



**Swan Hill  
District Health**  
Connected Care. Best Experience.



**Inclusive**

**Compassionate**

**Progressive**

**Accountable**

## **Dental Assistant**

Fulltime & parttime positions available

An exciting opportunity is available for an experienced and motivated Dental Assistant to join the Dental Services team at Swan Hill District Health. This role supports the delivery of safe, high-quality public dental services while promoting oral health and preventative care within the community.

### **The Opportunity**

Reporting to the Dental Clinic Manager, the Dental Assistant plays a key role in providing chair-side clinical support, administrative assistance, and patient-focused care across a range of dental programs. This includes work within the dental clinic as well as community-based services such as Smile Squad and Smiles for Miles. The role offers variety, responsibility, and the opportunity to work as part of a supportive multidisciplinary team delivering essential oral health services.

### **Key Responsibilities**

- Provide chair-side assistance to dentists, oral health therapists, and dental clinicians
- Prepare, maintain, and manage dental facilities, instruments, and equipment
- Support patient care including dental charting, appointment coordination, and enquiries
- Assist with oral health education and promotion in clinic and community settings
- Maintain accurate records, statistics, and patient management systems
- Support infection control, clinical standards, and workplace safety requirements
- Assist with induction and support of trainee or new staff members
- Contribute to quality improvement, service efficiency, and team meetings

### **You Bring**

- Completion of at least the certificate III in Dental Assisting, or its equivalent that is relevant to the field of practice.
- Strong understanding of infection control and dental procedures
- Excellent communication and patient engagement skills
- Ability to work effectively in a multidisciplinary team

### **Mandatory requirements**

- Current National Police Check, or will to obtain.
- Working with Children's Check, or will to obtain.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers).

**About Swan Hill:** Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

**About Swan Hill District Health:** Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community.

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

- ®A dynamic workplace
- ®Discounted Corporate gym memberships
- ®Salary Sacrifice/Packaging
- ®Professional Development opportunities
- ®Employee Assistance Program

**Attract Connect Stay;** our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

**To apply for this position please email your Cover letter responding to the Key Selection Criteria and up-to-date CV, to [employment@shdh.org.au](mailto:employment@shdh.org.au).**

**You will find the position description on our website – [Vacant positions](#)**

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting [employment@shdh.org.au](mailto:employment@shdh.org.au)

**Applications close: 9am 25<sup>th</sup> of June 2026**

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.

<b>Position:</b>	<b>Dental Assistant/Nurse</b>
<b>Classification:</b>	HS1A
<b>Department:</b>	Dental Services
<b>Reports to:</b>	Dental Clinic Manager
<b>Position Summary:</b>	To assist in delivery of safe and comprehensive dental services, promote dental hygiene and preventative dental health education to ensure clients receive optimal dental care to improve their oral health status.
<b>Responsibilities:</b>	<p><b>Grade 1A Work Level Standard</b></p> <ul style="list-style-type: none"> <li>• Employees are expected to input and extract data, provide basic information and occasionally produce reports. They will be required to balance the operation of a number of clerical systems.</li> <li>• The roles are required to analyse situation and or information, clearly and accurately communicate information. Discretion is limited and bound by existing system procedures and protocols. Outcomes are monitored by a supervisor or audited by a work system.</li> <li>• The system content is factual, involving standard and predictable transactions. Roles may work within mixed teams and employees are expected to work cooperatively with others. Employees may rotate through a variety of tasks, as determined by managers, to provide varied work and achieve work area outcomes.</li> <li>• Employees at this level may be asked, from time to time, to provide induction training for Employees at this level.</li> <li>• These positions require a good understanding of hospital systems. Employees at this level are expected to understand hospital procedures, information requirements and protocols so they can be communicated and supportively to members of the public.</li> </ul> <p><b>Indicative Processes</b></p> <p>This position will work closely with other members of the dental team (Dentists, Dental Therapists, Dental Assistants and Administration) to ensure that members of the community have access to respectful, high quality and efficient public dental services.</p> <ul style="list-style-type: none"> <li>• To assist with client care in accordance with Dental Health Services Victoria clinical standards &amp; policies, and Swan Hill District Health's policy &amp; protocols.</li> <li>• To assist with client care within scope of a Dental Assistant role.</li> <li>• Provide clinical chair-side assistance to dental operators.</li> <li>• Prepare, maintain and manage the dental facility to ensure efficient patient throughput.</li> <li>• Assist dental operators to provide dental education and promotion.</li> <li>• Prepare and provide equipment, dental materials and instruments for each patient according to dental treatment.</li> <li>• Manage an adequate supply and appropriate rotation of stores items.</li> <li>• Undertake the management and maintenance of dental instruments and equipment within the dental facility.</li> <li>• Ensure Dental Health Services Victoria and Swan Hill District Health's Infection Control Policies and Procedures are followed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure storage, packaging and collection of infectious waste/sharps in accordance with Swan Hill District Health’s Infection Control Policy.</li> <li>• All interactions with clients and staff show appropriate responses to their needs and demonstrate the application of Swan Hill District Health’s values..</li> <li>• Undertake duties related to patient care including recording of dental examinations on dental charts, ensuring patient record details are available for daily appointments</li> <li>• Maintain records in accordance with appropriate standards.</li> <li>• Undertake duties related to service delivery including arranging and recording patient appointments, confirming appointments and assisting with inquires</li> <li>• Undertake duties related to data collation for the monitoring and evaluation of programs as directed including assisting the dental operator with recording of treatment statistics.</li> <li>• Assist with the induction of new or trainee staff members.</li> <li>• To work with other Dental Department staff to optimize functionality of the database patient management system to maximize patient access.</li> <li>• To actively participate in Dental Department meetings.</li> <li>• Ensure the use of resources is aligned with activity</li> <li>• Actively participate in any capital or minor works equipment planning.</li> <li>• Identify and make recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery.</li> <li>• To participate in reviewing policies and protocols affecting the dental clinic</li> <li>• All interactions with clients and staff show appropriate responses to their needs and demonstrate the application of Swan Hill District Health’s values.</li> <li>• Provide clinical chair side assistance to Oral Health Therapists in the Smile Squad van, who attends to all public schools each term in the local community.</li> <li>• Provide clinical care to assist Oral Health Therapists who attend Smiles for Miles screening sessions throughout all public kindergartens in the local community</li> </ul> <p><b><u>Administration</u></b></p> <ul style="list-style-type: none"> <li>• Assist with patient enquiries at Reception</li> <li>• All telephone communications for dental services, manage both internal and external calls.</li> <li>• Responsible for the production of invoices and receipting both public and private fees into Titanium</li> <li>• Preparation of the Day Sheets</li> <li>• Prepare daily bank deposit.</li> <li>• Actively participate in reviewing and providing advice on strategies to increase efficiency, effectiveness and productivity.</li> <li>• Promote oral health promotion and education to patients and parents in the clinical setting.</li> </ul>
<p><b>Key Selection Criteria:</b></p>	<ul style="list-style-type: none"> <li>• Possession of a Cert 3 in Dental Assisting, or equivalent qualification, or a commitment to complete.</li> <li>• Previous experience in dental assisting in either private or public practice</li> <li>• Demonstrated knowledge of dental health care principles</li> <li>• Demonstrated knowledge of infection control requirements in a dental clinic</li> <li>• Demonstrated knowledge and understanding of required dental applications and procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate commitment to continuing personal and professional development</li> <li>• Demonstrated ability to work as part of a multidisciplinary team.</li> <li>• Demonstrated ability to be highly organized, efficient and productive</li> <li>• Demonstrated high level of client management and liaison skills, and the ability to liaise with persons from diverse backgrounds and cultures.</li> <li>• Demonstrated high level ability to treat clients who are physically and/or intellectually challenged</li> <li>• Demonstrated ability to record and maintain statistics and prepare reports.</li> <li>• Demonstrated ability to work within a variety of staffing configurations and staffing ratios.</li> <li>• Demonstrated ability to understand and apply a client centred service model in order to identify and address the needs of clients in a prompt and courteous manner.</li> <li>• Understanding of continuous quality improvement principles</li> <li>• Advanced computer skills and experience with dental IT software or patient management systems.</li> <li>• Current National Police Check</li> <li>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.</li> </ul>
<b>Salary/Award:</b>	Salary in accordance with Allied Health Professionals (Victorian Public Health Sector) <i>Single Interest Enterprise Agreement 2021-2026</i> .
<b>First Nations:</b>	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols</li> </ul>
<b>Person Centered Care:</b>	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>We recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered</p>
<b>Child Safety:</b>	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any</p>

	breach of this standard will result in disciplinary action.
<b>Our Purpose:</b>	<b>Connected Care / Best Experience</b> SHDH commits to meet the growing health care needs of our community through our new vision to provide better-connected care and to achieve the best care experience.
<b>Privacy and Confidentiality:</b>	SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.  Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.
<b>Mandatory Training:</b>	All employees must be aware of and complete designated mandatory training within the required time frame.
<b>Safety:</b>	<b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b> <ul style="list-style-type: none"> <li>• Take reasonable care for your safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.</li> <li>• Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	September 2017, May 2021
<b>Current:</b>	May 2026
<b>Managers Name:</b>	Paegan Mortellaro
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	