

# Position Description

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 <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 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 Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer, dental and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics, Dental and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

Community Dental Services (CDS) is a 33 dental chair clinic that provides quality emergency, general, denture and preventative dental care for members of the Bendigo and surrounding community.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

## 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.*