



Position Description

| | |
|----------------------------|--|
| Position Title | Dental Assistant |
| Position Number | 30025862 |
| 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 2021-2025 |
| Classification Description | Dental Oral Assistant G2 |
| Classification Code | DY12 – DY17 |
| Reports to | Manager Community Dental Services |
| Management Level | Non Management |
| Staff Capability Statement | Please click here for a link to staff capabilities statement |
| Mandatory Requirements | <ul style="list-style-type: none"> • National Police Record Check • Working with Children Check • 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

Dental Assistants support the dental operator in the provision of direct patient care in accordance with Bendigo Health policy and procedure guidelines. They prepare the patient and work areas for dental treatments and procedures including recording dental histories and medical information. Dental Assistants at CDS are actively involved in preventative oral health initiatives (including the Smile Squad) and other early years outreach programs and high risk community groups. The dental assistant 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 2022 -2025 and Clinical Services Plan.

CDS has a commitment to assuring safety and quality in the services it provides. 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

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.
- 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.
- Comply with the current Australian Infection Control Standards and participate in 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.

Oral Health Team

- Work as a collaborative team member to ensure the efficient, effective and safe operation of the allocated work unit.
- Participate in relevant professional development programs and mandatory training requirements.

Key Selection Criteria

Essential

1. Certificate III in Dental Assisting, or equivalent.
2. Demonstrated level of clinical competence and experience in dental service provision, delivered through public, private and/or specialist providers.

Desirable

1. Ability to prioritise multiple tasks.
2. Interpersonal skills which facilitate effective communication with clinicians working in the area and patients who receive service.
3. Ability to operate in a busy and dynamic environment of change.
4. Demonstrated computer/keyboard skill in patient databases, email and Microsoft Word.
5. Active engagement and enthusiasm for improvement and development of dental services.
6. A personal approach which is positive, friendly and helpful.

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.
- 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.