

Dental Assistant

Title: Dental Assistant	Reporting to: DA Team Leader	
Portfolio: Royal Dental Hospital of Melbourne	Direct reports: nil	
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (VIC Public Sector) (Single Interest Employers) Enterprise Agreement (2021-2025)	
Classification:	Grade 2	
Employment Type:	Full Time, Part time, Casual	
Key Stakeholders:	Internal: Clinical and operational staff (PAOs or CSSD) and leads RDHM Quality & Safety team Transformation team People & Culture, Safety & Wellbeing DHSV corporate Universities, Community Dental Agencies	External: Patients/Consumers Families / Carers Students and university staff

Position Purpose

As part of the Royal Dental Hospital of Melbourne's dental assisting team, dental assistants contribute to the delivery of high quality, efficient and effective clinical care. The Dental Assistant will be responsible for clinical assistance, patient flow and communication, demonstrating teamwork and infection control awareness.

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	
Role specific responsibilities	
	<ul style="list-style-type: none"> • Provide efficient clinical chair-side assistance through: <ul style="list-style-type: none"> – Preparing, maintaining and managing the clinical environment, including equipment, materials and instruments, in line with treatment plan, to enhance efficient patient throughput – Charting dental examinations – Preparing and process digital radiograph • Liaise with the clinician and senior DA regarding any patient risks or specific requirements identified to ensure the delivery of safe, quality care. • Communicate with and support patients within the department to ensure effective management and flow of patient appointments. • Assist in the provision of oral health education and promotion • Comply with infection control principles through: <ul style="list-style-type: none"> – Sterilisation and maintenance of dental instruments and equipment – Storage, packaging and collection of infectious waste/sharps – Assisting in Infection Control and Occupational Health and Safety audits and implementing recommended changes • Ensure efficient client management including the provision of patient records and medical histories to the clinical staff and arranging and recording patient appointments • Support new staff, students and trainee dental assistants by assisting with onboarding, infection control / OH&S education and monitoring compliance including assisting with supervision and performance feedback • Provide support to the Team Leader and Senior Dental Assistant, to ensure efficient operational management of the clinical unit including <ul style="list-style-type: none"> – Support effective coordination of the units functioning, as directed by, or in the absence of the Senior Dental Assistant – Monitoring and managing the supply and rotation of consumables and instruments – Assisting with data collation, including treatment data, to enable monitoring and evaluation of service delivery – Support & liaise with Patient Access Officers. • Actively engage in operational activities including electronic communication, meetings, managing complaints and accreditation requirements and management of, or assistance with, specific projects as required such as Audit or department changes. • Participate in the implementation of new department processes, procedures, and models of care as required. • As a team player, in support of the team and to ensure the consistency and continuity of service delivery, the incumbent may also be directed to step into the role of an Acting Senior Dental Assistant. All stipulations made in the relevant EBA will be applicable to such a Higher Duties expectation.

<p>Generic responsibilities</p> <ul style="list-style-type: none"> • Demonstrate and promote a proactive commitment to health & safety, well-being and the environment by actively participating in the ongoing identification and prevention of risks • Participate in 'myDevelopment' ensuring goals are signed off and reviewed • Model behaviours that demonstrate the Victorian Public Health 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.
<p>Value Based Health Care</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"> – 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
<p>Health & Safety</p> <ul style="list-style-type: none"> – 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
<p>Quality, Compliance & Risk Management</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"> – 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 – Communicate, assess and support patient care in line with the DHSV Values and NSQHS Standards.
<p>Diversity & Inclusion</p> <p>By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong</p> <ul style="list-style-type: none"> – Recognise and appreciate the unique and different perspectives that everyone 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

<p>Knowledge and Skills</p>	<p>Mandatory</p> <ul style="list-style-type: none"> – Knowledge of all aspects of dental assisting – Knowledge of patient care processes, techniques and terminology within an oral health environment – Strong knowledge of safety and compliance guidelines within a hospital setting – Basic proficiency with Microsoft Office – First Aid or CPR certification <p>Desirable</p> <ul style="list-style-type: none"> – Knowledge in using a patient management system e.g. Titanium – Knowledge of implants
<p>Experience</p>	<p>Mandatory</p> <ul style="list-style-type: none"> – Solid clinical experience – Excellent verbal and written communication skills – 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 <p>Desirable</p> <ul style="list-style-type: none"> – Experience working in a public health setting – Experience in using a patient management system e.g. Titanium – Experience in surgical procedures – Experience in implant procedures

Qualifications, Certifications and Other Requirements	
Qualifications, Certifications	Certificate III in Dental Assisting
Other Requirements	Satisfactory Working with Children's Check (Vic) and Police Check Vaccination requirements as required by the Department of Health guidelines, including COVID 19 – Category A 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 Patient Education
KPIs	To be developed in conjunction with the incumbent
Role Location	This role is based on site

Document Title	Version	Sign off date
Position Description – Dental Assistant	1.0	June 2025