

# WORKING TOGETHER FOR BETTER ORAL HEALTH



## Lead Dental Assistant

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| <b>Title:</b> Lead Dental Assistant | <b>Reporting To:</b> Smile Squad<br>Regional Coordinator |
| <b>Business Unit:</b> Statewide     | <b>Classification:</b> Grade 2 -3                        |
|                                     | <b>Review Date:</b> July 2025                            |

### Position Purpose:

The Lead Dental Assistant is responsible for supporting provision of clinical services to Government school students, coordinating operational activities and supporting University clinical placements for the Victorian school dental program, Smile Squad.

Utilising the principles and practices of value-based health care, this role works collaboratively with the School Dental Program Team with shared accountability for facilitating improved oral health outcomes and enhanced experience for clients and consumers.

The role will report to the Smile Squad Regional Coordinator and will be allocated to one of four regions across Victoria:

- Metropolitan Melbourne (office based in Carlton)
- Western (linked to the Barwon Hub )
- Northern (linked to the Bendigo Hub)
- Eastern (linked to the Latrobe Valley Hub)

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Regular travel and overnight stays within the designated region will be required. Occasional travel to other regions may also be requested depending on the needs of the wider program.

The role will predominantly service schools in a designated region and will have opportunities to complete administrative work from home or at a Hub when not working clinically.

Staff are required to attend face-to-face team planning days scheduled each term during the school holidays. These will be held at Dental Health Services Victoria (DHSV) in Carlton. For the remainder of school holidays, team members will be rostered to support Community Dental Agencies, support oral health promotional events or administrative work will be allocated that can be completed at home, at DHSV or one of the Hubs.

## Responsibilities:

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|---|--|
| <b>Reports Directly</b>                   | Smile Squad Regional Coordinator   |
| <b>Collaborates</b>                       | Director of School Dental Program<br>Agency Relationship Team<br>Clinical Placement Coordinator<br>School Dental Program team<br>Oral Health Advisors<br>Chief Oral Health Officer (COHO) team |
| <b>Direct Reports</b>                     | NIL  |
| <b>External Stakeholder relationships</b> | Community Dental Agencies<br>Government Schools<br>Universities  |



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## Role Accountabilities:

### Role Specific

- Liaise with schools to plan and prepare for delivery of Smile Squad services
- Support clinicians in the provision of clinical services to students in Victorian government schools as part of the Smile Squad program where workforce shortages exist, or agencies require additional support
- Work clinically in a school setting either utilising the portable dental equipment, or working in and operating the Smile Squad treatment van
- Work closely with the School Dental Program team and Community Dental Agency Smile Squad staff to assist them in delivering Smile Squad services.
- Support the smooth running of clinical operations and overall flow for the Smile Squad University clinical placements in collaboration with the Lead Oral Health Therapist / Dental Therapist
- Establish and foster strong networks and working relationships with key internal and external stakeholders, particularly Community Dental Agencies and schools.
- In collaboration with the Lead Oral Health Therapist / Dental Therapist, regularly review the operations of the team to ensure a high level of efficiency and coordination of Smile Squad service delivery, as part of our continuous improvement cycle.
- Facilitate and maintain effective communication channels and relationships between the School Dental Program team and Community Dental Agencies
- Promote the utilisation of quality management activities in all areas of responsibility
- Order and manage stock (consumables etc) for service delivery
- Complete school site assessments where required
- Other duties as required.



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## Generic:

- Actively contribute to the implementation and continuous improvement of quality assurance programs, workplace health and safety, infection control procedures, quality and service delivery outcomes and personal professional development, including contribution and support of external accreditation process.
- Commitment to continuing personal and professional development in accordance with organisational policies and procedures
- Demonstrate and promote a proactive commitment to health and safety, wellbeing, and the environment by actively participating in the ongoing identification and prevention of risks
- Maintain patient privacy and confidentiality in accordance with organisational procedures and policies.
- Participate in performance review and development planning
- 'MyDevelopment' ensuring goals are signed off and reviewed
- Model behaviours that demonstrate the Victorian Public Sector and DHSV values in all aspects of work
- Maintain a commitment to child safety, equity and inclusion, and cultural safety
- Adhere to the DHSV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.

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## Knowledge:

### Mandatory

- Certificate III in Dental Assisting
- Certificate IV in Dental Assisting (or willingness to obtain clinical knowledge as a Dental Assistant)
- Infection control knowledge
- Strong knowledge of patient care processes and techniques
- Oral health terminology knowledge

### Desirable:

- Certificate IV in Oral Health Education with Fluoride Varnish qualification
- Knowledge of the Titanium Unity patient management system
- Strong proficiency in MS Office suite of tools.
- Strong knowledge of safety and compliance guidelines within a health setting
- Experience working with oral health/dental students
- Understand the principles of population health and how they apply to public oral health in Victoria
- Knowledge of DHSV and public oral health
- Understanding of the principles of value-based health care.

## Experience:

### Mandatory

- Excellent oral, written and interpersonal communication skills
- Experience in following infection control guidelines within an acute care setting
- Experience in building and maintaining strong stakeholder relationships
- Experience in leading change/process improvement initiatives in achieving targets and meeting key performance and behavioural indicators
- Experience working with people from culturally diverse backgrounds

### Desirable:

- Experience in a public health sector environment
- Experience in community/customer engagement and co-design practice





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## Personal Attributes:

- Flexible and change agile
- Leads with humility
- Credible with stakeholders
- Passion for results
- Highly organized and detail focused
- Innovative
- Self-starter
- Collaborative team player
- Authentic and emotionally intelligent

## Behavioural Competencies:

- Planning and Organising
- Continuous Improvement
- Coaching
- Adaptability
- Collaboration
- Decision Making
- Initiating Action
- Ability to work autonomously and problem solve

## Other Requirements:

- Current Police Check
- Current Victorian driver's license
- Victorian Working With Children Check

