



HSS Registered

Dental Clinic Assistant
Health Salaried Officers Agreement: Level G2
Position Number: 603236
Oral Maxillofacial Dental Services / Service 4
Royal Perth Hospital / East Metropolitan Health Service (EMHS)

Reporting Relationships

Medical Co-Director, Service 4
 Award Level: AMA
 Position Number: 602246



Head of Department - Oral Maxillofacial Surgery
 Award Level: MP Year 1 - 9
 Position Number: 602113



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:

- Consultants
- Senior Registrars
- Registrars
- Resident Medical Officer
- Interns

Key Responsibilities
 Provides dental assistance to dental specialists treating patients in outpatient clinics, operating theatres or other areas of the hospital. Performs reception and other clerical duties as required.

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.



Royal Perth Hospital staff share a strong sense of pride in the longstanding principles of Servio, Latin for 'to serve' which adorns our historic crest. The principles of this statement, adopted in 1937 bear testimony to the longstanding tradition of excellence in service that we strive to perpetuate into the future.

Brief Summary of Duties (in order of importance)

1. Specialist Clinical Services

- 1.1 Provides chairside and clinical assistance to dental specialists treating patients in outpatient clinics, operating theatres or other areas of the hospital.
- 1.2 Provides dental health education as directed.
- 1.3 Takes intra-oral radiographs as directed.
- 1.4 Ensures equipment, furniture and fittings in the clinic are maintained in good order and hygienic condition.
- 1.5 Reports the requirement for ordering and keeping of expendable and non-expendable stores.
- 1.6 Adheres to radiation safety and infection control practices in the clinic.
- 1.7 Adheres to, and ensures all dental care provided to eligible patients is consistent with, WA Health and RPH policies, procedures and guidelines.

2. Administration and Clerical Duties

- 2.1 Provides effective and efficient outpatient clerical services for maxillofacial, dental and maxillofacial prosthetic patients and clinical staff at Royal Perth Hospital.
- 2.2 Books and schedules patient appointments, tests and procedures in a timely manner using health information systems.
- 2.3 Ensures appointments for referrals are allocated within clinically appropriate timeframes as directed by service coordinators.
- 2.4 Responds effectively and efficiently to enquiries regarding outpatient services from maxillofacial, dental and maxillofacial prosthetic patients and internal and external staff.
- 2.5 Prepares, organises and maintains all medical records and related paperwork for patients being seen as per Health Information Management Service (HIMS) Policies and Procedures.
- 2.6 Collates all paper-based forms upon end of clinic and ensures correct order of filing with the record for collection by HIMS staff as required.
- 2.7 Maintains and ensures security and confidentiality of the medical record for the area.
- 2.8 Assists with the receipt, arrival and departure of patients to and from outpatient clinics.
- 2.9 Utilises relevant health information systems to search, update and maintain patient information.
- 2.10 Assists with the collection of complete referral information by communicating with the Central Referrals Service and other external referrers

3. EMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Actively participates in the Peak Performance program.
- 3.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

4. Undertakes other duties as directed

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Certificate IV in Dental Assisting or equivalent from a Registered Training Provider, with credentialing/certification in intra-oral radiography.
2. Experience in dental assisting in a large and complex organisation.
3. Effective communication and interpersonal skills.
4. Well-developed organisational ability and time management skills.
5. Proficient computer skills and experience with data entry and retrieval.

Desirable Selection Criteria

1. Experience with a Patient Administration System such as webPAS.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Completion of 100 point identification check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

..... Manager / Supervisor Name Signature or HE Number Date
..... Dept. / Division Head Name Signature or HE Number Date

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

..... Occupant Name Signature or HE Number Date
..... Effective Date				

HSS Registration Details (to be completed by HSS)

..... Created on Last Updated on May 2020
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