

POSITION DESCRIPTION

Position Title:	Dental Assistant
Business Unit/Department:	Dental Services
Division:	Integrated Community Health Services
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 Dental Assistant
Reports To:	Dental Manager
Direct Reports:	Dental Coordinator
Date Prepared/Updated:	1 March 2025

Position Purpose
The role of the Dental Assistant is to support and assist in the management of the dental facility. The Dental Assistant can be expected to assist chairside, manage the sterilisation of equipment, day to day patient management and set up and close down of the facility
Business Unit Overview
Western Health Dental Department provides Emergency, General and Denture Treatment in accordance with DHSV (Dental Health Services, Victoria) guidelines. We have 12 dental chairs: 4 chairs are operated by dentists and 8 chairs are operated by La Trobe University Dental Students. These students are overseen by Dental Educators, who are Senior Dentists. Our operating hours are Monday-Friday 8.30am to 5.00pm.
Key Responsibilities
<ul style="list-style-type: none"> • Provide clinical chair-side assistance to dental operators in the provision of direct patient care • Maintains a professional approach to work including the provision of quality customer service • All interactions with patients and the public show appropriate responses to their needs and demonstrate the application of Western Health values • Prepare, maintain and manage the dental facility for patient reception to ensure efficient patient throughput • Prepare equipment, dental materials and instruments for each patient according to dental treatment • Undertake the management of sterilisation and maintenance of dental instruments and equipment within the dental facility • Ensure storage, packaging and collection of infectious waste/sharps in accordance with infection control policy • Maintain, monitor, rotate and order stores for the facility within the nominated budget • Respond to client enquiries and complaints and refer formal complaints • Enhance resource allocation by managing patient scheduling to enhance patient throughput

Our Vision

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- Undertake general administrative duties, school promotion data, recall data
 - Clerical and administrative duties related to patients; e.g. making appointments, confirming appointments, assisting with patient enquiries etc
 - Maintain patient records including recording dental examinations on dental charts
 - Actively participate in the review of the efficiency, effectiveness and appropriateness of dental services as requested
 - Participate in quality activities and KPIs
 - Participate in staff development activities.
 - Contribute to oral health promotion and education to patients and parents in a clinical setting
 - Undertake and complete professional development and continuing education
 - Accept delegation, secondment and deployment appropriate to skill level.
- In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

- Internal:**
- Dental Services staff
 - Western Health Allied Health and Medical staff
- External:**
- Dental Health Services Victoria
 - Smile Squad program schools

Selection Criteria

- Essential**
- Certificate 3 in Dental Assisting
 - Demonstrated ability to work within a team environment.
 - Demonstrated skills in organisation and time management
- Desirable**
- Knowledge of Titanium Record Keeping Program
 - Experience in public health

Additional Requirements

- All employees are required to:
- Obtain a police / criminal history check prior to employment
 - Obtain a working with children check prior to employment (if requested)
 - Obtain an Immunisation Health Clearance prior to employment
 - Report to management any criminal charges or convictions you receive during the course of your employment
 - Comply with relevant Western Health clinical and administrative policies and guidelines.
 - Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
 - Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
 - Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health

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- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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