

Qualified Dental Assistant (multiple casual opportunities)

Work type: Casual

Location: Carlton

Melbourne Dental Clinic, Melbourne Teaching Health Clinics

Salary: AUD\$33.83 - \$39.85 per hour

About Melbourne Teaching Health Clinics

The Melbourne Dental Clinic (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.

As a world-class teaching clinic, our services are provided by undergraduate and postgraduate dentists trained at the University of Melbourne under the supervision of expert professors and qualified and experienced dentists and dental specialists.

At the MDC we have access to the latest equipment and technology, which allows us to provide the highest standard of service and convenience. As one of the largest academic dental clinics in Australia we are unique in our ability to offer comprehensive general dentistry services, as well as services in six specialty areas all in one location.

Our mission is to provide world-class education and training to our students and provide high quality, dental care and exceptional service to our patients. We share the University of Melbourne's mission to be a world-class education and research facility and strive for continuous innovation and excellence in comprehensive dentistry.

About the Role

Multiple casual opportunities exist for experienced Qualified Dental Assistants to join a dynamic and patient-focused team within the MDC. 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.

Dental Assistant duties

- Preparing the patient for the students and Dentists by welcoming, seating, draping and responding to patient queries
- Assisting patients in and out of the chair and surgery
- 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 by ensuring their needs are appropriately met and in line with all MDC policies and government legislation
- Ensuring that infection control procedures are being followed at all times to avoid any cross infection between patients/staff
- Assisting in the preparation of x-rays and other procedures as required
- Ensuring the maintenance of confidentiality and respecting sensitive patient information
- Ensuring that all required instruments and materials are ready for use at the start of each session
- Providing materials during treatment by selecting, mixing and placing them ready for the use of students and Dentists
- Ensuring safe operation of dental equipment and reporting faults
- Counting equipment/hand pieces after each patient
- Ensuring that all areas of the department are clean and sterilized where appropriate

Customer Service

- Providing excellent and supportive service to patients, visitors and practitioners
- Communicating clearly and effectively for all interactions with patients, practitioners and colleagues
- Building customer relationships and greeting patients promptly and courteously
- Actively seeking to understand the patients' and practitioners' requirements and expectations

Other

- Carrying out other responsibilities as directed by both the Operations and Practice Team Leader and the Operations and Practice Manager to support the efficient operation of the clinic
- Actively contributing to the continuous improvement of work practices, clinic processes and customer service delivery

Essential Selection Criteria

- Minimum Certificate III qualification as a Dental Assistant or equivalent badged qualification recognised by the Australian Dental Association
- Previous experience as a Dental Assistant 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

Desirable

- Ability to operate EFTPOS machines and capacity to deal with banks and medical funds
- Ability to use Dentrix software

Please submit your application through the APPLY FOR THIS JOB button next to the advertisement on the [SEEK](#) website. **Previous applicants need not apply.**

A cover letter, CV and document addressing the key selection criteria listed in the advertisement will need to be included in your application.

For inquiries please contact Ms Angie Sabra at angie.sabra@unimelb.edu.au (please do not send applications to this email)

Applications close: Friday, 3 July 2020.