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 Prosthetist Grade 4
Classification Code	MI34 – MI37
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	• National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • 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

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.

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.

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.