



POSITION DESCRIPTION

POSITION TITLE

Dental Therapist – Level 1

BUSINESS UNIT

Community Care

LOCATION

Dental Clinic / Dental Van

REPORTS TO *(title)*

Zone Manager / Program Manager

POSITION PURPOSE

The Dental Therapist Level 1 is responsible for the provision of dental care within the scope of the Dental Practice Board of Victoria's Codes of Practice for dental therapists.

This role is expected to provide direct patient care in accordance with DHSV clinical standards and policies to ensure the provision of high quality and efficient dental services.

The Dental Therapist Level 1 will assist in dental health promotion and education programs with an aim to expand their knowledge and expertise.

SUPERVISES *(titles and total FTE)*

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KEY RESULT AREAS	KEY PERFORMANCE INDICATORS
<p><u>KRA 1 – Patient Care / Patient Communication</u></p> <ul style="list-style-type: none">▪ Provide direct patient care in accordance with DHSV clinical standards & policies.▪ Where appropriate refer patient to a Dental Officer, in accordance with the current organisational policy.▪ Undertake accurate diagnosis and treatment planning. ▪ Maintains a professional approach to their work including the provision of quality customer service.▪ All interactions with patients show appropriate responses to their needs and demonstrates the application of the DHSV values.	<ul style="list-style-type: none">▪ Accurate diagnosis and treatment.▪ High risk patients identified and managed appropriately.▪ Achievement of completion and TVU targets.▪ Number and type of clinical incidents.▪ Timely referral to DO and provision of supporting / background information if available.▪ Feedback from patients and carers.▪ Feedback from team members and / or Managers.
<p><u>KRA 2 – Leadership & Management</u></p> <ul style="list-style-type: none">▪ Undertake duties in a professional manner when dealing with clients and the public.▪ Assist Senior DTs in the shared management of your dental itinerary.▪ Participate in Zone planning processes.	<ul style="list-style-type: none">▪ No. of compliments & complaints.▪ Staff feedback and Manager observations.▪ Evidence of contribution to / in itinerary / zone planning.▪ Evidence of contribution to / in Annual Business Planning processes & outcomes.▪ Zone Specific.
<p><u>KRA 3 – Efficiency & Effectiveness</u></p> <ul style="list-style-type: none">▪ Services delivered are effective, efficient, coordinated and client focused.▪ Assist with the planning and monitoring and reporting of itinerary achievements against negotiated targets and participate in strategies to meet agreed service targets.▪ Assist with efficient patient scheduling to enhance patient throughput.	<ul style="list-style-type: none">▪ Completions targets met.▪ TVU target met.▪ % of concession card holders participating is > 70%.▪ % of high risk attending 12 month recall is >30%.▪ Evidence of FTA Management.▪ Evidence of Demand Management.▪ Zone Specific.

KEY RESULT AREAS	KEY PERFORMANCE INDICATORS
<p><u>KRA 4 – Administrative Duties</u></p> <ul style="list-style-type: none"> ▪ Undertake general administrative duties, including data collection for the monitoring and evaluation of programs, eg. operator day sheets, EXACT data reports, epidemiological forms, school promotion data, recall data. ▪ Clerical and administrative duties related to patients; eg. Making appointments, dealing with patient enquiries etc. ▪ Other administrative tasks as directed. 	<ul style="list-style-type: none"> ▪ Administrative duties completely in a timely and accurate manner. ▪ Data collected, reported and maintained as appropriate. ▪ Information on administrative and patient records kept up- to-date as required. ▪ Completion of tasks by required time as directed.
<p><u>KRA 5 – Quality & Innovation</u></p> <ul style="list-style-type: none"> ▪ Provision of clinical care that is of a quality consistent with DHSV clinical standards and policies (inclusive of Infection control and OH&S P&Ps). ▪ Maintain patient records in accordance with DHSV Clinical Records Standards. ▪ Provide oral health promotion and education to patients and parents in a clinical setting. ▪ Actively participate in the review of the efficiency, effectiveness and appropriateness of dental services provided within the zone. ▪ Participate in quality activities and KPIs for Zone. 	<ul style="list-style-type: none"> ▪ Number and type of clinical incidents. ▪ Patient record audit results. ▪ Quality & quantity of new quality activities. ▪ Clinical Review Processes completed. ▪ Attendance at Infection Control, CPR and Ergonomics Updates. ▪ Zone Specific.
<p><u>KRA 6 – Health Promotion</u></p> <ul style="list-style-type: none"> ▪ Participate in oral health promotion and education to patients and parents in a clinical setting. 	<ul style="list-style-type: none"> ▪ Evidence of oral Health Promotion.
<p><u>KRA 7 – Training & Development</u></p> <ul style="list-style-type: none"> ▪ Complete Annual Workplan in consultation with Zone Manger. ▪ Demonstrate a willingness to undertake and complete professional / personal development. 	<ul style="list-style-type: none"> ▪ Workplan completed by due date. ▪ Participate in workplan reviews 3 monthly. ▪ PMPs completed by due date. ▪ Attendance at Zone and Area Meetings. ▪ Evidence of attendance at professional development initiatives. ▪ Participation in Peer Review Program.

KEY RESULT AREAS	KEY PERFORMANCE INDICATORS
<p><u>KRA 8 – Finance</u></p> <ul style="list-style-type: none"> ▪ Ensure the use of resources is aligned with activity. ▪ Contribute to Capital & Minor Equipment planning processes. 	<ul style="list-style-type: none"> ▪ Expenditure consistent with activity. ▪ Budget and service delivery targets are met. ▪ Recommendations to management re: capital and minor equipment requests.
<p><u>KRA 9 – Continuous Improvement</u></p> <ul style="list-style-type: none"> ▪ Identify and make recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery outcomes within DHSV. 	<ul style="list-style-type: none"> ▪ Quality and quantity of new quality activities. ▪ Evaluation processes evident.
<p><u>KRA 10 – Community Participation</u> <i>(where relevant)</i></p> <ul style="list-style-type: none"> ▪ Ensure that all new programs and activities within DHSV that impact the community involve appropriate community consultation processes. 	<ul style="list-style-type: none"> ▪ Evidence of consultations. ▪ Community and stakeholder feedback.

Critical Role Competencies

Identify the key technical, workplace and clinical competencies required to succeed in this role.

Technical Skills (eg. technical skills eg. knowledge of legislation, spreadsheet skills)

1. Knowledge of dental public health programs.
2. Willingness to participate in training and undertake continuing personal and professional development.
3. Possession of a current Driver's Licence.
4. Knowledge of a second language and culture is desirable.

Workplace Competencies (Refer competency framework for assistance)

<p>Communication</p> <p>The ability to communicate effectively and appropriately in a workplace; including:</p> <ul style="list-style-type: none"> - the ability to verbally express and present one's thoughts or convey information in a clear, concise and logical manner; - the ability to write and record information in a manner that is legible and is easily understood by others.
<p>Concern for Quality and Order</p> <p>Acting to minimise errors and maintain high standards of work by checking and monitoring, and by developing and maintaining systems for organising work and information.</p>
<p>Customer Service</p> <p>The ability to understand customer's needs and to meet those needs promptly and courteously. Applies the same service orientation to both internal and external customers.</p>
<p>Team Work</p> <p>Ability to work as part of a team.</p>
<p>Flexibility</p> <p>Willingness to travel to various work locations.</p>

Clinical Competencies (Refer clinical competency guidelines)

1. Ability to work in a range of work environments including SDS fixed clinics/mobile units, RDHM and community dental agencies.
2. Ability to work within a variety of staff configurations, for example, two dental therapists to one dental nurse staffing ratio.
3. Ability to communicate with a variety of people including school staff, co-workers, patients and parents.

DHSV is committed to all staff demonstrating the following values in all their work and customer interactions.

DHSV VALUES	SUPPORTING BEHAVIOURS
<p>INTEGRITY</p> <p><i>The staff of DHSV are committed to relationships and actions that are characterised by trustworthiness, fairness and honesty.</i></p>	<p>Displaying openness and honesty.</p> <p>Maintaining high professional & ethical standards.</p>
<p>EXCELLENCE</p> <p><i>The staff of DHSV are committed to setting best practice standards in all that we do.</i></p>	<p>Developing and applying additional knowledge and expertise.</p> <p>Developing an individual and organisational reputation for Excellence.</p> <p>Complying with legal obligations and DHSV policies and procedures.</p>
<p>TEAMWORK</p> <p><i>The staff of DHSV are committed to working together and in partnership with staff, customers and the community to achieve the highest standards of oral health for the public of Victoria.</i></p>	<p>Building and maintaining strong relationships with colleagues.</p> <p>Sharing knowledge and experience.</p> <p>Taking initiative and appreciating how their role and responsibilities impact on team members and other parts of the organisation.</p>
<p>RESPECT</p> <p><i>The staff of DHSV are committed to treating each other and those they interact with in an open and courteous manner. They will listen and learn from each other and others.</i></p>	<p>Listening and appreciating others' point of view.</p> <p>Valuing diversity.</p> <p>Open and honest communication.</p>



QUALIFICATION(S)

Dental qualification eligible for registration as a dental therapist with the Dental Practice Board of Victoria.

EXPERIENCE REQUIRED

[Empty box for experience requirements]