



Statewide Clinical Support Services (SCSS)

ROLE DESCRIPTION

Role Title:	Dental Assistant / Receptionist
Classification Code:	Operational Services Stream (OPS-2)
LHN/ HN/ SAAS/ DHW:	Statewide Clinical Support Services (SCSS), CALHN, SA Health
Hospital/ Service/ Cluster:	SA Dental
Division:	SWDS and/or ADH
Department/ Section/ Unit/ Ward:	
Role reports to:	District Manager and/or Hospital Unit Manager
Role Created/Reviewed Date:	April 2023
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

- > Provide reception and dental assisting duties within a Statewide Dental Service clinic
- > Ensure requirements for infection control and sterilisation, clinic administration and client records are met in accordance with organisational procedures and work practices
- > Contribute to skill development of other dental assistants and receptionists within the clinic

Direct Reports:

N/A

Key Relationships/ Interactions:

Internal

- > Reports to the District Manager (DM) and/or Hospital Unit Manager (HUM)
- > In some clinics reports to the Senior Dental Assistant (SDA)
- > Collaborates with other members of the clinical team

External

- > Maintain working relations and interact with Department of Health and other government and non-government stakeholders e.g. other health care providers in the local area or University of Adelaide, School of Dentistry staff

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Keeping up to date with standards of practice consistent with organisational work practices, guidelines and policies
- > Providing a high level of customer service in a busy work environment.

Delegations:

N/A

Key Result Areas and Responsibilities

Key Result Areas	Major Responsibilities
Dental Assisting	<ul style="list-style-type: none"> > Provide chair-side dental assistance to dental practitioners > Prepare dental materials and equipment as requested by the dental practitioner > Process, prepare and save/file radiographs (chemically or electronically) > Maintain and promote infection control practices > Reprocess reusable medical devices (RMD) > Dental and RMD reprocessing equipment is maintained in a safe and serviceable condition by performing and documenting routine testing, cleaning, maintenance and reporting of breakages > Re-stock clinical areas, monitor and rotate stock, equipment and instruments, prepare stores requisitions and ensure new stock is received and receipted > Assist with oral health education as directed by the dental practitioner > Participate in on-the-job instruction and feedback to other dental assistants and trainee dental assistants as required
Reception/clinic administration	<ul style="list-style-type: none"> > Maintain practitioner appointment books and arrange client appointments, interpreters, recalls and referrals as directed > Provide information to clients regarding programs, waiting times, appointments, failed to attend and end of course of care protocol > Ensure procedures for fees are correctly administered, including banking of monies when required > Administer client records, waiting lists, dental schemes and recall systems
Safer and better care	<ul style="list-style-type: none"> > Contribute to the implementation of clinical improvement strategies in order to meet local clinical objectives
Teamwork	<ul style="list-style-type: none"> > Work together in partnership with other team members to achieve common goals > Contribute and share knowledge with others > Take ownership of team issues and goals
Communication and Interpersonal relationships	<ul style="list-style-type: none"> > Display respectful behaviour to clients and colleagues in accordance with the Respectful Behaviour Policy

Customer Focus	<ul style="list-style-type: none"> > Demonstrate effective problem solving skills to provide a flexible service that meets the needs of the clients > Demonstrate empathy and understanding of clients from diverse, cultural, ethnic and social background
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

Personal Abilities/Aptitudes/Skills:

- > 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 own workload

Experience:

- > Proven experience in the provision of chair-side dental assistance
- > Experience in maintaining infection control and reprocessing reusable medical devices.
- > Experience in providing customer service
- > Experience in maintaining administrative systems
- > Experience in using Microsoft Office

Knowledge:

- > Proven knowledge of dental terminology, equipment, instruments, materials, procedures and contemporary infection control and sterilisation procedures

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > A relevant Dental Assistant qualification or equivalent
- > Certificate III in Sterilising Services

Experience:

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

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Some out of hours work may be required
- > Some intrastate travel may be required
- > Must have a current and valid driver's licence
- > 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.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, 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 for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > 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.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

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 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 and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

SA Dental 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 also works in partnership with the University of Adelaide to educate and train many of the states' dental professionals.

Values

Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

Integrity:	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
Compassion:	Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.
Accountability:	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours
Respect:	We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.

Excellence:

We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our community.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Mark Chilvers

Role Title: Executive Director

Signature: 

Date: 17 April 2023

Role Acceptance

Incumbent Acceptance

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

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V2	14/04/2023		Updated to SCSS template version.
V1	05/09/2019	13/04/2023	Original