



POSITION PROFILE

POSITION TITLE: Dental Assistant

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| Position Title | Dental Assistant | Program / Funding Stream | Dental |
| Position Classification | Health Professionals and Community Services Level 3 | Finance Funding Code | DOC 50 |
| Reports To | Dental Practitioner | Direct Reports | NIL |
| Program / Role Description | <p>Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary health care services to Aboriginal people living in and within a 40km radius of Katherine. Wurli prides itself on delivering a range of health services to the community in a style and manner that makes clients feel welcome and comfortable. Wurli operates a range of clinics and provides a range of primary health care and other services which include Main Clinic (acute and general care), Gudbinji Chronic Disease Clinic, Women and Children's Health, StrongBala Men's Health and Binjari Health Clinic.</p> <p>The role of the dental assistant will be:</p> <ul style="list-style-type: none"> ● To provide high quality clinical and administrative assistant services to primarily ATSI clients for oral healthcare. ● To provide assistance to the dental practitioner to carry out dental procedures on clients. ● To prepare instruments for dental procedures, clean and maintain dental treatment equipment and rooms in accordance with standard infection control procedures. ● To ensure dental supplies are adequately stocked. ● To complete reception duties including greeting clients, answering the phone, coordinate appointments and referrals, ensure client data is updated and uploaded into the electronic health record. | | |

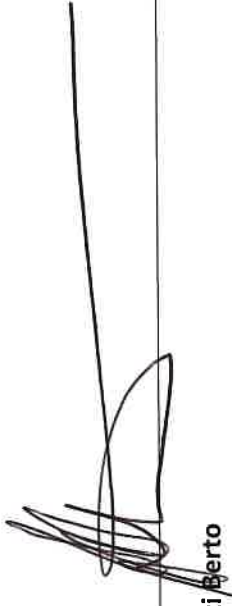
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| | <ul style="list-style-type: none"> ● To use the electronic health record (Communicare) and dental practice management program (Titanium) for recording and reporting purposes. ● To participate as a member of a multidisciplinary healthcare team. ● To participate in oral health promotion activities. ● To follow defined service quality standards and WHS policies and procedures to ensure high quality, safe services and workplaces. |
| <p>Qualifications</p> | <p>Essential: Certificate IV in Dental Assisting and Oral Health Promotion or willingness to gain in the first year of employment</p> <p>Desired: Current First Aid Certificate Current Cardio Pulmonary Resuscitation Certificate</p> <p>Essential: Excellent time management and organisation skills Well-developed verbal, non-verbal, and written communication skills. Proven ability to be punctual, reliable and multi-task. Must have the right to work in Australia. Computer literate.</p> <p>Desired: Previous hospitality or experience working in Aboriginal and Torres Strait Islander Health Care and/or rural/remote service delivery</p> |
| <p>Prerequisites</p> | <p>National Police Records Check Working with Children's Clearance Current Northern Territory Driver's License or the ability to obtain</p> |

| Key Result Area | Responsibilities / Activities | Standard Measure |
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| | <p>To provide high level 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"/> Meet and greet clients and prepare them for scheduled dental procedures. <input type="checkbox"/> Provide assistance to the dental operator, including dentists, hygienists and therapists throughout the course of procedures including clearing the patient's mouth of saliva or dental materials used during the treatment by operating suction or other appropriate equipment. <input type="checkbox"/> Prepare the treatment room as directed by the dental operator and ensure correct instruments and materials are available for use. <input type="checkbox"/> Clean and sterilize the instruments prior to and after treatment. <input type="checkbox"/> Clean the surgery and treatment room in accordance with the WWHS policies and procedures, including decontamination procedures for infection control. <input type="checkbox"/> Digitally process, develop and file client X-rays. <input type="checkbox"/> Operate digital imaging equipment. <input type="checkbox"/> Provide clients with any necessary pre and post-operative instructions. <input type="checkbox"/> Provide the practice with administrative assistance, including opening and processing mail, maintenance and re-stock of dental and office supplies. <input type="checkbox"/> Schedule appointments for clients and maintain detailed records of patient's treatments. <input type="checkbox"/> Undertake reception and customer service duties, including, but not limited to, answering the telephone and carrying out general office duties. | <p>Services delivered meets the stated objectives in accordance with the funding agreement, Wurlil's Continuous Quality Improvement Program and related policies and procedures:-</p> <ul style="list-style-type: none"> • 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. • 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 |
| <p>SERVICE DELIVERY</p> | | |

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| | <ul style="list-style-type: none"> <input type="checkbox"/> Meet and greet suppliers and help them fulfil WWHS dental requirements. <input type="checkbox"/> Participate in preventative community, aged care and school educational visits with the dental practitioner as required. <input type="checkbox"/> Deliver services in a manner that respects clients as central decision makers in their healthcare. | <ul style="list-style-type: none"> • 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 style="text-align: center;">PROGRAM DEVELOPMENT, NETWORKING & LIAISON</p> | <ul style="list-style-type: none"> <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"> • Active involvement and contribution to networking, advocacy, monitoring and evaluation of the service/program • Participate in relevant local community groups that aim to increase general awareness regarding the effects of dental issues. |
| <p style="text-align: center;">TEAM SUPPORT / SUPERVISION</p> | <ul style="list-style-type: none"> <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. <input type="checkbox"/> Participate in clinical governance, work health and safety, quality and accreditation processes and other activities as appropriate. <input type="checkbox"/> Participate in the performance review process, commit to own self development and maintain professional competencies. | <ul style="list-style-type: none"> • Participate as a member of a multidisciplinary team in client case management plans to ensure provision of a consistent approach to team based health care. • Co-operative and professional working relationships are developed and maintained. • Communicate effectively and openly in the workplace • Commits to professional development activities. |

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| <p style="text-align: center;">ADMINISTRATION & REPORTING</p> | <p><input type="checkbox"/> Ensure quality service delivery is maintained through support of the dental practitioner in continuous improvement activities: including client reviews, staff meetings, planning forums, service reviews and the integration of client feedback.</p> <p><input type="checkbox"/> Assist with clinical audits as requested</p> | <ul style="list-style-type: none"> • Ensure client files, data collection systems and service documentation are up to date; produce quality service reports as directed. • Complete all reporting requirements as required and within the required time frames |
| <p style="text-align: center;">WORKPLACE HEALTH & SAFETY</p> | <p><input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace</p> <p><input type="checkbox"/> Comply with any reasonable direction (such as safe work procedures, wearing personal protective equipment) given by management for health and safety</p> <p><input type="checkbox"/> Promote and deliver the service in accordance with Wurlil's risk management framework</p> <p><input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately</p> <p><input type="checkbox"/> Maintain a work environment that is hygienic, tidy and free of hazards</p> | <ul style="list-style-type: none"> • Adheres to risk management and WH&S Policy and Procedures at all times |
| <p style="text-align: center;">CORPORATE IDENTITY</p> | <p><input type="checkbox"/> Promote and embody Wurlil's vision and values</p> <p><input type="checkbox"/> Act as a role model for clients and other staff</p> <p><input type="checkbox"/> Maintain professional networks that allows for good service delivery and continuity of care for patients</p> <p><input type="checkbox"/> Act in accordance with Wurlil's Code of Conduct</p> | <ul style="list-style-type: none"> • Acts in a professional manner / leads by example and maintains the reputation of the organisation and profession / service • Positively promotes the image of the organisation |

| Personal Characteristics / Qualities | Job Competencies (Skills and Knowledge) |
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| <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 • High level of discretion and sound judgment • Passionate about improving the health and wellbeing of Aboriginal and Torres Strait Islander people | <ul style="list-style-type: none"> • Willingness to work within Wurlri's values and vision and adhere to quality improvement practices, policies and procedures • Demonstrated knowledge and understanding of indigenous societies and culture, including issues affecting indigenous people in contemporary Australian Society and knowledge of Katherine and surrounding communities • Demonstrated interpersonal skills in dealing with the community, patients and staff members. • Ability to develop professional relationships • Demonstrates the ability to use electronic health system databases (e.g. Communicare) and MS Office Suite |


 Suzi Berto
 Chief Executive Officer

21/07/2020
 Date: