

## Dental Assistant Coach

### Royal Dental Hospital of Melbourne

<b>Title:</b> Dental Assistant Coach	<b>Reporting to:</b> Team Leader Dental Assistants	
<b>Portfolio:</b> RDHM <b>Business Units:</b> Primary Care	<b>Direct reports:</b> None	
<b>Enterprise Agreement:</b>	Health and Allied Services, Managers and Administrative Workers (VIC Public Sector) (Single Interest) EA 2021 – 2025	
<b>Classification:</b>	Dental Assistant, Grade 3	
<b>Employment Type:</b>	Full time	
<b>Key Stakeholders:</b>	Internal: RDHM employees DHSV employees	External: Patients/Consumers Families / Carers Students / Convenors Universities

#### Position Purpose

The Dental Assistant Coach works under the guidance of the Dental Assistant Team Leader to clinically train and coach dental assistants to deliver clinical service excellence to patients. This role provides support and assistance to a range of specific development activities within the team by coaching the following staff:

- dental assistant trainees while at RDHM
- newly recruited dental assistants
- existing dental assistant staff ongoingly.

#### 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

- In collaboration with the DA Team Leader design, implement and evaluate clinical onboarding program as part of the orientation program for new Dental Assistants.
- Ensure Dental Assistant (DA) trainees and staff participate in all induction, orientation and initial and ongoing essential learning activities within required timeframes.
- Support the Senior Dental Assistant in the day-to-day clinical supervision and coaching of trainees and new staff ensuring completion of their training requirements.
- Provide regular feedback to Senior Dental Assistants on the progress of new dental assistants within their teams.
- Observe, shadow and provide immediate one-on-one feedback and coaching to new dental assistants/trainees, ensuring they use the most effective and efficient means for treating and communicating with patients.
- Maintain best practice skills and knowledge to support education and training of staff and to advise the clinical unit on how to continuously improve existing processes.
- Provide effective development within the dental assisting workforce, including coaching and partnering with dental assistants regarding development plans.
- Provide the Team Leader with input on key developmental areas of DA staff in the team as an input into the RDHM Staff Development process to support the continuing learning and development interventions for the team.
- Provide one-on-one clinical coaching and ongoing education and training to DA staff under the direction of the Senior DA and Team Leader.
- Perform dental assisting chair side duties as required and directed.
- Participate in operational activities such as meetings, policy and process review, data collection, quality activities, patient interactions, etc.
- Conduct audits and reviews based on operational criteria and requirements, to ensure compliance, quality improvement and best practice.
- Facilitate and participate in Infection Prevention/OHS education for staff and students including audits, implementing recommended changes and monitoring compliance.
- Participate in the RDHM Staff Development process ensuring goals are signed off and reviewed.

### Your Knowledge, Skills and Experience

#### Knowledge and Skills

#### Mandatory

- Patient care processes and effective techniques within an oral health environment
- Safety and compliance guidelines within a clinical setting
- Knowledge of adult learning principles
- Knowledge of assessment methodology to determine clinical competency
- Excellent verbal and written communication skills and ability to engage and motivate others
- Knowledge and skills in Infection Prevention

	<p>Desirable</p> <ul style="list-style-type: none"> <li>• Understanding of training needs analysis and best practice training evaluation techniques</li> <li>• Skills in using patient management systems</li> <li>• Effective project management</li> </ul>
<b>Experience</b>	<p>Mandatory</p> <ul style="list-style-type: none"> <li>• Minimum 3years' experience as a dental assistant</li> <li>• Coaching and/or managing the performance of DA trainees/staff in a clinical environment</li> <li>• Building and sustaining positive relationships with diverse stakeholders</li> <li>• Implementing learning and development solutions required for a clinical workforce</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Conducting training needs analysis</li> <li>• Delivering skills training programs to Dental Assistants</li> <li>• Experience in best practice training evaluation to demonstrate learning and development return on investment</li> </ul>
<b>Qualifications, Certifications and Other Requirements</b>	
<b>Qualifications, Certifications</b>	<ul style="list-style-type: none"> <li>• Certificate III in Dental Assisting</li> <li>• Certificate IV in Training &amp; Assessment (or willingness to complete within 12 months)</li> </ul>
<b>Other Requirements</b>	<p>Satisfactory Working with Children's Check (Vic) and Police Check</p> <p>Vaccination requirements as required by the Department of Health guidelines, including COVID 19- Category B per Staff Immunisation Procedure</p>
<p><b>Value Based Health Care</b></p> <p>DHSV 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:</p> <ul style="list-style-type: none"> <li>○ Be a person-centred system based on what people need</li> <li>○ Provide the right services, by the right person, at the right time, in the right location</li> <li>○ Achieve the best outcomes at the lowest cost</li> <li>○ Integrate care across separate facilities</li> <li>○ Measure outcomes and costs for every client</li> </ul>	
<p><b>Health &amp; Safety</b></p> <p>Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others.</p>	

<p>Follow safe work practices and directions, including the proper use of any personal protective equipment.</p> <p>Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS</p>
<p><b>Quality, Compliance &amp; Risk Management</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>○ Working within the RDHM Quality and Safety systems.</li> <li>○ 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.</li> <li>○ Providing safe, integrated, appropriate and patient centred care</li> </ul>
<p><b>Diversity &amp; Inclusion</b></p> <ul style="list-style-type: none"> <li>○ By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong</li> <li>○ Recognise and appreciate the unique and different perspectives that each individual brings to the team</li> <li>○ Challenge assumptions and stereotypes and actively contribute to an environment where everyone feels respected and included</li> <li>○ 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</li> </ul>
<p><b>Privacy</b></p> <p>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.</p>

Competencies	
Behavioural Competencies	Adaptability Building Trust Collaboration Contributing to team success Customer focussed Decision making Quality Orientation / initiating action Managing Work

Document Title	Version	Sign off date
Position Description - Dental Assistant Coach, RDHM	2	October 2024