

# Position Description

<b>Position Title</b>	Dental Officer
<b>Division</b>	Oral Health and Medical Services
<b>Classification Grade and Level</b>	Level 3 (sub-classification dependant on experience)
<b>Enterprise Agreement / Award</b>	Victorian Stand Alone Community Health (General Dentists) Multi-Employer Enterprise Agreement 2018-2022
<b>Employment Terms</b>	Fixed Term 12 months EFT negotiable
<b>Reports To</b>	Senior Dentist: Clinical line Practice Manager: Oral Health & Medical Services and Program
<b>Ordinary Location</b>	23 Lennox Street, Richmond
<b>Vaccination Status</b>	Current and compliant with the Victorian Health Care

## Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH 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.

Website Information: [www.nrch.com.au](http://www.nrch.com.au)

## Position Purpose

NRCH provides award-winning oral health services in Victoria. As a health promoting practice, the team focus on preventative and holistic care to support clients to see long-lasting improvements to their health.

This position will work within NRCH's multi-disciplinary dental team to provide high quality dental care directed to meeting the needs of the organisations diverse community. This will include preventive and emergency dental services, and oral health education. The Dental Officer is responsible for the provision of safe and high-quality dental care within the scope of the Dental Practice Board of Australia's Code of Practice.

The position requires the understanding and application of social models of health, drawing on health promotion and community development principles and practice to ensure an inclusive and culturally sensitive, client focussed service. The Dental Officer will be exposed to a diverse clinical case load and will have a wide scope for career development and professional growth.

## Key Responsibilities/Skills

- To provide, independently and efficiently, high quality clinical services according to the needs of the client and within the guidelines of the funding bodies.
  - Appropriate examination and diagnosis of emergency and general dental patients
  - Preventive services and oral health education tailored to the client's needs
  - Simple and complex direct restorations
  - Extractions and minor oral surgery procedures
  - Conservative periodontal management
  - Management of dental infections
  - Endodontic treatment necessary for aesthetics and function where appropriate i.e. teeth restorable and client well motivated
  
- Provide oral health promotion and education to clients and/or carers regarding dental health preventive measures in a clinical setting
- Enhance patient throughput by ensuring efficient patient scheduling and demonstrating effective time management.
- Maintain high quality, accurate client records as per AHPRA and DHSV clinical record keeping guidelines.
- Maintain privacy and confidentiality in regard to client records and information.
- Attend and contribute as appropriate at clinical meetings, peer review, oral health and site meetings.
- Participate in ongoing training and development to maintain professional knowledge and skills to provide the best possible oral health care
- Participate in the review development policies and procedures relevant to the operations of the service.
- Meet service objectives, standards and targets; ensure Quality Assurance in relation to direct patient care; continuously improve services provided.
- Act as a mentor to employees with less experience or limited scope of practice (eg: Dental Therapists, Oral Health Therapists, Junior dentists)
- Perform all duties, work practice and procedure in a manner which ensures personal health and safety and that of others in the workplace.
- Fully adherent to NRCH infection control policy, procedures and associated guidelines.

## Key Capabilities

### Communication:

- The ability to communicate effectively with clients, colleagues and stakeholders of NRCH.
- The ability to present information clearly both verbally and in writing.
- The ability to communicate appropriately, while being consistently professional, concise and engaging.
- Strong negotiation skills, including adaptability and flexibility to respond to changing work environment.

### Decision making and Action Management

- Solutions focussed approach to problem solving.
- Ensure the timely delivery of responsibilities; organise activities and prioritise issues in order to optimize outcomes.

### Client Focus:

- The ability to deliver high quality dental care to a diverse range of complex clients.
- The ability to identify and respond to the needs of clients and the community.
- Actively seeks client feedback in line with organisational Client Feedback policy.
- 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.

### Teamwork:

- The ability to collaborate with colleagues and work successfully with diverse perspectives and skills.
- Understand the importance of fostering positive relationships with co-workers and relevant stakeholders.
- Treat all stakeholders with dignity, respect and fairness.

### 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.

### Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the Team Leader and Program Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

## Qualifications

Essential	<ul style="list-style-type: none"> <li>• Australian-recognised Dental qualifications</li> <li>• Current registration with AHPRA</li> <li>• Current Professional Development requirements as per APHRA</li> <li>• Radiation Licence</li> </ul>
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## Experience

Essential	<ul style="list-style-type: none"> <li>• Experience in a range of dental practices and procedures, including the provision of public dental services at level 3.</li> </ul>
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	<ul style="list-style-type: none"> <li>Well-developed knowledge of dentistry including an understanding of the epidemiology of dental diseases and a strong appreciation of preventive approaches to dental diseases</li> <li>An understanding of the public dentistry environment, and of the wider community health service provision environment</li> <li>Experience in Community Health Care setting.</li> </ul>
Essential Attributes	<ul style="list-style-type: none"> <li>Ability to practice / provide services in a manner that is sensitive and responsive to cultural requirements</li> <li>Ability to speak a relevant community language would be advantageous.</li> </ul>
<p><b>Appointment is subject to:</b></p> <ul style="list-style-type: none"> <li>Successful National Police Check</li> <li>Evidence of current Working with Children check</li> </ul> <p><b>Physical Demands of the role:</b></p> <ul style="list-style-type: none"> <li>Sitting and standing for long periods of time</li> <li>Frequent walking and moving through stairs in the building</li> <li>Ability to work in Moderate Stress;</li> <li>Ability to adapt to change in the work place;</li> <li>Working with clients who are distressed / Uncooperative / Unpredictable.</li> </ul>	

#### Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months

All NRCH appointments must:

- 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.

- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide 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.
- 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.
- 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.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be 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.
- Participate in annual performance reviews where 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.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

#### Further Information

For enquiries relating to this position, contact Human Resources on [workforus@nrch.com.au](mailto:workforus@nrch.com.au).

*I understand and have read the above Position Requirements and hereby declare that I am:*

- 1. suitably qualified and experienced to undertake the duties described herein; and*
- 2. physically able to undertake the duties herein described without modification.*

\_\_\_\_\_  
SIGNATURE  
[INSERT NAME]:

\_\_\_\_/\_\_\_\_/\_\_\_\_  
DATE:

## Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
<b>I</b> = Infrequent	Activity may be required very infrequently
<b>O</b> = Occasional	Activity required occasionally, not necessarily all shifts
<b>F</b> = Frequent	Activity required most shifts, up to 50% of the time
<b>C</b> = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
<b>N/A</b> = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder			x		
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				