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SA Health Job Pack

Job Title	Dental Assistant/Receptionist
Job Number	602797
Applications Closing Date	03/10/2016
Region / Division	SA Health - Central Adelaide Local Health Network
Health Service	Statewide Dental Service
Location	Various, Adelaide Metro and Country
Classification	OPS1 or OPS2
Job Status	Candidate pool, - various positions as vacancies arise
Indicative Total Remuneration*	OPS1: \$27,755 - \$51,739 / OPS2: \$55,014 - \$59,547

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Kara-Lee Nikou
Phone number	82229041
Email address	kara-lee.nikou@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



SA DENTAL SERVICE POSITION DESCRIPTION

POSITION DETAILS	
Position Title: Dental Assistant	Classification Code: Operational Services Stream (OPS-1)
Position No: Generic	Reports To: Local Operations Manager
Division/Branch/Unit: Statewide Dental Services	Date prepared: August 2016

About the position:

PRIMARY PURPOSE OF ROLE
<p>SA Dental Service is part of the Central Adelaide Local Health Network providing a range of dental services for eligible children and adults at clinics throughout South Australia. SA Dental Service also works in partnership with the University of Adelaide to educate and train many of the states' dental professionals.</p> <p>The Dental Assistant is responsible to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide dental assisting duties within a Statewide Dental Serviced clinic <input type="checkbox"/> Ensure clinic administration and client records are administered in accordance with organisational procedures and work practices.

REPORTING/WORKING RELATIONSHIPS/INTERACTIONS
<ul style="list-style-type: none"> <input type="checkbox"/> Responsible to the Local Operations Manager (LOM) <input type="checkbox"/> In some clinics reports to the Senior Dental Assistant (SDA) <input type="checkbox"/> Collaborates with other members of the clinical team <input type="checkbox"/> Establish working relations and interact with Department of Health and other government and non-government stakeholders eg other health care providers in the local area or University of Adelaide, School of Dentistry staff

RESPONSIBILITY	PERFORMANCE OBJECTIVE	PERFORMANCE INDICATOR
Dental Assisting	<ul style="list-style-type: none"> <input type="checkbox"/> Provide chair-side dental assistance to dental practitioners <input type="checkbox"/> Prepare dental materials and equipment as requested by the dental practitioner <input type="checkbox"/> Process, prepare and save/file radiographs (chemically or electronically) <input type="checkbox"/> Maintain infection control and sterilisation practices <input type="checkbox"/> Maintain dental equipment in a safe and serviceable condition by performing routine maintenance and timely reporting of breakages <input type="checkbox"/> Re-stock clinical areas and assist with monitoring stock levels <input type="checkbox"/> Assist with oral health education by giving accurate instructions to clients as directed by the dental practitioner. 	<ul style="list-style-type: none"> <input type="checkbox"/> Assistance, materials and equipment are provided in a timely manner <input type="checkbox"/> Equipment and materials are prepared/used as per organisational or manufacturer instructions <input type="checkbox"/> Radiographs are processed, prepared and saved/filed accurately and in accordance with organisational procedures and work practices <input type="checkbox"/> Infection control and sterilisation procedures comply with organisational procedures and work practices <input type="checkbox"/> Breakages reported and repairs carried out with minimal interruption to service provision <input type="checkbox"/> Re-stocking of clinical areas and monitoring stock levels is carried out in accordance with time frames provided and clinic protocols.

RESPONSIBILITY	PERFORMANCE OBJECTIVE	PERFORMANCE INDICATOR
Clinic administration	<ul style="list-style-type: none"> <input type="checkbox"/> Arrange client appointments, interpreters, recalls and referrals as directed <input type="checkbox"/> Provide information to clients regarding SA Dental Service programs, waiting times, appointments, failed to attend and end of course of care protocol <input type="checkbox"/> Enter information into electronic client records and file client records as instructed <input type="checkbox"/> Assist in collection of client fees. 	<ul style="list-style-type: none"> <input type="checkbox"/> Administrative practices, information provided and client records comply with organisational procedures and work practices <input type="checkbox"/> Fees are collected-in accordance with the Fees Manual. <input type="checkbox"/> Administration and records management is completed in an accurate and timely manner
Safer and better care	<ul style="list-style-type: none"> <input type="checkbox"/> Contribute to the implementation of clinical improvement strategies in order to meet local clinical objectives 	<ul style="list-style-type: none"> <input type="checkbox"/> Audits are conducted in accordance with instructions provided by the manager and follow-up actions implemented by the required date <input type="checkbox"/> Clinical improvement strategies are implemented by agreed timeframes
Teamwork	<ul style="list-style-type: none"> <input type="checkbox"/> Work together in partnership with other team members to achieve common goals <input type="checkbox"/> Contribute and share knowledge with others <input type="checkbox"/> Take ownership of team issues and goals 	<ul style="list-style-type: none"> <input type="checkbox"/> Team members receive support and assistance when needed <input type="checkbox"/> Able to list team and organisational objectives and relate them to their job
Communication and Interpersonal relationships	<ul style="list-style-type: none"> <input type="checkbox"/> Display respectful behaviour to clients and colleagues in accordance with the Respectful Behaviour Policy 	<ul style="list-style-type: none"> <input type="checkbox"/> Colleagues and manager report that respectful behaviour is consistently displayed to others
Customer Focus	<ul style="list-style-type: none"> <input type="checkbox"/> Demonstrate effective problem solving skills to provide a flexible service that meets the needs of the clients <input type="checkbox"/> Demonstrate empathy and understanding of clients from diverse, cultural, ethnic and social background 	<ul style="list-style-type: none"> <input type="checkbox"/> Shows respect for clients at all times <input type="checkbox"/> Demonstrates understanding of the impact of individual behaviour on customer and quality client care <input type="checkbox"/> Understands client requirements and delivers services at a high standard and in a responsive and timely manner <input type="checkbox"/> Applies problem solving skills to conflicts and problems that arise

Selection Criteria:

TECHNICAL CAPABILITIES <i>Qualifications, Experience, Skills and Knowledge required to fulfil the requirements of this position</i>
<p>Qualifications</p> <p>Desirable</p> <ul style="list-style-type: none"> <input type="checkbox"/> A relevant Dental Assistant qualification or equivalent
<p>Experience/Knowledge/Skills</p> <p>Essential</p> <ul style="list-style-type: none"> <input type="checkbox"/> Knowledge of dental terminology, equipment, instruments, materials, procedures and contemporary infection control and sterilisation procedures <input type="checkbox"/> Ability to work as part of a team, build positive relationships and work collaboratively with others <input type="checkbox"/> Ability to problem solve, manage priorities and organise own workload <p>Desirable</p> <ul style="list-style-type: none"> <input type="checkbox"/> Experience in the provision of chair-side dental assistance <input type="checkbox"/> Experience in the provision of customer service and reception services <input type="checkbox"/> Experience in the use of TITANIUM dental management information system

Other information:

SPECIAL CONDITIONS

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* (Cth) or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007* (Cth).
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- Some out of hours work may be required
- Some intrastate travel may be required
- Must have a current and valid driver's licence
- Appointment to this position will be subject to the granting of approved Credentialing and Scope of Practice

GENERAL REQUIREMENTS

- Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, SA Health, CALHN and SA Dental Service Policies and Procedures and legislative requirements including but not limited to:
 - *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements
 - *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness
 - Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*
 - Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
 - *Children's Protection Act 1993* (Cth) – 'Notification of Abuse or Neglect'.
 - Disability Discrimination
 - Code of Fair Information Practice
 - Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual
 - Relevant Australian Standards
 - Duty to maintain confidentiality
 - Smoke Free Workplace
 - To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery
 - Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

HANDLING OF OFFICIAL INFORMATION

- By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential
- SA Health employees will not access or attempt to access official information, including confidential patient information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.
- SA Health employees will not misuse information gained in their official capacity
- SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful or reasonable direction

Approved By General Manager	GEOFF FRANKLIN (Print Name)	Approved (Signature)	1.8.11 (Date)
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INCUMBENT ACCEPTANCE

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:



SA DENTAL SERVICE POSITION DESCRIPTION

POSITION DETAILS	
Position Title: Dental Assistant/Receptionist	Classification Code: Operational Services Stream (OPS-2)
Position No: Generic	Reports To: Local Operations Manager
Division/Branch/Unit: Statewide Dental Services	Date prepared: August 2016

About the position:

PRIMARY PURPOSE OF ROLE
<p>SA Dental Service is part of the Central Adelaide Local Health Network providing a range of dental services for eligible children and adults at clinics throughout South Australia. SA Dental Service also works in partnership with the University of Adelaide to educate and train many of the states' dental professionals.</p> <p>The Dental Assistant/Receptionist is responsible to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide reception and dental assisting duties within a Statewide Dental Service (clinic) <input type="checkbox"/> Ensure clinic administration and client records are administered in accordance with organisational procedures and work practices. <input type="checkbox"/> Contribute to skill development of other dental assistants and receptionists within the clinic

REPORTING/WORKING RELATIONSHIPS/INTERACTIONS
<ul style="list-style-type: none"> <input type="checkbox"/> Responsible to the Local Operations Manager (LOM) <input type="checkbox"/> In some clinics reports to the Senior Dental Assistant (SDA) <input type="checkbox"/> Collaborates with other members of the clinical team <input type="checkbox"/> Establish working relations and interact with Department of Health and other government and non-government stakeholders eg other health care providers in the local area or University of Adelaide, School of Dentistry staff

RESPONSIBILITY	PERFORMANCE OBJECTIVE	PERFORMANCE INDICATOR
Dental assisting	<ul style="list-style-type: none"> <input type="checkbox"/> Provide chair-side dental assistance to dental practitioners <input type="checkbox"/> Prepare dental materials and equipment as requested by the dental practitioner <input type="checkbox"/> Process, prepare and save/file radiographs (chemically or electronically) <input type="checkbox"/> Maintain and promote infection control and sterilisation practices <input type="checkbox"/> Maintain dental equipment in a safe and serviceable condition by performing routine maintenance and timely reporting of breakages <input type="checkbox"/> Re-stock clinical areas, monitor and rotate stock, prepare stores requisitions and ensure new stock is received and receipted <input type="checkbox"/> Assist with oral health education by giving accurate instructions to clients as directed by the dental practitioner <input type="checkbox"/> Participate in on-the-job instruction and feedback to other dental assistants and trainee dental assistants as required 	<ul style="list-style-type: none"> <input type="checkbox"/> Assistance, materials and equipment are provided in a timely manner <input type="checkbox"/> Equipment and materials are prepared/used as per organisational or manufacturer instructions <input type="checkbox"/> Radiographs are processed, prepared and saved/filed accurately and in accordance with organisational procedures and work practices <input type="checkbox"/> Infection control and sterilisation procedures comply with organisational procedures and work practices <input type="checkbox"/> Breakages reported and repairs carried out with minimal interruption to service provision <input type="checkbox"/> Re-stocking of clinical areas, stores requisitions and the receiving and receipting of new stock is carried

RESPONSIBILITY	PERFORMANCE OBJECTIVE	PERFORMANCE INDICATOR
		<p>out in accordance with time frames provided and clinic protocols</p> <ul style="list-style-type: none"> <input type="checkbox"/> Waste minimised and no expired stock <input type="checkbox"/> DA staff have the skills to meet service needs of the clinic
Reception/clinic administration	<ul style="list-style-type: none"> <input type="checkbox"/> Maintain practitioner appointment books and arrange client appointments, interpreters, recalls and referrals as directed <input type="checkbox"/> Provide information to clients regarding programs, waiting times, appointments, failed to attend and end of course of care protocol <input type="checkbox"/> Ensure procedures for fees are correctly administered, including banking of monies when required <input type="checkbox"/> Administer client records, waiting lists, dental schemes and recall systems 	<ul style="list-style-type: none"> <input type="checkbox"/> Administrative practices, information provided and client records comply with organisational procedures and work practices. <input type="checkbox"/> Fees are administered and reported on in accordance with the Fees Manual <input type="checkbox"/> Schemes issued: planned = actual <input type="checkbox"/> Administration and records management is completed in an accurate and timely manner
Safer and better care	<ul style="list-style-type: none"> <input type="checkbox"/> Contribute to the implementation of clinical improvement strategies in order to meet local clinical objectives 	<ul style="list-style-type: none"> <input type="checkbox"/> Audits are conducted in accordance with instructions provided by the manager and follow-up actions implemented by the required date <input type="checkbox"/> Clinical improvement strategies are implemented by agreed timeframes
Teamwork	<ul style="list-style-type: none"> <input type="checkbox"/> Work together in partnership with other team members to achieve common goals <input type="checkbox"/> Contribute and share knowledge with others <input type="checkbox"/> Take ownership of team issues and goals 	<ul style="list-style-type: none"> <input type="checkbox"/> Team members receive support and assistance when needed <input type="checkbox"/> Able to list team and organisational objectives and relate them to their job
Communication and Interpersonal relationships	<ul style="list-style-type: none"> <input type="checkbox"/> Display respectful behaviour to clients and colleagues in accordance with the Respectful Behaviour Policy 	<ul style="list-style-type: none"> <input type="checkbox"/> Colleagues and manager report that respectful behaviour is consistently displayed to others
Customer Focus	<ul style="list-style-type: none"> <input type="checkbox"/> Demonstrate effective problem solving skills to provide a flexible service that meets the needs of the clients <input type="checkbox"/> Demonstrate empathy and understanding of clients from diverse, cultural, ethnic and social background 	<ul style="list-style-type: none"> <input type="checkbox"/> Shows respect for clients at all times <input type="checkbox"/> Demonstrates understanding of the impact of individual behaviour on customer and quality client care <input type="checkbox"/> Understands client requirements and delivers services at a high standard and in a responsive and timely manner <input type="checkbox"/> Applies problem solving skills to conflicts and problems that arise

Selection Criteria:

TECHNICAL CAPABILITIES

Qualifications, Experience, Skills and Knowledge required to fulfil the requirements of this position

Qualifications

Desirable

- A relevant Dental Assistant qualification or equivalent

Experience/Knowledge/Skills

Essential

- Proven experience in the provision of chair-side dental assistance
- Proven knowledge of dental terminology, equipment, instruments, materials, procedures and contemporary infection control procedures
- Experience in providing customer service
- Proven ability to work as part of a team, build positive relationships and work collaboratively with others
- Proven ability to problem solve, manage priorities and organise workloads
- Experience in maintaining administrative systems
- Experience in using Microsoft Office

Desirable

- Experience in the provision of reception services
- Experience in the use of TITANIUM dental management information system
- Experience in giving instruction or feedback to staff

Other information:

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 - Relevant Australian Standards
 - Duty to maintain confidentiality
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Approved By Executive Director	GEOFF FRANKLIN (Print Name)	Approved (Signature)	1.8.11 (Date)
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Name:

Signature:

Date: