

Position Description

Position title	Dental Assistant
Department / Division	Dentistry Department, Division of Surgery
Classification	Grade 2 Dental Assistant (2.1 – 2.5)
Position reports to	Clinic Manager
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>As part of the Royal Children's Hospital of Melbourne's dental assisting team, dental assistants contribute to the delivery of high quality, efficient and effective clinical care. The Casual Dental Assistant will be responsible for clinical assistance, demonstrating teamwork and infection control awareness. Provide optimum clinical services to the patients and families visiting the Department of Dentistry.</p>

ROLE PURPOSE

Dental Assistants are required to provide efficient clinical chair side assistance through preparing, maintaining and managing the clinical environment, including equipment, materials and instruments,

The role includes several aspects such as clinical duties, organisational duties and clerical duties. The main purpose of this role is to be involved in direct chair-side (in an outpatient clinic and theatre) and to deliver quality patient care.

KEY ACCOUNTABILITIES

- Responsible for the setup of Dental instruments and clinical equipment;
- Demonstrate knowledge on the contemporary infection control and WHS protocols within the hospital setting;
- Cleaning and restocking the clinics and required to liaise with the Clinic Manager and nursing team in this respect;
- Prepare and maintain the clinical environment, including equipment, materials, and instruments, in line with the treatment plan to enhance patient care.
- Assist in the Operating Theatre and be aware of the appropriate protocols for behaviour and practice in the OT;
- Intraoral scanning of patients.
- Participate in the efficient running of the dental clinic as required by the Clinic Manager;
- Liaise with other chair-side assistants, reception and administration staff with a focus on providing a coordinated service within the Department of Dentistry;
- Encourage communication, foster and develop an effective and cohesive team of staff members, focusing on the provision of a high standard of a clinical service;
- Actively engage in operational activities, i.e., meetings, huddles, accreditation requirements.
- Complete reception desk duties when required and at the discretion of the Clinic Manager;
- Undertake basic computer training to become familiar with computer programs used in the department and hospital;
- Become familiar with and utilise the email for departmental purposes as appropriate;
- Utilise computer and data entry skills to ensure patient records is entered accurately;
- Attend and actively participate in all scheduled team meetings and professional development sessions;
- Maintain total confidentiality, inside and outside the hospital for all matters relating to hospital work, hospital staff and patients.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Certificate III in Dental Nursing, or equivalent
- Knowledge of patient care processes, techniques and terminology within an oral health environment
- Well-developed communication skills
- Experience working in a multi surgery clinic with different dental specialists.

Desirable:

- 3 years + of experience working chair-side assisting
- Strong knowledge of safety and compliance guidelines within a hospital setting.
- Demonstrated chair side experience, preferably with special needs children and behavioural problems in children.

KEY SELECTION CRITERIA

- Provide efficient clinical chairside assistance
- Experience in working in a fast-paced environment
- Experience in managing a diverse patient base and providing great patient care
- Experience in following Infection control guidelines within an acute care setting

- Excellent interpersonal skills
- Good time management skills
- Ability to work effectively with a team with a wide range of skills and experiences
- Ability to effectively communicate with staff as well as various stakeholders including families and young children
- Professional manner in dealing with both internal and external staff
- Basic level computer/typing skills

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g., wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards

- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

January 2025