



POSITION DESCRIPTION

Dental Assistant

Reports to	Senior Medical Officer
Date Reviewed	May 2022
Direct Reports	Nil

Position Objective

The role of the Dental Assistant is to support the Dentist with provision of dental care to clients of the service, support optimal access to clinical services through the provision of client assessment upon arrival to determine priority according to the triage policy, provision of information to clients and visitors, the provision of administrative services and support and the ongoing support of a safe and friendly environment

1. Position Responsibilities

Key Result Area (KRA)	Key Performance Indicators (KPI)	Measures
Dental Assistant duties	<ul style="list-style-type: none"> • Assist the Dentist with dental procedures; • Coordinate Instrument Sterilization in line with the infection control principles and standards; • Maintain an accurate record of sterilised instruments for auditing purposes; • Provide dental health education as directed; • Coordinate ordering of dental supplies and maintaining of stock. 	<ul style="list-style-type: none"> • Clinic care delivered to a high standard; • Assistance provided to the Dentist; • Infection control principles maintained; • Health education provided; • Dental supplies maintained to required level.
Administration/Reception duties	<ul style="list-style-type: none"> • Provide a welcoming and safe environment for clients and visitors; • Manage the client wait list efficiently and consistent with triaging policies; • Update patient biographies, emergency contacts, Medicare and other relevant details on a regular basis; • Ensure transport is coordinate for clients needing transport to attend the clinic; • Ensure that filing is performed accurately and in a timely manner; • Archive client files consistent with the policies of the organisation; • Ensure accurate scanning of medical documentation; • Ensure that all communications are dealt with professionally and consistent with confidentiality policies and procedures; • Manage patient requests for medical records "transfer in" or "transfer out" consistent with policies; • Attend to administrative duties in a timely and professional manner as assigned by Management. 	<ul style="list-style-type: none"> • Nil substantiated complaints from clients; • Nil breaches of triaging policies; • Relevant patient biographies updated; • Transport arranged; • Filing is up to date; • Client files in line with organisational policies; • Medical documentation scanning up to date; • Nil breaches of confidentiality policies; • Patient records are maintained in line with organisational policies; • Administrative duties completed.

Infection control	<ul style="list-style-type: none"> • Demonstrate leadership in maintaining infection control principles at all times; • Adhere to all policies and procedures in regards to infection control management. 	<ul style="list-style-type: none"> • Nil breaches of infection control policies and procedures.
Quality improvement activities	<ul style="list-style-type: none"> • Take a leadership role in continual quality improvement in the delivery of client services. • Ensure all standards are maintained consistent with evidence based best practice standards as applicable to the role. 	<ul style="list-style-type: none"> • Quality improvement processes are in place and followed.
Internal and External Relationships	<ul style="list-style-type: none"> • Attend industry forums as a representative of WMHSAC; • Attend all training; • Participate in team meetings and all staff meetings; • Liaise with internal and external stakeholders where appropriate. 	<ul style="list-style-type: none"> • Attendance at industry forums and training; • Team meetings and all staff meetings attended; • Nil substantiated negative feedback from stakeholders.
Commitment to Values and Behaviours	<ul style="list-style-type: none"> • Respect: We treat everyone with courtesy and have regard for their dignity; • Integrity: We always act with honesty and are accountable for our actions. • Leadership: We display and model positive influence towards others. • Innovation: We encourage new and better ways of doing things. • Customer Focus: Our Stakeholders are at the core of everything we do. • Teamwork: We develop relationships which enable us to help one another 	<ul style="list-style-type: none"> • Nil substantiated complaints regarding values and behaviours.
Health and Safety	<ul style="list-style-type: none"> • Ensures compliance with health and safety policies and procedures which reduces risk, employee incidents and injuries. 	<ul style="list-style-type: none"> • Nil breaches of Health and Safety Policies and procedures.
Other duties	<ul style="list-style-type: none"> • Other duties as required. 	<ul style="list-style-type: none"> • Other duties completed.

Work Related Requirements/Selection Criteria:

- Minimum Certificate 3 in a Dental Assistant qualification;
- Strong verbal and written communication skills;
- Valid Working with Children Check Card;
- National Police Clearance;
- COVID-19 fully vaccinated.

DESIRABLE

- Previous experience working in an Aboriginal community controlled organisation, community health service or GP practice;
- Prior experience in a similar role.

Employee Name:		Senior Manager Name:	
Employee Signature:		Senior Manager Signature:	
Date:		Date:	