

Senior Dental Assistant

Title: Senior Dental Assistant	Reporting to: Team Leader Dental Assistants	
Portfolio: RDHM Program: Specialist Care/Primary Care/ Surgery & Oral Medicine	Direct reports: NA	
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025	
Classification:	Dental Assistant Grade 4	
Employment Type:	Full Time	
Key Stakeholders:	Internal: Clinical and operational leads RDHM Quality & Safety team Transformation team People & Culture OHV corporate Universities, Community Dental Agencies	External: Patients/Consumers Families / Carers Students and university staff

Position Purpose

This role is responsible for supporting the Team Leader in the daily supervision of dental assistants within the team and supporting clinical management/operations. The role is expected to act as the Dental Assistant Team Leader during periods of leave. The Senior Dental Assistant is considered more experienced and capable of working in complex work environments and specialist areas. In addition to the requirements of a Level 2 Dental Assistant, the incumbent is expected to work autonomously ensuring all operational issues are resolved, established deadlines are met and be highly involved with the implementation of new models of care.

Our organisation

The Royal Dental Hospital of Melbourne is Victoria's leading oral health teaching institution. With over 130 years serving the community, RDHM stands as a beacon for oral healthcare in Victoria. In partnership with the University of Melbourne, RMIT and La Trobe University, we provide students with their earliest practical training. RDHM is funded and administered by Dental Health Services Victoria and accountable to the Victorian Minister for Health – Victorian Government.

Our Values

Respect | Accountable | Collaboration | Transform

Role Accountabilities: What you are accountable for	
Patient Experience	• Collaborate with clinicians to provide optimal patient care and assist in ensuring patient needs are considered in all clinical decisions and oral health education and promotion. • Assist the Team Leader with data collation, including treatment data, to enable monitoring and evaluation of service delivery. • Perform dental assisting chair-side duties as and when required to meet the operational needs of the organisation.
Operational Support	• Contribute to the leadership of the profession by supporting the Team Leader/Clinical Coordinator in clinical supervision to dental assistants and trainees within the team. • Support, guide and mentor the dental assistants and trainees within the team. • In collaboration with the Dental Assistant Coach, provide support to postgraduates, undergraduates, trainee, clinicians, registrars and patient liaison officers. • Provide support to the Dental Assistant Team Leader and Manager/Unit Head/Clinical Coordinator in the efficient operational management of the clinic including preparing rosters and deployment of staff, monitoring supply and rotation of consumables and instruments in line with departmental budget. This includes managing consumable stock and re-ordering, equipment maintenance, clinical rostering and liaising with external organisations for postgraduate and clinician equipment needs. • In collaboration with the Dental Assistant Coach, assist the Dental Assistant Team Leader and/or Clinical Coordinator with infection control and OH&S education for staff and students and monitor compliance of infection control principles including providing advice and feedback to ensure compliance. • In collaboration with the Dental Assistant Team Leader/ Clinical Coordinator, Patient Liaison Team Leader and Manager, implement agreed strategies to ensure effective service delivery. This includes working collaboratively with Patient Services to action and resolve patient queries. • Actively engage in operational activities including meetings, managing complaints and accreditation requirements. • Conduct audits in line with accreditation standards and organisational requirements. • Produce monthly budget reports inclusive of savings strategies. For the Senior Dental Assistants in the Specialist Team, this includes weekly autopay reports. • Participate in key projects that support the achievement of key organisational priorities, especially in the implementation of new models of care. • In collaboration with the Team Leader and Dental Assistant Coach, provide effective leadership, management and talent acquisition, succession planning and development within the team. This includes coaching and partnering with dental assistants in myDevelopment regarding development plans and conducting performance feedback discussions. • In collaboration with the Dental Assistant Coach, ensure all new hires within the team participate in all induction activities including completing all compliance eLearning across their 1st 90 days.

	• Demonstrate and promote a proactive commitment to health & safety, wellbeing, and the environment by actively participating in the ongoing identification of risks. • Maintain patient privacy and confidentiality in accordance with organisational procedures and policies. • Participate in myDevelopment ensuring goals are signed off and reviewed. • Model behaviours that demonstrate the Victorian Public Health Sector and OHV values in all aspects of work. • Maintain a commitment to child safety, equity and inclusion, and cultural safety. • Adhere to the OHV Child Safety and Wellbeing Framework and Code of Conduct and all other child safe policies and procedures.
Value Based Health Care OHV is committed to the principals with the aim of managing the increasing demand for public dental services and achieving the best outcomes from the care we provide. Our VBHC framework guides how we work in a team to: ○ Be a person-centred system based on what people need ○ Provide the right services, by the right person, at the right time, in the right location ○ Achieve the best outcomes at the lowest cost ○ Integrate care across separate facilities ○ Measure outcomes and costs for every client	
Health & Safety Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others. Follow safe work practices and directions, including the proper use of any personal protective equipment. Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS.	
Quality, Compliance & Risk Management At RDHM we all work together to deliver world class, high quality, safe and integrated oral health care that improves patient outcomes by fulfilling our safety and quality roles. We achieve this by: ○ Working within the RDHM Quality and Safety systems. ○ Supporting RDHM in continuously improving care. We look for opportunities to improve in everything we do. Once identified we plan, implement, and evaluate improvements with the goal to improve the quality and safety of care provided. ○ Providing safe, integrated, appropriate and patient centred care.	
Diversity & Inclusion ○ By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong. ○ Recognise and appreciate the unique and different perspectives that each individual brings to the team ○ Challenge assumptions and stereotypes and actively contribute to an environment where everyone feels respected and included ○ Respect all ideas and people so that we can create an environment where everyone feels seen, heard, and valued. Inclusive teams are better teams and are integral to our success	

Privacy

The Privacy Act regulates how we collect and handle personal information, including health information. Keep all health information (any information about a person's health or disability, and any information that relates to a health service they have received or will receive) confidential and do not remove it from RDHM. This includes patient scans and photographs. If your role includes reviewing complaints or complaint information, this information is confidential and not to be recorded within the dental record.

Your Knowledge, Skills and Experience

Knowledge and Skills

- Strong knowledge of all aspects of dental assisting.
- Strong knowledge of patient care processes, techniques and terminology within an oral health environment.
- Strong knowledge of safety and compliance guidelines within a hospital setting.
- Knowledge of managing budgets and consumables.
- Knowledge of rostering and resource management.
- Infection control knowledge.
- Intermediate level of knowledge/expertise with MS Office suite.
- Knowledge of a specialty clinic (for Senior Dental Assistants in Specialist Team).

Experience

- At least 5 years' current experience as a dental assistant.
- At least 1 year experience in a specialty clinic (for Senior Dental Assistants in the Specialist Team).
- Excellent verbal and written communication skills and the ability to liaise effectively with all stakeholders' levels.
- Experience in managing the performance of a small team in a clinical setting.
- Experience in working with a variety of tasks in a fast-paced environment and getting results achieved within designated time with minimal supervision.
- Experience in managing a diverse patient base and providing great patient service experience
- Experience in managing and resolving customer complaints. Experience in following infection control guidelines within an acute care setting.
- Experience working with rostering/resource management systems.
- Experience in mentoring staff for high performance.
- Experience in leading process improvement initiatives involving a diverse range of stakeholders.
- Experience in using a patient management system e.g. Titanium.

Qualifications, Certifications and Other Requirements	
Qualifications, Certifications	• Certificate III in Dental Assisting, or equivalent. • Knowledge in using a patient management system e.g. Titanium • First Aid or CPR certification Desirable: • Certificate IV or equivalent in a Dental Assistant Speciality scheme
Other Requirements	• Satisfactory Working with Children's Check • Police Check • Vaccination requirements as required by the Department of Health guidelines, including COVID 19– Category B per Staff Immunisation Procedure
Competencies	
Behavioural Competencies	• Patient Education (Health Promotion) Patient Relations Building trust • Decision Making • Managing Work • Collaboration • Contributing to Team Success • Adaptability • Quality Orientation or Initiating Action
Role Location	This role is based on site

Document Title	Version	Sign off date
Senior Dental Assistant	V1	03 April 2025