



POSITION PROFILE

POSITION TITLE: Dental Assistant – Community Liaison

Position Title	Dental Assistant – Community Liaison	Program / Funding Stream	Dental
Position Classification	Health Professionals and Community Services Level 1 - 3	Finance Funding Code	GOP 80
Reports To	Dental Practitioner	Direct Reports	Nil
Program / Role Description	<p>Wurli-Wurlinjang Health Service (WWHS) is an Aboriginal Community Controlled Organisation that prides itself on delivering a range of health services to the community in a style and manner that makes clients feel welcome and comfortable.</p> <p>WWHS operates a range of clinics and provides a range of primary health care and other services which include our Main Clinic (acute and general care), Gudbinji Chronic Disease Clinic, Binjari Health Centre, Women and Children’s Health, Men’s Health and a Dental Clinic. We also deliver Community Service programs which aim to achieve better outcomes in early intervention, treatment and management through an integrated approach in a primary health care setting like our Alcohol and Other Drugs Program, Social and Emotional Wellbeing program, Katherine Individual Support Program and our Strong Indigenous Families program. As well as providing Clinical and Community Services WWHS also provides Professional Development and Training, as well as Corporate Services being: Human Resources, Finance, Infrastructure, Work Health and Safety, Compliance and Administration Support.</p> <p>The Dental Assistant - Community Liaison position will provide the Dental Practitioner and the Dental Assistant (Clinical) with a range of supporting administrative functions whilst providing front office (telephone and reception) services and client liaison services as necessary for the program.</p> <p>This role is required to deliver culturally appropriate support for identified clients within the community, in accordance with the relevant service outcomes and act as a role model for Aboriginal and Torres Strait Islander people by modelling appropriate healthy lifestyle behaviour within a harm minimisation and reduction framework.</p>		

	<p>The role of the Dental Assistant – Community Liaison will also include:</p> <ul style="list-style-type: none"> ● Complete reception duties including greeting clients, answering the phone, coordinator appointments and referrals, ensuring client data is updated and uploaded into the electronic health record. ● Providing assistance to the dental practitioner and dental assistant (Clinical) to carry out dental procedures on clients. ● Preparing dental instruments for sterilisation in accordance with standard infection control procedures. ● Using the electronic health record (Communicare) and dental practice management program (Titanium) for recording and reporting purposes. ● Liaising with clients to coordinate their arrival for dental care and ease of access to referral services.
Qualifications	<p>Essential: Nil</p>
	<p>Desired: Certificate II Business Administration Current First Aid Certificate Current Cardiopulmonary Resuscitation Certificate Certificate III – IV in Dental Assisting and Oral Health Promotion or willingness to gain.</p>
Experience	<p>Essential:</p> <p>Previous experience working with ATSI people Excellent time management and organisation skills Well-developed verbal, non-verbal, and written communication skills. Proven ability to be punctual, reliable and multi-task.</p>
	<p>Desired: Previous experience in an administration role in the Health/ Community services sector. Previous experience in a client services role</p>
Prerequisites	<p>National Police Records Check Working with Children’s Clearance Current Northern Territory Driver’s License</p>

Key Result Area	Responsibilities / Activities	Standard Measure
<p>SERVICE DELIVERY</p>	<ul style="list-style-type: none"> □ As the first point of contact for clients, ensure that respect, friendliness, professionalism and confidentiality are demonstrated on all occasion involving client contact and interaction □ Work with team members to enhance the team’s capacity and provide support in a range of administrative functions including but not limited to:- <ul style="list-style-type: none"> • Phone calls with staff, clients and external stakeholders • Photocopying, Scanning and emails • Assist with administrative processes as needed • Collate client feedback surveys • Receive and record messages for other team members □ Provide initial program information to clients who contact the organisation on the program and keep the dental practitioner abreast of potential client contact and client feedback □ Assist in the development of support materials for the program as requested □ Provide Client liaison services between clinics and client locations, ensuring timely delivery of client appointment letters and other associated information □ Proactively engages in opportunities to develop skills and knowledge of a community liaison worker role □ Provide Client Liaison services between clinic’s ensuring timely delivery of client appointment letters and other associated information □ In a culturally sensitive manner, and where required, communicate the purpose of the correspondence to a client, their pending appointments to ensure the client understands the purpose of their visit □ Deliver services in a manner that respects clients as central decision makers in their healthcare □ Maintain confidentiality and privacy principles of client information and files 	<ul style="list-style-type: none"> ○ Services delivered meets the stated objectives in accordance with the funding agreement, Wurli’s Continuous Quality Improvement Program and related policies and procedures:- ○ Use of initiative demonstrated ○ Program administration maintained and organised at all times ○ Administrative functions are actively undertaken, accurate, timely and in accordance with record keeping requirements and Wurli standards. ○ Sound organisational and communication skills demonstrated ○ Confidentiality maintained ○ License / Registrations upheld ○ Maintain the confidential Electronic Health Record System ○ Adherence to treatment protocols ○ Adherence to guidelines for client recall systems. ○ Provision of culturally appropriate, client driven care. <p>Maintain professional practice by:-</p> <ul style="list-style-type: none"> ○ Actively participating in continuing professional development activities.

	<p>Provide assistance and support to the dental practitioner in the oral health care of WWHS patients:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide back up support to the dental practitioner and dental assistant (Clinical) in dental service delivery as directed. <input type="checkbox"/> Assist in cleaning and sterilisation of dental instruments used in procedures in accordance with the WWHS policies and procedures, including decontamination procedures for infection control <input type="checkbox"/> Meet and greet suppliers and help them fulfill Wurli Dental requirements. <input type="checkbox"/> Participate in preventative community, aged care and school educational visits with the dental practitioner as required. <input type="checkbox"/> Provide assistance and support in other clinical areas from time to time as needed. 	<ul style="list-style-type: none"> ○ Following safe clinical practices in accordance with NSQHS and WHS standards ○ Participating in the WWHS annual performance appraisal process as well goal setting using the Individual Performance Plan ○ Assist with the overall maintenance and presentation of the clinic environment by ensuring that defined health service quality standards (e.g. NSQHS Standards 1-6) and WHS are met.
<p>PROGRAM DEVELOPMENT, NETWORKING & LIAISON</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Establish and maintain links with the local community and clients to ensure efficient delivery or service information and appointments can be maintained <input type="checkbox"/> Participate in the regular monitoring and evaluation of the program and attendance and participation in professional development <input type="checkbox"/> Maintain sound relationships with key stakeholders and engage with community <input type="checkbox"/> Liaise with Indigenous agencies, health clinics, hospital and other staff members to ensure clients have access to information and are referred to relevant services and programs as required. 	<ul style="list-style-type: none"> ● Contribute to discussion regarding needs and support required for the program ● Active involvement and contribution to networking, monitoring and evaluation of the program
<p>TEAM SUPPORT</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Works collaboratively with the dental practitioner to ensure integrity of program administration <input type="checkbox"/> Report any barriers to achieving daily outcomes <input type="checkbox"/> Provides administrative support in a timely manner and to required standards. <input type="checkbox"/> Participate in program governance, work health and safety, quality and accreditation processes and other activities and processes as appropriate. 	<ul style="list-style-type: none"> ● Co-operative and professional working relationships are developed and maintained ● Provides timely support ● Reliable with attendance and punctuality

	<ul style="list-style-type: none"> <input type="checkbox"/> Attend to other duties / tasks as directed to ensure team outcomes are met <input type="checkbox"/> Accept education, guidance and other support from other members of the multidisciplinary healthcare team, particularly the dental practitioner about dental procedures, workflows and client management 	
WORKPLACE HEALTH & SAFETY	<ul style="list-style-type: none"> <input type="checkbox"/> Comply with any reasonable direction (such as safe work procedures, wearing personal protective equipment) given by management for health and safety <input type="checkbox"/> Promote and deliver the service in accordance with Wurli's risk management framework <input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately <input type="checkbox"/> Maintain a work environment that is hygienic, tidy and free of hazards <input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace 	<ul style="list-style-type: none"> • Adheres to Risk Management and WH&S Policy and Procedures at all times
CORPORATE IDENTITY	<ul style="list-style-type: none"> <input type="checkbox"/> Promotes and embodies Wurli's vision and values <input type="checkbox"/> Act as a role model for clients <input type="checkbox"/> Maintains community networks that allow for good service delivery and continuity of care for clients <input type="checkbox"/> Acts in accordance with Wurli's Code of Conduct 	<ul style="list-style-type: none"> • Acts in a professional manner, leads by example, promotes the organisation and maintains the reputation of the organisation and profession / service
Personal Characteristics / Qualities		Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> • Service use focused: committed to act for wellbeing of service users, ensure needs of service users remain key focus • Accountability – Takes responsibility for actions • Cultural Awareness – Demonstrates an interest in and an appreciation of a range of different cultures and actively seeks to understand and effectively address the issues and views of others. • Continuous Quality Improvement – Identify continuous quality improvement opportunities. • Demonstrates ethical principles and boundaries of clinical practice 		<ul style="list-style-type: none"> • Willingness to work within Wurli's values and vision and adhere to quality improvement practices, policies and procedures • Demonstrated knowledge of and respect for Aboriginal and Torres Strait Islander Culture • Sounds skills and knowledge of office and reception administrative functions • Ability to communicate effectively (face to face, telephone, in writing) • Sound knowledge of use, application and troubleshooting of standard office equipment

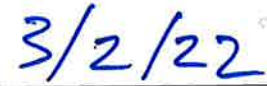
- High level of discretion and sound judgment
- Passionate about improving the health and wellbeing of Aboriginal and Torres Strait Islander people
- Organised
- Presents a personal image and demeanor that promotes professionalism and credibility and is appropriate to work setting and role
- Sound interpersonal and relationship building skills
- Encourages and cooperates with others to achieve common goals
- Punctual and reliable

- Able to develop sound Customer / Client relationships
- Ability to work in a team
- Adhere to deadlines
- Demonstrates the ability to use electronic health system databases (e.g. Communicare) and MS Office Suite



Peter Gazey

Chief Executive Officer



Date: