

Position Description

Position Title	Senior Dental Assistant
Position Number	30006167
Division	Community and Continuing Care
Department	Community Dental Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Grade 2 Dental Assistant
Classification Code	DY17
Reports to	Manager Community Dental Service
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

Senior Dental Assistants (SDA) provide leadership and support to the dental team with daily operational needs in the clinic and outreach/ Smile Squad settings. This includes supporting other dental assistants to understand and respond appropriately to the challenges and complexity of providing consistent high quality direct patient care. They prepare the patient and work areas for dental treatments and procedures including recording dental histories and medical information.

The SDA coordinates the operational environment and is responsible for implementing and coordinating systems and processes that support a positive client experience, which includes compliance with all occupational health and safety, infection control and quality assurance requirements. The SDA also supports the dental assistant group with their personal development and mentoring program. The SDA is required to contribute to the provision of a high quality efficient and effective dental health services to patients in accordance with [BH Strategic plan 2026-2030](#)

CDS has a commitment to assuring safety and quality in the services it provides, both in clinic and in the outreach and Smile Squad settings. In keeping with this commitment all services will be provided by an oral health team working together with shared accountability for improving health outcomes for the people attending for care. The potential for good oral health outcomes requires a foundation of regular self-maintenance which the oral health team have a responsibility to educate, support and develop.

Responsibilities and Accountabilities

The Senior Dental Assistant supports the safe, efficient and effective operation of Community Dental Services through senior clinical support, day-to-day team coordination, leadership and mentoring, and the consistent application of Bendigo Health policies, procedures and standards.

The SDA is expected to exercise appropriate delegated authority within the scope of the role and escalate matters outside this scope to the relevant member of the Leadership team.

Key Responsibilities

Patient Care and Customer Service

- Provide clinical chair-side assistance to dental operators.
- Under guidance from the dental operators provide dental education and oral health promotion to patients.
- Provide care that focusses on the individual.
- Build relationships with patients and their support persons in order to collaborate and provide effective and safe patient care.
- Provide patient care that is respectful towards individual values, customs and spiritual beliefs.
- Assist and guide the patient through the dental service and ensure any follow up is arranged.

Equipment & Material Control

- Prepare, maintain and manage the clinical environment to receive the patient in clinic as well as the outreach and Smile Squad setting.
- Prepare and provide equipment, dental materials and instruments for each patient according to dental treatment.
- Maintain and monitor the consumable supplies required by the operators and general supply items for unit and place orders as required.
- Ensure adequate supply of linen for all clinical areas.
- Comply with the current Australian Infection Control Standards and undertake infection control and Occupational Health and Safety audits.

Administrative Support

- Recording of dental examinations on dental charts.
- Ensuring patient record details are available for daily appointments. Maintain records in accordance with Bendigo Health Clinical Record Standards.
- Arranging and recording patient appointments, confirming appointments, assisting with inquiries.
- Data collection for monitoring and evaluating of programs.

Oral Health Team

- Provide support and leadership for all dental team members (particularly those in the work area) to ensure the efficient, effective and safe operation of the allocated work unit.
- Assist with the induction of new staff and students.
- Assist with training as required to dental assistant trainees working within the service.
- Participate in relevant professional development programs and mandatory training requirements.

Key Selection Criteria

Essential

1. Certificate III in Dental Assisting.
2. Demonstrated advanced clinical competence in dental service provision, delivered through public, private and/or specialist dental services.
3. Demonstrated ability to provide day-to-day leadership, coordination, guidance, mentoring and support to staff, students and trainees.

Desirable

4. Demonstrated computer skills and ability to effectively use patient management systems, email and Microsoft Office applications.
5. Experience working in Smile Squad, outreach and/or school dental programs.
6. Demonstrated ability to prioritise and coordinate multiple tasks while maintaining a safe, efficient and patient-focused service.
7. Well-developed interpersonal and communication skills that facilitate effective communication and positive working relationships with clinicians, dental assistants, patients and their support persons.
8. Ability to operate in a busy and dynamic environment.
9. A positive, friendly and helpful approach, with a commitment to providing respectful and patient-centred service.
10. Demonstrated commitment to teamwork, professional development, mentoring and supporting a positive workplace culture.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.

- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.