPTION

## Level 2 – Dental Therapist / Dental Hygienist / Oral Health Therapist



11. Undertake duties in a professional manner when dealing with clients and the public
12. Assist other staff in the shared management of the dental program
13. Promote a continuous improvement culture in line with “Hardwiring for Excellence”
14. Encourage innovative solutions to identified areas for improvement
15. Maintain a proactive approach to the identification, management and reduction of risk
16. Ensure that services are provided in a manner that meets compliance with relevant Acts and Standards
17. Maintain awareness of and compliance with ACHS Standards and Accreditation requirements
18. Contribute to Peer Review opportunities
19. Encourage innovative solutions to identified areas for improvement
20. Participate in as required precinct and environmental sustainability planning
21. Training and orientation of new and existing staff
22. Promote a workplace culture that is professional, supportive and inclusive
23. Promote an environment that values trust, information provision and engagement
24. Meet and maintain standards of regulatory compliance for administrative and clinical information records and systems within the Australian Legislation and Regulation, Victorian Legislation and Regulation (ie Public Record Office of Victoria) and Northeast Health Wangaratta Policy and Procedure Framework
25. Ensure services delivered are effective, efficient, coordinated and client focused
26. Assist with efficient patient scheduling to enhance patient throughput
27. Assist with planning and monitoring and reporting achievements against targets and participate in strategies to meet agreed service targets
28. Undertake general administrative duties, including data collection for the monitoring and evaluation of programs, and data input of patient treatment and notes in accordance with DPBV guidelines
29. Clerical and administrative duties related to patients, eg. Making appointments, dealing with patient appointments
30. Liaise and consult with external agencies (e.g. Private providers, medical staff) with regard to patient management
31. Liaise with patients/parents/guardians
32. Other tasks as directed

### Key Relationships:

Internal	External
1. Dental Team	1. External Agencies
2. Oral Health Educators	2. Patients and Families

### Key Selection Criteria:

1. Bachelor of Oral Health or equivalent
2. Knowledge of public dental health programs and understanding of a Community Health Care Philosophy
3. Appropriate level of clinical competence, knowledge and understanding of required applications and procedures
4. Willingness to participate in training and undertake continuing personal and professional development
5. Ability to work effectively as part of a team

# POSITION DESCRIPTION

## Level 2 – Dental Therapist / Dental Hygienist / Oral Health Therapist



6. Ability to communicate effectively with a variety of people, including co-workers, patients and parents/carers
7. Willingness to work across several different work locations managed by NHW Dental Services
8. Ability to adapt to a rapid changing environment and grasp new concepts

### **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.

### **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 other 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.

### **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

# POSITION DESCRIPTION

Level 2 – Dental Therapist / Dental Hygienist / Oral Health Therapist



- 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 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.

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

# POSITION DESCRIPTION – Jobs Demands Checklist

## Level 2 – Dental Therapist / Dental Hygienist / Oral Health Therapist



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.

<b>Position:</b>	Level 2 – Dental Therapist / Dental Hygienist / Oral Health Therapist
<b>Department / Unit:</b>	Dental
<b>Workplace Location:</b>	Community Care Centre and all other work locations managed by NHW Dental Services

### Frequency Definitions:

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

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

# POSITION DESCRIPTION – Jobs Demands Checklist

## Level 2 – Dental Therapist / Dental Hygienist / Oral Health Therapist



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