



DENTAL OFFICER – LEVEL 2

Designation: DENTAL OFFICER

Level: LEVEL 2

Program / Unit: Dental Clinic

Purpose of Position:

The Dental Officer Level 2, as an experienced dental practitioner, is responsible for the provision of a broad range of clinical duties within the scope of publicly funded dental services, including patients with disabilities and complex medical histories.

The Dental Officer Level 2 has the ability to independently undertake clinical duties in accordance with Wodonga Regional Health Service (WRHS) clinical standards and policies to ensure the provision of high quality and efficient services.

The Dental Officer Level 2 will supervise the clinical duties of dental auxiliaries in accordance with WRHS clinical standards and policies to ensure the provision of high quality and efficient services for patients.

The Dental Officer Level 2 will ensure appropriate referral of patients for specialist services.

Organisational Environment / Reporting Relationships:

Responsible to Dental Unit Manager / Senior Dental Officers through to Chief Executive Officer (CEO).

Supervisory Responsibilities:

- Dental Officer – Level 1.
- Dental Therapists.
- Dental Assistant – Grade 1.
- Dental Assistant – Grade 2.
- Dental Assistant – Senior Clinical.

Primary Responsibilities:

Clinical Services and Patient Care:

- Provide direct patient care in accordance with WRHS clinical standards and policies.
- Maintain a professional approach in relation to work duties including the provision of quality customer service.
- Ensure appropriate referral of patients for specialist services.
- Manage patients within competency and experience levels as defined by the WRHS Credentials and Clinical Privileges Policy (and or College guidelines where appropriate) and as assessed by regular record audit.
- Refer more complex treatment plans to more senior dentists for guidance and, where appropriate, management.
- Maintain and process patient records in accordance with WRHS Clinical Record Standards and the Health Records Act 2002.
- Undertake clinical supervision / direction / support of post graduates, Dentists, Dental auxiliaries or under graduates, where appropriate.

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- Ensure high levels of customer service by:
 - Undertaking duties in a professional manner when dealing with clients and the public including responding to inquiries and complaints according to WRHS policy.
 - Adhering to WRHS Clinical Incident and Complaint Reporting Policies.
- Maintain confidentiality of information.

Customer Service:

- Maintain a professional approach and promote good inter personal relationships both within and outside the unit / organisation consistent with WRHS values.
- Comply with WRHS Code of Conduct.
- Deal appropriately with client enquiries and complaints in accordance with WRHS policy.

Education and Professional Development:

- Where appropriate, select patients for teaching purposes and ensure their transfer within WRHS.
- Where appropriate, undertake limited teaching responsibilities.
- Maintain current knowledge and skills base that facilitates the best possible client care.
- Participate actively in the WRHS performance review process.
- Maintain mandatory education on an annual basis. These include:
 - Fire and Evacuation.
 - Manual Handling.
 - Minimal / No Lift (As appropriate).
 - CPR (As appropriate).
 - Infection Control.

Teamwork and Communication:

- Demonstrate the ability to work in a team environment and communicate effectively with a variety of people.
- Demonstrate cooperation through flexibility in task performance, work location and hours of work.
- Attend unit meetings.
- Liaise regularly with the unit manager on matters relating to the work area.
- Delegate tasks effectively where appropriate.
- Communicate effectively and document relevant information in line with WRHS policies and procedures.
- Recognise own ability and level of professional competence whilst enhancing the professional development of others.

Staff Supervision, Leadership and Support:

- Supervise dental assistants with whom (s)he works, and where appropriate, act as team leader for dental auxiliaries and undertake clinical supervision of less experienced Dentists, by providing professional support, clinical direction and leadership.
- Where appropriate, participate in performance management systems of staff, including assisting in the identification of staff development needs.
- Assist in the induction of new staff.
- Work with Dental Assistants and Clerical staff associated with the Unit, to ensure cohesive and effective service provision.
- Delegate task effectively where appropriate.

Other Duties:

- Undertake data collection for the monitoring and evaluation of programs.
- Work with WRHS staff to optimise functionality of Titanium patient management system.
- Utilise Titanium to fullest extent.
- Other duties as directed.

Continuous Improvement:

- Actively contribute to the implementation and continuous improvement of quality assurance programs, including contribution to external accreditation processes and Peer Review.
- Identify and make recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery outcomes within WRHS.

Community Participation: (where relevant)

- Ensure that all new programs and activities within WRHS that impact the community involve appropriate community consultation processes.
- Liaise and network with relevant professional and community groups.

Patient Communication: (where relevant)

- All interactions with patients show appropriate responses to their needs and demonstrate the application of the WRHS values.

Occupational Health and Safety / Infection Control:

Ensure WRHS Infection Control policies and procedures are followed by:

- Adhering to WRHS OH & S policies and procedures.
- Assisting other staff to adhere to policies where required.
- Complying with WRHS Infection Control Policy.
- Participating in Infection Control audits, as required.

Performance Development / Review:

Performance review will be conducted within the first three months of employment and annually thereafter.

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SELECTION CRITERIA

Mandatory Criteria:

1. Dental Practitioner qualification recognised by the Dental Practice Board of Victoria.
2. Excellent interpersonal and communication skills.
3. Excellent level of clinical competence.
4. Ability to plan and manage clinical activities.
5. Demonstrate the ability to provide clinical leadership and supervise.
6. Sound awareness and understanding of Infection Control principles as they relate to the positions designated area of work.
7. Commitment to professional development.
8. Demonstrate commitment to customer focused care.
9. Ability to work as a team member within a multidisciplinary environment.
10. Knowledge of and commitment to Quality Improvement.
11. Skills, knowledge and ability appropriate to specific Unit requirements.
12. Understanding of OH&S legislations as it relates to employee's responsibilities.

Desirable Competencies:

- Computer skills.
- Knowledge of a second language and culture.
- Possession of a current Driver's License.
- Knowledge of public dental health principles and programs.
- Satisfactory police check.
- Working with Children check.

Signature of Employee

Witness

Date

Annexes:

Other Relevant Information:

References:

Contact Point: Dental Clinic.

THIS SECTION FOR QUALITY OFFICE USE ONLY		
Approval Committee:	Date Approved:	SharePoint Location:
Human Resources Manager	20 November 2008	Position Descriptions...
Responsible Department:	Date for Review:	Manual Location:
Dental Clinic	20 November 2011	Position Description Manual
Version No:	Original Approval Date:	Previously Named As:
1	20 November 2008	