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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

DUTY STATEMENT

POSITION TITLE:	Dental Assistant
REMUNERATION/CONDITIONS:	Aboriginal and Torres Strait Islander Health Award [MA000115]
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Dental Manager
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	The Dental Assistant provides high-quality clinical and administrative support within the dental team to ensure culturally safe and effective oral health care.
MINIMUM SKILLS REQUIRED:	Certificate III or IV in Dental Assisting (or working towards)
SERVICE PROVISION	In consultation with the Dental Manager

POSITION SUMMARY

The Dental Assistant plays a key role in the delivery of patient-focused dental services, providing chairside support, sterilisation and infection control, administrative tasks, and patient engagement. The role supports a holistic model of care aligned with the ACCHO's values and the community's oral health needs.

RESPONSIBILITIES

Clinical and Chairside Assistance

- Prepare dental surgery for clinical procedures, including setting up instruments and materials
- Provide chairside assistance during dental procedures, ensuring patient comfort and safety
- Manage sterilisation and disinfection processes in line with relevant standards
- Maintain clean and organised treatment areas at all times

Patient Engagement and Administration

- Assist in managing patient flow, appointment bookings, and recalls
- Welcome and support patients in a culturally appropriate and respectful manner
- Record and update patient details accurately in the dental practice management system
- Support patients to understand treatment plans and follow-up requirements

Infection Control and Compliance

- Adhere to infection prevention and control protocols at all times
- Participate in regular audits and support quality improvement activities
- Ensure documentation complies with clinical standards and service policies

Team and Service Support

- Communicate effectively with dentists, oral health therapists, and other clinical staff
- Participate in internal team meetings and training
- Support school-based or outreach oral health programs when required
- Contribute to stock control, including ordering and monitoring supplies

MEETINGS

- Attend monthly dental team meetings and relevant training sessions
- Participate in clinical governance and infection control workshops
- Represent the dental team in broader health service staff meetings as appropriate

KEY PERFORMANCE INDICATORS

KPI Area

Clinical Support

Patient Care

Record Keeping

Team Contribution

Key Performance Indicator (KPI)

Maintain 100% compliance with infection control and sterilisation protocols

≥90% of patients report feeling culturally respected and supported during dental appointments

100% of patient records completed accurately and updated on the same day

Actively participate in ≥90% of scheduled dental team meetings and training sessions

Service Delivery

Ensure surgery turnover and clinical readiness is within standard timeframe for $\geq 95\%$ of shifts

Stock Control

Stock replenishment requests submitted before minimum levels for $\geq 90\%$ of items

PROFESSIONAL DEVELOPMENT

- Participate in ongoing professional development relevant to the role and as approved by Manager.

MANDATORY REQUIREMENTS

- Certificate III or IV in Dental Assisting (or equivalent qualification)
- Demonstrated experience in clinical dental assisting in a general or community dental setting
- Knowledge of infection control standards and sterilisation procedures (e.g. ADA guidelines, AS/NZS 4815)
- Strong understanding of culturally safe practices when working with Aboriginal and Torres Strait Islander people
- Basic knowledge of dental software or willingness to learn (e.g. Dental4Windows, Titanium, Communicare)
- Ability to work effectively as part of a multidisciplinary team
- Excellent communication and interpersonal skills
- Good organisational and time management skills
- Current First Aid and CPR certification (or willingness to obtain)
- Working with Children Check
- National Police Check
- Current Driver's Licence

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____