DENTAL ASSISTANT

Department:	Clinic Programs - Dental		
Salary:	$59,364 to $67,634 (pro-rata for part time)	**Classification Code:**	Dental Assistant Grade 1 to 2
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026		
Position created:	April 1999	**Date Reviewed:** December 2025	**Immunisation Category:** A

PRIMARY OBJECTIVES

THE ORGANISATION
Sunraysia Community Health Services (SCHS) is a service providing primary and preventive care for our community members who are at risk of poor health outcomes, and experience health disparities. SCHS understands the influence of the Social Determinants of Health (SDoH) upon health inequities experienced by community members. The centrepiece of care at SCHS is providing a client relationship based care coordination approach, that identifies and attempts to address the SDoH for clients, work with consumers and community members, to structure their care around the context in which they live and work.

THE PROGRAM
The Public Dental Service based at Sunraysia Community Health Service services the Loddon Mallee area. We are equipped with state of the art facilities to meet dental needs of the clients ranging from simple to surgical extractions and restorations under local anaesthetic. The clinic also provides endodontics, crowns/bridges, full or partial dentures, mouthguards, and nightguards. The dental clinic is also heavily involved in training dental students from La Trobe University in various procedures.

POSITION PURPOSE
As part of the multidisciplinary dental team, the dental assistant will provide high quality dental care, support and education to all eligible clients attending the public dental service. As the Public Dental Service at SCHS is a teaching clinic the dental assistant will be providing support to both registered dentists as well as with La Trobe Dental and OHT students while they complete supervised practice hours. Clinical support will be delivered primarily onsite at our Thirteenth Street Campus but there may be occasions where off-site support will be required to assist in delivery of programs such as DHSV Smile Squad.

KEY SELECTION CRITERIA

Mandatory

Qualifications

- Dental Assistant Certificate and Badge issued by the Australian Dental Association, or equivalent.

Experience

- Demonstrated experience working as a Dental Assistant.
- Highly developed interpersonal and communication skills, and the ability to liaise with persons from diverse backgrounds and cultures.
- Must be able to demonstrate high levels of creativity and flexibility in dealing with issues which arise in the health system.

Knowledge

- An understanding of the issue of confidentiality
- Understanding of OHS and Infection Control standards particularly related to Dental Services.
- Understanding of National Safety and Quality Health Service Standards.

	Personal abilities / aptitudes / skills • Demonstrated ability to communicate effectively with a wide range of people, including co-workers, patients, parents and other health professionals. • Commitment to public health principles. • Basic computer skills. • Demonstrated ability to work as a team member and show leadership when required. • Previous Public Dentistry experience. • Experience with TITANIUM dental IT software. • Demonstrated advance experience in infection control and/or OHS.

SPECIFIC ACCOUNTABILITIES	1. Service Provision • Report to SCHS Dental Services Practice Manager. • Assist in the provision of high-quality emergency and general dental care in accordance with DHSV clinical standards, regulations, professional guidelines and policies. • Deliver service both onsite at Thirteenth Street Public Dental Service as well as off site as part of the outreach Smile Squad School Dental Program. 2. Teamwork • Demonstrate the ability to operate effectively and efficiently as part of the broader Public Dental Service Multidisciplinary Team. • Attend Monthly Dental Team Meetings. 3. Stakeholder Engagement • Develop effective working relationships with La Trobe University, Dental Students customers, community groups and the general public. 4. Service Improvement • Prepared to participate in any additional upskilling/education provided by DHSV. • Attending meetings, forums and seminars to meet professional and service obligations to fulfil service requirements. 5. Service Promotion • As part of the broader team in the Public Dental Service, assist in developing and establishing service standards. 6. Program Evaluation • Participating in team meetings, client review meetings, service planning, evaluation, and other forums to assist with the effective and efficient provision of services. 7. Organisational • Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices and contributing to a positive environment free of occupational violence. • Operate, adhere to and demonstrate organisational Mission, Vision and Values. • Performing only within the bounds of the Australian Dental Association standards and guidelines for Dental Assistants. • Assisting in a range of administrative functions associated with the efficient delivery of dental services when required. • Other reasonable duties as directed.

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CONDITIONS OF EMPLOYMENT	1. New employee Probation New employee appointments are subject to a probationary period of six months. Ongoing employment will be subject to successful performance during this time. 2. Organisational Behaviour All employees are required to abide by organisational policies and procedures, SCHS Code of Conduct and Values, relevant standards, codes of practice as well as various legislation both state and federal including but not limited to OH&S act, Drugs, Poisons and Controlled Substances Act, Public Health and Wellbeing Act, Privacy Act and Health Records Act. 3. Professional Standards All qualified and Nationally Registered professionals are to respect and act in accordance with the laws of the jurisdictions in which they practice. Any professional bodies Codes of Conduct / Ethics / Standards should be interpreted with reference to these laws. The code is not a substitute for requirements outlined in the National Law, other relevant legislation, or case law. Where there is any actual or perceived conflict between the code and any law, the law takes precedence. The Codes / Standards should also be interpreted with reference to, but not necessarily in deference to, any organisational rules and procedures to which health professionals may be subject. 4. Continuous Improvement & Safety All employees are required to contribute effectively to SCHS quality management and safety systems by assisting with monitoring and evaluating activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer care services and experience. 5. Diversity & Inclusion All employees are expected to contribute to a workplace culture that is inclusive, respectful, and equitable. This includes actively supporting and valuing the diverse identities, backgrounds, and lived experiences of both colleagues and clients such as Aboriginal and Torres Strait Islander peoples, LGBTIQA+ individuals, people from culturally and linguistically diverse communities, people with a disability, children and young people, older adults, and individuals affected by the social determinants of health, including housing, education, income, and access to care. Employees must promote a safe, welcoming, and empowering environment that is free from discrimination, harassment, abuse, and exclusion. Everyone shares responsibility for fostering dignity, wellbeing, and meaningful participation, ensuring that all individuals feel respected, heard, and able to thrive.

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