Position Description

Oral Health Therapist

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| **Award & grade:** | Dental Therapist/Hygienist Enterprise Agreement 2013-2017 |  |
| **Salary range** | Dependent upon qualifications and experience |  |
| **EFT** | Casual |  |
| **Reporting to** | Program Manager Oral Health |  |
| **Accountable to** | CEO |  |
| **Tenure** | Casual |  |
| **Direct reports** | Nil |  |
| **Location** | Lennox St and other NRCH sites as requested |  |
| **Date issued** | June 2018 |  |

Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Position Objective

The position will contribute to the achievements of the organisation’s aims and objectives by performing all duties within scope of practice to the highest standard and thereby enabling effective and efficient delivery of dental services to the community.

The position requires the understanding and application of the social model of health, drawing on health promotion and community development principles and practice to ensure an inclusive and culturally appropriate client centred workplace and health promoting model of care.

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Key Responsibilities

**Provide high quality clinical services:**

* A range of dental services with a high level of understanding of dental public health principles.
* Works within the legal framework set out by the AHPRA
* Resolution of client complaints
* Preparation of nominated surgery for daily activities
* Appropriate preparation and selection of instruments, materials, medicaments and equipment.
* Maintenance of high level infection control in dental surgeries
* Clean, tidy and maintain surgeries as an appropriate working environment.

**Contribute to overall Oral Health Promoting Practice model:**

* Support outreach programs
* Responsibility for improving the clients experience while attending for care at NRCH
* Individual client oral hygiene instruction
* Participation in health promotion activities conducted by the Oral Health program and NRCH
* Support improved liaison and coordination with community group(s) associated with a key program area.
* Cooperation with administration and other programs’ staff to improve integration of oral health into general health activities

**Maintain administrative clinical functions**

* Attendance at general, special and program staff meetings
* Maintain accurate sterilisation, client and clinic records
* Support the control of clinic stock and maintenance of equipment within nominated surgery
* Undertake tasks associated with reception duties
* Report to Manager on selected key program area.

**Team Work:**

* Exemplary professional and ethical conduct
* Work collaboratively and nurture a positive working relationship
* Participation in clinic and program team building activities.

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Key Capabilities

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| **Client experience** | **Community relations** | * Is sensitive to clients’ heritage, traditions and identity.
* Actively listens to clients and passes on relevant information accurately and appropriately
* Responds in a prompt and sensitive manner to clients’ requests so that the client feels supported and accepted.
* Maintains basic awareness of current community issues.
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| **New and Different Approaches** | **Accountability** | * Seeks feedback to ensure work is consistent with expectations.
* Is committed to own professional and personal development.
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| **Ethics** | * Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
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| **Program Development** | * Actively participates in team activities.
* Performs own roles and responsibilities efficiently to contribute to program objectives
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| **Learning and Development** | * Identifies own skills and skill needs in consultation with supervisor
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| **Innovation** | * Uses technology and software applications effectively in accordance with task requirements
* Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.
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| **Working in Partnership** | **Change Management** | * Maintains a positive approach to change and adapts to new or different ways of working
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| **Partnerships and Collaboration** | * Builds collaborative relationships with the relevant people at NRCH.
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Key Selection Criteria

**Essential skills & experience**

* Fluent in both written and verbal English
* Knowledge of/familiarity with medical terminology
* Computer literate in MS Office and in the use of databases. Able to learn new ICT systems
* Strong administration and organisational skills, including the ability to prioritise work

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**Essential attributes**

* Be non-judgemental and ensure client confidentiality
* Open and inclusive interpersonal and communication style
* Able to use initiative to identify improvement opportunities and solve problems

**Qualifications \ Registration requirements**

* Valid Police Check or willingness to undertake
* Working with Children check
* Registered with the Australian Health Practitioner Regulation Agency (AHPRA) as a Dental Practitioner under the division/registration type of: Oral Health Therapist.

Internal Training Requirements

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| **Topic** | **Timeframe for completion** |
| Induction Training | 3 months |
| Cultural Competency | 3 months |
| Hand Hygiene | 3 months |
| Working with Vulnerable Children | 3 months |
| Social and Digital Media | 3 months |
| Occupational Health and Safety Fundamentals | 3 months |
| Infection Control | 3 months |
| Introduction to NRCH Code of Conduct | 3 months |
| Open Disclosure | 3 months |
| Health Records Act | 3 months |
| DHSV Dental record keeping guideline  | 3 months |
| Office of public advocate consent advice | 3 months |
| Incident reporting | 3 months |
| Plain language online training | 3 months |

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Responsibilities and conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in the NRCHL Policy and Procedures Manual. Key responsibilities and conditions include

* Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
* Employees are expected to conduct themselves in a manner consistent with organisation’s Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
* NRCH is committed to creating a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child’s safety. If you believe a child is at immediate risk of abuse contact 000.
* Employees are expected to participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
* Employees are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
* Adhere to NRCH infection control policies and procedures.
* Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
* Appointment is subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
* Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
* NRCHL provides a smoke-free environment, including within vehicles.
* The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact:

**Rachel Martin** | Oral Health Program Manager | rachelm@nrch.com.au