

Position title	Dental Assistant Certificate III - IV
Reports to	Team Leader – Dental Assistants Oral Health Program
Date	12th February, 2023

About EACH

EACH provides an integrated range of health, disability, counselling and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 300 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	A healthy community where everyone belongs.
Our purpose	Promoting health, building hope and creating opportunity.
Our values and behaviours	<p>We care</p> <p>We welcome you with empathy and hope. We believe making change is possible for everyone.</p> <p>We listen</p> <p>We take time to understand you, your experiences and your culture. We work with you and the people important to you, to build the right supports.</p> <p>We learn</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver</p> <p>We have a 'can do' attitude and find ways to say 'yes'. We do what we say we're going to do.</p>

About the Oral Health Team

It's the people who make the difference at EACH.

The oral health team consists of dedicated, experience professionals including dentists, oral health therapists, dental therapist, prosthetists, dental students and the dental assistant team who provide a comprehensive range of high-quality dental services in a friendly environment.

A large public dental program, we have sites in both Ferntree Gully and Ringwood. The program also provides outreach services, including the commencement of Smile Squad for School Dental Services within the community.

Our goal is to support clients to improve their oral health outcomes in a friendly and professional environment.

Position summary

The key objective of this role is to provide efficient clinical chair-side assistance to the dental operators in all facets of the delivery of safe, high quality, efficient and effective public dental services, in-house and in outreach settings.

The dental assistant is responsible for providing professional communication and customer service to the clients including oral health education within the relevant scope of practice. Ensuring compliance with infection control principles, maintaining the clinical environment, sterilisation of instruments and maintenance of dental instruments to industry standards. As with every staff member and volunteer, the Dental Assistant must consistently model the behaviours and values expected by EACH.

Deliverables

- Provide efficient clinical chair-side assistance in accordance with EACH and public dental clinical standards at all sites.
- Maintain a professional approach and promote good interpersonal relationships within the oral health team and with stakeholders and clients consistent with EACH values.
- Demonstrate the ability to work effectively in a team environment and communicate with a variety of people.
- Provide oral health promotion and education to clients and/or carers regarding dental health preventive measures in a clinical setting within scope of practice
- Compliance with National Quality for Health Care Standards for the management of the clinical environment, equipment and correct process for the sterilisation of reusable medical devices

The professional expertise we are looking for in this role

Skills

- Highly motivated with well-developed interpersonal skills, ability to relate well with a wide variety of people, work within a team environment including, dental assistants, dentists, oral health therapists, dental therapists, prosthetists and other staff as necessary and ability to work within a team environment.
- Provision of oral health promotion and education to clients and/or carers
- Sound knowledge of current infection control guidelines and sterilisation applications
- Demonstrate a high level of chairside clinical competency.
- Intermediate level IT skills
- Excellent organisational ability

Experience and Knowledge

- Recent experience in a range of dental practices and procedures, including public dental services.
- Demonstrated ability to communicate effectively with a variety of people including co-workers, clients, and other health professionals, including a high level of written and verbal presentation skills.

Mandatory Qualification/s, Competencies and/or Licences

- Completion of a Criminal History Check and Employee Working With Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- Certificate III/IV in Dental Assisting with recent practice
- Immunisation Status – The successful applicant will be required to provide EACH with serological immunity or vaccination history.

Highly regarded Qualifications and/or Certifications

- Certificate IV in Oral Health Education
- CPR competency

Expected behaviours for all EACH staff and volunteers

- acts in accordance with EACH's code of conduct and ethics, policies and procedures and is demonstrably committed to EACH's vision, mission, values and service principles.
- promotes a 'safety first' culture and acts in accordance with EACH health and safety policy and management system.
- promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- demonstrates teamwork and collaboration and positively contributes to group activities.
- contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- be curious, reflective and open to continuous learning and new ways of working
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.