Swan Hill District Health
Connected Care. Best Experience.



Inclusive	*Compassionate*	*Progressive*	*Accountable*

Dental Assistant/Nurse
Dental Services Department
Grade 1

An exciting full-time opportunity exists for a Dental Assistant to join our professional dental team in providing valuable community oral health care. The Dental Clinic is a fully equipped four chair clinic, prosthetist chair with work area, and provision of the Smile Squad Program. The clinic provides public and private services to the community under direction of Oral Health Victoria.

The Position

This position will work closely with other members of the dental team to ensure community have access to respectful, high quality and efficient public dental services.

You Bring

- Previous experience in dental assisting in either private or public practice
- Demonstrated knowledge of infection control requirements in a dental clinic
- Demonstrated ability to work as part of a multidisciplinary team.
- Demonstrated knowledge and understanding of required dental applications and procedures
- Experience to treat clients who are physically and/or intellectually disabled, or other special need groups.

Mandatory requirements (remove or add as per position description)

- Current National Police Check, or will to obtain.
- Working with Children's Check, or will to obtain.
- NDIS worker screening 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.

Apply for this Position via our SHDH Website link: SHDH Apply for this Job providing:

- Completed Application for Employment Form
- Cover letter addressing the selection criteria (included in the Position Description on our website)
- Current Curriculum Vitae

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**

Applications close: 4th December 2026

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

Position:	**Dental Assistant/Nurse**
Classification:	Grade 1 – Dental Assistant
Department:	Dental Services
Reports to:	Dental Clinic Manager
Position Summary:	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.
Responsibilities:	**Grade 1A Work Level Standard** • 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. • 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. • 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. • Employees at this level may be asked, from time to time, to provide induction training for Employees at this level. • 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. Indicative Processes 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. • To assist with client care in accordance with Dental Health Services Victoria clinical standards & policies, and Swan Hill District Health's policy & protocols. • To assist with client care within scope of a Dental Assistant role. • Provide clinical chair-side assistance to dental operators. • Prepare, maintain and manage the dental facility to ensure efficient patient throughput. • Assist dental operators to provide dental education and promotion. • Prepare and provide equipment, dental materials and instruments for each patient according to dental treatment. • Manage an adequate supply and appropriate rotation of stores items. • Undertake the management and maintenance of dental instruments and equipment within the dental facility. • Ensure Dental Health Services Victoria and Swan Hill District Health's Infection Control Policies and Procedures are followed.

	• Ensure storage, packaging and collection of infectious waste/sharps in accordance with Swan Hill District Health's Infection Control Policy. • All interactions with clients and staff show appropriate responses to their needs and demonstrate the application of Swan Hill District Health's values.. • Undertake duties related to patient care including recording of dental examinations on dental charts, ensuring patient record details are available for daily appointments • Maintain records in accordance with appropriate standards. • Undertake duties related to service delivery including arranging and recording patient appointments, confirming appointments and assisting with inquires • 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. • Assist with the induction of new or trainee staff members. • To work with other Dental Department staff to optimize functionality of the database patient management system to maximize patient access. • To actively participate in Dental Department meetings. • Ensure the use of resources is aligned with activity • Actively participate in any capital or minor works equipment planning. • Identify and make recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery. • To participate in reviewing policies and protocols affecting the dental clinic • All interactions with clients and staff show appropriate responses to their needs and demonstrate the application of Swan Hill District Health's values. • 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. • Provide clinical care to assist Oral Health Therapists who attend Smiles for Miles screening sessions throughout all public kindergartens in the local community **<u>Administration</u>** • Assist with patient enquiries at Reception • All telephone communications for dental services, manage both internal and external calls. • Responsible for the production of invoices and receipting both public and private fees into Titanium • Preparation of the Day Sheets • Prepare daily bank deposit. • Actively participate in reviewing and providing advice on strategies to increase efficiency, effectiveness and productivity. • Promote oral health promotion and education to patients and parents in the clinical setting.
Key Selection Criteria:	• Possession of a Cert 3 in Dental Assisting, or equivalent qualification, or a commitment to complete. • Previous experience in dental assisting in either private or public practice • Demonstrated knowledge of dental health care principles • Demonstrated knowledge of infection control requirements in a dental clinic • Demonstrated knowledge and understanding of required dental applications and procedures

	• Demonstrate commitment to continuing personal and professional development • Demonstrated ability to work as part of a multidisciplinary team. • Demonstrated ability to be highly organized, efficient and productive • Demonstrated high level of client management and liaison skills, and the ability to liaise with persons from diverse backgrounds and cultures. • Demonstrated high level ability to treat clients who are physically and/or intellectually challenged • Demonstrated ability to record and maintain statistics and prepare reports. • Demonstrated ability to work within a variety of staffing configurations and staffing ratios. • 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. • Understanding of continuous quality improvement principles • Advanced computer skills and experience with dental IT software or patient management systems. • Current National Police Check • 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.
Salary/Award:	Salary in accordance with Allied Health Professionals (Victorian Public Health Sector) *Single Interest Enterprise Agreement 2021-2026*.
First Nations:	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.
Continuous Quality Improvement:	• Each staff member is expected to demonstrate a commitment to best practice. • 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. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols
Person Centered Care:	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. We recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered
Child Safety:	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. SHDH have zero tolerance to child abuse. Each employee has a responsibility to adhere to this requirement. Any

	breach of this standard will result in disciplinary action.
Our Purpose:	**Connected Care / Best Experience** 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.
Privacy and Confidentiality:	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.
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	**RESPONSIBILITIES: It is the responsibility of every staff member to:** • Take reasonable care for your safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.
Previous Revision dates: **Current:**	September 2017, May 2021 May 2026
Managers Name:	Paegan Mortellaro
Managers Signature:	
Employees Name:	
Employees Signature:	

Swan Hill District Health
Connected Care. Best Experience.

APPLICATION FOR EMPLOYMENT FORM

(To be attached to application)

The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Applicants Curriculum Vitae

Position Applying for	

General Information

Name			
Address			
Contact	**Home phone**	**Mobile**	**Email**

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander

(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident? ☐ Yes ☐ No Date of Grant _____

If no, what is your current Visa Status – Visa type _____ Expiry date _____

Place/Country of issue: _____ Issue Number: _____

Do you require sponsorship? ☐ Yes ☐ No

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (*with a review at 3 months.)*
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – _____ (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013,* you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:
Email address: employment@shdh.org.au
Phone: 03 50339315
Postal Address: PO Box 483 SWAN HILL VIC 3585