

Position Description

Position Summary	
Position Title	Dental Therapist, Dental Hygienist or Oral Health Therapists
Program	Oral Health
Enterprise Agreement / Award	Victorian Stand-Alone Community Health (Dental Therapist, Dental Hygienist and Oral Health Therapists') Enterprise Agreement 2018-2022 or its successor
Classification	Level 3
Reports To	Senior Dentist: Clinical Line/Program and Practice Manager Dental (Oral Health) Services
Ordinary Location	23 Lennox Street, Richmond, VIC
Immunisation Requirements	Category A

Organisation Profile
<p>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.</p> <p>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.</p> <p>Website Information: www.nrch.com.au</p>
Program Description
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.
Position Purpose
<p>This position will work within NRCH's multi-disciplinary dental team to provide high quality dental care directed to meeting the needs of the organisation's diverse community. This will include preventive and emergency dental services, oral health education, and outreach services. The Dental Therapist, Dental Hygienist or Oral Health Therapist 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.</p> <p>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 Therapist, Dental Hygienist and Oral Health Therapist will be exposed to a diverse clinical case load and will have a wide scope for career development and professional growth.</p>
Key Responsibilities
Provide high quality clinical services:

- Provide evidence-based care and assessment to children and adults in accordance with NRCH Model of Care
- High level of understanding of dental public health principles
- Provide comprehensive and preventative treatment of the highest standard for children and adults
- Works within the legal framework set out by the AHPRA
- 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
- Resolution of client complaints

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

- Attend and contribute as appropriate at clinical meetings, peer review, oral health and site meetings
- Maintain high quality, accurate client and sterilisation records as per AHPRA and DHSV clinical record keeping guidelines.
- Maintain privacy and confidentiality in regard to client records and information
- Support the control of clinic stock and maintenance of equipment within nominated surgery
- 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

Team Work:

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

KEY SELECTION CRITERIA

Qualifications	
Essential	<ul style="list-style-type: none"> • Australian-recognised Dental qualifications • Current registration with AHPRA as a Dental Practitioner under the division of Oral Health Therapist • Current Professional Development requirements as per APHRA • Radiation Licence • Working with Children Licence
Experience	
Essential	<ul style="list-style-type: none"> • Experience in a range of dental practices and procedures, including the provision of public dental services • Well-developed knowledge of dentistry including an understanding of the epidemiology of dental diseases and a strong appreciation of preventive approaches to dental diseases • An understanding of the public dentistry environment, and of the wider community health service provision environment • Experience in Community Health Care setting highly advanced skills in managing all difficult clinical situations within their scope of practice, including complex medical histories and patients with disabilities. • Ability to provide a highly advanced range of efficient dental services, rarely requiring support or advice from Senior dentists. • Ability to provide advice to other dental practitioners and accept referrals. • Act as a mentor and supervisor to less experienced clinicians and/or undergraduate students. • Well developed skills in clinical leadership, effective communication and, managing patient complaints. • Capacity to participate and contribute to service developments and improvements
Attributes, Qualities and Skills	
Essential	<ul style="list-style-type: none"> • Ability to practice / provide services in a manner that is sensitive and responsive to cultural requirements • Be non-judgemental and ensure client confidentiality • Open and inclusive interpersonal and communication style • Initiative to identify improvement opportunities and problem solving

Required Competencies, Core Values and Behaviours

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging
- The ability to present well-constructed written communication

Problem solving:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks
- Solutions focussed approach to problem solving

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills
- Actively participates in team activities
- Performs own roles and responsibilities efficiently to contribute to the program and organisation's objectives
- Seeks feedback to ensure work is consistent with expectations
- Identifies opportunities to do things better, develop ideas with others and assists with the implementation of routine changes

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organisations
- Treat all stakeholders with dignity, respect and fairness
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ

Community Focus:

- Is sensitive to communities heritage, traditions and identity
- Develops the knowledge and skills needed to provide quality client care
- Maintains basic awareness of current community issues

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 line manager and participates in their own annual Performance Management
- Maintain an effective personal professional development plan

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 Kavitha S. on kavithas@nrch.com.au

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:		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time

C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
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
Psychosocial Demands						
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		

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
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	

Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Policy. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Immunisation requirements are determined by the risk Category an employees' position falls under, and are detailed in the NRCH Staff Immunisation Program Procedure document available on the intranet.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.

SIGNATURE: _____

DATE: _____



EMPLOYEE NAME: _____