

Position Description

Position Title	Lead Prosthetist
Position Number	30026188
Division	Community and Continuing Care
Department	Community Dental Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Dental Oral Prosthetist Grade 4
Classification Code	MI37 – MI37
Reports to	Manager Community Dental Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

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

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Community and Continuing Care Division

The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

The Community Dental Services Department

The team consists of dentists, oral health therapists, dental prosthetists, oral health educators and a range of support personnel. The CDS is primarily funded by Dental Health Services Victoria to provide general and emergency oral health care within the scope of publicly funded dental services. CDS is also involved in preventative oral health initiatives including an active schools and early years outreach program. CDS delivers services from the Anne Caudle Campus and at various outreach sites.

The Position

The Dental Prosthetist is responsible for assessment, treatment and provision of removable dentures and dental appliances for eligible clients within the scope of publicly funded dental services. The Lead Dental Prosthetist will take responsibility for the clinical governance of staff involved in the denture service, management of the laboratory, be active in ensuring all National Standards are maintained and contribute to the strategic direction of the service. In addition this position will provide high quality, efficient and effective dental health care to patients and actively contribute to quality improvement activities relevant to CDS. There is potential to also work within our Dental Teaching Clinic providing guidance to our Latrobe University dental students.

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

Clinical Services & Patient Care

- Provide clinical leadership of denture services.
- Provide high level support in clinical decision making relating to provision of dentures to other members of the oral health team as required.
- Manage denture patient care queries escalated by other dental practitioners/students.
- Perform assessments and treatment of eligible denture patients, construct and insert complete and partial dentures.
- Provide dental prosthetist services to eligible patients in accordance with Bendigo Health and Dental Health Services Victoria (DHSV) clinical standards and policies, and principles of public health.
- Ensure all clinical denture services provided are within the scope of their AHPRA registration and legally defined scope of practice, deferring to the senior dentist as required. Referral of patients for general dental and specialist services, and care which is outside their scope of practice.
- Collaborate and communicate with all members of the oral health team to achieve desired consumer outcomes including identifying where improvements can be made to the quality of consumer care.
- Provide a high quality service to consumers that reflects evidenced based practice and is in accordance with National Safety and Quality Health Service (NSQHS) standards.
- Provide dental education to patients which is responsive to their needs and enables them to maintain and improve their oral health and ongoing care of their dental appliance.
- All interactions with patients show appropriate responses to their needs and demonstrate the application of Bendigo Health values.
- Ensure consumers, families/representatives or carers of the Dental Service are provided with timely information and are involved in decision making about their care.
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice the principles of open disclosure.
- Ensure services delivered are effective, efficient, coordinated and client focused.

Education & Professional Development

- Maintain and demonstrate regulated clinical and technical skills and competencies by undertaking professional development, continuing education and completing mandatory training as defined by Bendigo Health.
- Collaborate and work with Latrobe University Rural Health School Department of Dentistry and Oral Health (LRHS DOH) to maximise learning opportunities for all staff and students

- Lead internal professional development and continuing education sessions for the clinical team.

Staff Supervision, Leadership and Support

- Mentor, supervise and/or support students, less experienced clinicians, technicians and assistants to build their clinical skills, confidence and ability.
- Demonstrate outstanding leadership by modelling a professional approach in relation to quality customer service, including counselling and guidance.
- Maintain courteous and professional interpersonal relationships with all members of staff, stakeholders and consumers.
- Actively participate in the performance and development review process with denture service staff, including identification and implementation of staff development.
- Undertake and provide leadership in the selection and induction of new staff as required.
- Actively participate and contribute to staff meetings.
- Assist with efficient patient scheduling to enhance patient throughput.

Resource Management & Policy Compliance

- Comply with best practice healthcare standards, legislation, Bendigo Health clinical governance framework and clinical practice guidelines.
- Adhere to Occupational Health and Safety policies and procedures, complying with Bendigo Health Infection Control policies and participation in required audits.
- Report all adverse events, complaints and 'near misses' in accordance with Bendigo Health processes and DHSV Clinical Incident & Complaint Reporting Policies.
- Maintain and process patient records in accordance with Bendigo Health and DHSV Clinical Record Standards and the Health Records Act 2002
- Ensure that the dental surgery and dental laboratory are maintained in accordance with Bendigo Health infection control policy.
- Liaise and network with contracted external denture service providers.
- Provide senior management with reports and recommendations in relation to service targets and benchmarks, patient care or service mix, or advice on issues related to denture service clinical and technical performance.
- Active involvement in quality improvement activities relevant to CDS. Undertake data collection for the monitoring and evaluation of programs.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Registration as a Dental Prosthetist with AHPRA and the ability to meet all credentialing requirements to practise within Bendigo Health.
2. Demonstrated experience and/or capacity to lead a denture service and effectively deliver the objectives of the community dental service.
3. Demonstrated clinical competence and experience in denture prosthetics delivered through public, private and specialist providers.
4. Demonstrated understanding of public dental care and associated clinical service delivery

Desirable

5. Proven ability to work as part of a team, as well as work independently.

6. Demonstrated ability to provide leadership within a denture service and maintain high standards of performance, quality and productivity for self and others.
7. Ability to interact and communicate with a diverse range of people from all levels, cultures and backgrounds.
8. Flexibility to operate in an environment of change and continuous improvement.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

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.