



POSITION DESCRIPTION

POSITION TITLE:	Dental Assistant (Qualified)
REPORTING TO:	Operations and Practice Manager
CLASSIFICATION:	Level 2
EMPLOYMENT TYPE:	Ongoing, part-time
NUMBER OF REPORTS:	0

The Organisation

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.

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.

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 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 Relationships

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

Key Accountabilities

Key Responsibilities	Measure/KPIs to be achieved
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	• Continued positive feedback received regarding patient experience • Retention of patients and increased clientele • Accurate provision of assistance to Students/Dentists and patients • Strong collaborative relationships are established with key MDC staff
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.	• Student/Dentists are adequately supported during patient treatments • Dental supplies are maintained with minimal stock discrepancies • Timely resolution of patient complaints • Issues are escalated to the Operations and Practice Manager or as appropriate and resolved in a timely manner

Chair Side Assistance Providing chair side assistance for Students/Dentists contributing to the quality of dental care	- Continued customer satisfaction is achieved through quality customer service - Productivity benchmarks are achieved in accordance with employer policies and guidelines.
Training Undertaking training as directed	- Demonstrate willingness to undertake professional development and continuing education - Attendance of compulsory bullying and harassment training
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	- Adherence of infection control policy and protocol - Health and Hazard Assessment completed annually - Aseptic training and competency achieved every 2 years - Uniform and PPE compliance
Marketing and Promotion - Promoting MDC services to patients - Assisting with marketing activities where directed	- Patient and customer service satisfaction surveys within agreed targets - Retention of patients and referrals
Other Maintaining staff and client confidentiality at all times	

• Assisting with reception and CSSD duties as required and directed • Carrying out other responsibilities as directed by the Operations and Practice Manager to support the efficient operation of the Clinic • Actively contributing to continuous improvement of work, standards and methodologies	• Adherence to Victorian Privacy Laws-Information Privacy Act 2000 and the Victorian health Record Act 2001 as well as other laws that regulate the handling of personal information • Attend and participate in relevant in-service and external education programs, workshops and seminars to maintain and update knowledge and expertise
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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

Date Developed:	Developed and Reviewed By
February - 2018	CEO, MTHC