

Casual Qualified Dental Assistant Duties Statement



Position Title	Qualified Dental Assistant (Casual)
Accountable To	Operations and Practice Manager, MDC

The Organisation

The Melbourne Teaching Health Clinics (MTHC) was established by the University of Melbourne to operate and manage teaching health clinics that provide students at the University with world class clinical training as a core component of their studies. The organisation also provides continuing professional development training to persons working in the area of health care provision, facilitates research into health outcomes and provides patients with health services at affordable rates.

The Shepparton Medical Centre (SMC) and the Melbourne Dental Clinic (MDC) are two of the five teaching health clinics within the MTHC. The SMC is a general practice-centred, multidisciplinary teaching clinic, the mission of which is to increase the quality and capacity of medical education for undergraduate and postgraduate medical students and provide high quality, comprehensive general practice care for members of the public. The MDC was established by the University of Melbourne in 2013 to provide excellence in clinical education for the next generation of dental professionals and increase access to comprehensive dental care for members of the public.

Position Summary

The role of the Dental Assistant involves assisting the Operations and Practice Manager, Melbourne Dental School Students and Dentists in the provision of outstanding Dental Services to the patients of MDC. The Dental Assistant supports dental care by preparing the surgery at the commencement of each session, supporting the patient and Dentist during treatment, ensuring instruments and materials are ready and performing procedures in compliance with the ADA Guidelines for Infection Control.

Qualifications and Experience

- Minimum Certificate III qualification as a Dental Assistant or equivalent badged qualification recognised by the Australian Dental Association
- Previous experience as a Dental Assist will be highly regarded
- Strong written and verbal communication skills
- Previous experience in working in a fast paced medium to large private dental clinic
- The ability to work both autonomously and collaboratively within a multi skilled team effectively
- Excellent interpersonal communication skills with the ability and confidence to relate to a diverse range of people at all levels in the organisation
- Ability to work with a range of dental specialties including Prosthodontics, Periodontics, Endodontics, Orthodontics, Paediatrics and Oral Surgery
- Sound knowledge of infection control procedures
- Ability to work in a fast paced environment by multi-tasking and prioritizing effectively

Key Accountabilities

Patient Care

- Preparing the patient for the Students/Dentists by welcoming, seating, draping and answering any queries
- Assisting patients out of chair and surgery
- Attending to patients if unwell
- Maintaining and complying with infection control protocols and advising students of requirements where needed
- Liaising with the Dentists, students and reception staff
- Helping to place patients at ease in the dental clinic environment. Ensuring their needs are most appropriately met whilst keeping in line with all MDC policies and government legislation
- Assisting in the preparation of x-rays and other procedures as required

Clinic room

- Ensuring that all required instruments and materials are ready for use at the start of each session and between patients
- Obtain materials from stock if requested by Student/Dentist
- Providing materials during treatment by selecting, mixing and placing them ready for the Student/Dentist's use
- Ensuring safe operation of dental equipment and reporting faults
- Maintaining dental supplies in the room and advises if a product is low in stock
- Counting equipment/hand pieces after each patient
- Conserving resources by using supplies as needed and guiding students and dentists on minimizing waste
- Relieving other Assistants in rooms as requested by Operations and Practice Manager or Team Leader

Chair Side Assistance

- Providing chair side assistance for Students/Dentists contributing to the quality of dental care

Infection Control

- Ensuring that all barriers are removed, and surfaces are cleaned with the appropriate solutions
- Ensuring that the room is set up with new barriers and tray and instruments
- Ensuring that infection control procedures are being followed at all times to avoid any cross infecting between patients/staff
- Handling of high-risk infectious material in accordance with the MDC procedures
- Participating in major cleaning of equipment on a regular basis as directed
- Ensuring that all areas of the department are clean and sterilized where appropriate

Marketing and Promotion

- Promoting MDC services to patients
- Assisting with marketing activities where directed

Other

- Maintaining staff and client confidentiality at all times
- Carrying out other responsibilities as directed
- Assisting with reception and CSSD duties as required and directed
- Maintaining skills to enhance organisational capability, culture and services
- Ensure practice is aligned with overall MTHC philosophies and standards both clinically and professionally

Key Relationships (Internal and External)

- Patients
- Clinical Governors
- Reception Staff
- Melbourne Dental School Students
- Clinical Tutor Instructors (CTIs)
- MDC Staff

Special Requirements

The Melbourne Teaching Health Clinics are separate but affiliated companies of the University of Melbourne. The role may be required to provide additional on-site support to these clinics.

MTHC Values

We foster a values-based culture of innovation and creativity to enhance the teaching performance of the Melbourne Teaching Health Clinics and to achieve excellence in patient and student outcomes.

We invest in developing the careers and wellbeing of our students and staff and expect all our leaders to live our values of:

- Collaboration and teamwork
- Compassion
- Respect
- Integrity
- Accountability

Occupational Health and Safety (OHS) Responsibilities

The Melbourne Teaching Health Clinics has policies and procedures which comply with the *Occupational Health and Safety Act 2004*, which require all staff to contribute to the maintaining of a safe and healthy workplace.

All staff members are required to exercise their duty of care and:

- Take reasonable care for their own safety, as well as for others in the workplace who can be affected by their actions;
- Refrain from misusing or damaging any equipment which is provided to protect or enhance the health and safety of staff;
- Comply with legitimate requests from MDC which are in accordance with published policies and/or OHS legislation;
- Ensure they do not knowingly place other staff at risk through their actions;
- Report incidents and potential health and safety risks to their OHS Representative in a timely and appropriate manner;
- Host visitors and/or contractors at the campus in a manner consistent with the requirements of the OHS policy.

Diversity and Inclusivity Statement

Melbourne Teaching Health Clinics are committed to a diverse and inclusive workforce free from all forms of discrimination. We actively work to remove barriers to ensure all employees enjoy full participation in the workplace and encourage applications from diverse backgrounds. We adopt our diversity and inclusivity policies from the University of Melbourne and can be viewed at

<https://staff.unimelb.edu.au/diversity-inclusion>

Document Control

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