

Position Description

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| Position Title | Oral Health Therapist |
| Position Number | 30025863 |
| Division | Clinical Operations |
| Department | Community Dental Services |
| Enterprise Agreement | VPHS (General Dentists, Dental Therapists, Dental Hygienists And Oral Health Therapists) Multi Enterprise Agreement 2024-2028 |
| Classification Description | Oral Health Therapist, Graduate – Level 2 |
| Classification Code | DT44 – DT52 |
| Reports to | Manager Community Dental Service |
| Management Level | Non Management |
| Staff Capability Statement | Please click here for a link to staff capabilities statement |

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Community and Continuing Care Division

The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

The Community Dental Services Team

The team consists of dentists, oral health therapists, dental prosthetists, oral health educators and a range of support personnel. The CDS is primarily funded by Dental Health Services Victoria to provide general and emergency oral health care within the scope of publicly funded dental services. CDS is also involved in preventative oral health initiatives including an active schools and early years outreach program. CDS delivers services from the Anne Caudle Campus and at various outreach sites.

The Position

Oral Health Therapists are responsible for the provision of a broad range of clinical duties within the scope of publicly funded dental services. Oral Health Therapists at CDS are actively involved in preventative oral

health initiatives including the Smile Squad School Dental Program, other early years outreach programs and high risk community groups. This position will provide high quality, efficient and effective dental health care to patients and actively contribute to quality improvement activities relevant to CDS.

CDS has a commitment to assuring safety and quality in the services it provides. In keeping with this commitment all services will be provided by an oral health team working together with shared accountability for improving health outcomes for the people attending for care. The potential for good oral health outcomes requires a foundation of regular self-maintenance which the oral health team have a responsibility to educate, support and develop.

Responsibilities and Accountabilities

Key Responsibilities

Clinical Services & Patient Care

- Provide general dental services to eligible patients in accordance with BHCG and DHSV clinical standards and policies, and principles of public health.
- Ensure all clinical services provided are within the scope of their AHPRA registration and legally defined scope of practice. Manage patients within their competency and experience levels, deferring to the senior dentist as required.
- Provide high quality customer service to patients, in accordance with National standards, BHCG code of conduct and organisational values.
- Understanding of the interdisciplinary nature of complex dental care, and the ability to appropriately refer to other members of the dental team (in accordance with Bendigo Health policy), patients for general dental, specialist services and care which is outside their scope of practice.
- Provide patient care as required, in a theatre session conducted in day surgery unit of the acute Hospital.
- Provide dental education to patients aimed to maintain and improve their oral health.
- Liaise and network with relevant professional and community groups.
- Ensure services delivered are effective, efficient, coordinated and client focused. Assist with efficient patient scheduling to enhance patient throughput.

Education & Professional Development

- Undertake professional development and continuing education.
- Ensure that dental programs and activities within BHCG that impact the community involve appropriate community consultation.
- Participate in education of key personnel and service providers on matters relating to the oral health needs of the Bendigo community. In consultation with the local service network identify areas of unmet need and work towards the development of appropriate services for our community.

Staff Supervision, Leadership and Support

- Mentor, supervise and/or support less experienced clinicians and dental assistants to build their clinical skills, confidence and ability.
- Maintain courteous and professional interpersonal relationships with all members of staff, co-workers, stakeholders and patients. Work with clinical and clerical staff associated with the unit, to ensure cohesive and effective service provision.
- Assist in the induction of new staff.

- Actively participate and contribute to staff meetings. Active involvement and/or representation in program meetings and actions generated.
- Participate in planning and developing innovative services to meet the oral health needs of our community and region.

Resource Management & Policy Compliance

- Understanding of relevant legislation relating to the practice of dentistry in Victoria, (infection control, NSQHS standards, AHPRA regulations, privacy principles) enabling the provision of services within the requirements of such legislation.
- Report all adverse events, complaints and 'near misses' in accordance with Bendigo Health processes and DHSV Clinical Incident & Complaint Reporting Policies.
- Maintain and process patient records in accordance with BHCG and DHSV Clinical Record Standards and the Health Records Act 2002
- Ensure that the dental surgery and dental laboratory are maintained in accordance with BHCG infection control policy.
- Active involvement in quality improvement activities relevant to CDS. Undertake data collection for the monitoring and evaluation of programs.
- Where appropriate, select patients for teaching purposes and ensure their transfer within BHCG.
- Work with BHCG staff to optimise functionality of the Titanium system, fully utilising its capacity.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness,

Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

Qualifications, Certificates and Registrations

1. Registration as an Oral Health Therapist with AHPRA, preferably with extended scope of practice allowing restorative treatment of adults.
2. Current Radiation Operators Licence
3. Ability to meet all credentialing requirements to practise within Bendigo Health.

Specialist Expertise and Knowledge

4. Demonstrated clinical competence and experience in the provision of general dental services delivered through public, private and/or specialist providers.
5. Demonstrated understanding of public dental care and associated clinical service delivery.
6. An interest and associated skills in oral health promotion.

Desirable

Personal Qualities, Skills and Abilities

7. Demonstrated ability to work as part of a team, as well as work independently.
8. Demonstrated ability to provide leadership within a clinical setting and maintain high standards of performance, quality and productivity for self and others.
9. Ability to interact and communicate with a diverse range of people from all levels, cultures and backgrounds.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo

Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.