

Position Title:	Senior Dental Officer
Classification	DG 8B
Award:	General Dentist Agreement 2006 to 2009
Department:	Dental Clinic
Reports to:	Director of Medical Services
Hours:	38 hours per week

I. ORGANISATIONAL INFORMATION

I.1 Mission Statement

We are committed to achieving the best health for all the Wimmera.

I.2 Vision Statement

To be the best provider of rural health services in Australia.

I.3 Our Values

- We are responsive to the health needs of the community.
- We believe that our customers are entitled to quality health care that respects their dignity, beliefs and rights regardless of their cultural, spiritual or socio-economic background.
- We recognise our customers' total needs in order for them to achieve optimal health and wellbeing.
- We are committed to continuous quality improvement.
- We deliver quality health services that are value for money.
- We care for the wellbeing and encourage the ongoing development of our staff whom we recognise as our most valuable resource.

2. PURPOSE OF POSITION

The primary purpose of this position is to provide general dental services for eligible clients and to ensure that the standard of care is maintained at the highest level in accordance with WHCG policy and procedures and relevant legislation and standards. The Senior Dental Officer will take a role in the planning, implementation and management of the dental health program and will work closely with other staff to achieve an integrated service, high quality results and application of public health principles to decision making.

3. KEY SELECTION CRITERIA

3.1 Essential

- Dental qualification eligible for registration as a Dentist with the Dental Practice Board of Victoria.
- Ionizing Radiation Apparatus Operating Licence in Victoria.
- Working with Children Check.
- Demonstrated experience in general dentistry.
- Understanding and commitment to the principles of community health and public dental services.
- Ability to communicate effectively in verbal and written form.
- Ability to provide clinical leadership.
- Computing skills.

3.2 Desirable

- Membership of relevant Professional Association and participation in professional development programs.

4. PERFORMANCE MANAGEMENT

4.1 Pre-employment Check

In accordance with current legislation the Employee must be willing to undertake a police check, with ongoing employment dependant on a satisfactory check.

4.2 Review

A performance review will occur after commencement of this position and annually. It will be based on the duties and responsibilities outlined in this position description.

4.3 Equal Employment Opportunity

WHCG is committed to equality of employment opportunity. The Employee will agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The WHCG will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

4.4 Confidentiality

Any private and health information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. The Employee is bound by the Information Privacy Act 2000 and the Health Records Act 2000 and shall be required to sign a statement on commencement of employment agreeing to comply with WHCG Privacy Policies.

5. KEY RESPONSIBILITIES / PERFORMANCE INDICATORS

Performance Objectives	Performance Indicators
<p>Service Delivery</p> <ul style="list-style-type: none"> • Provide general dental services for eligible clients and ensure that the standard of care is maintained in highest level in accordance with WHCG clinical standards and policies. • Ensure appropriate referral of patients for specialist services. • Manage patients within competency and experience levels as defined by the WHCG Advisory Committee. • Ensures evidence-based practice through ongoing professional development and research as appropriate. • Maintain and process patient records in accordance with WHCG Clinical Record Standards and comply with Dental Practice Board of Victoria (DPBV) code of practice for dental records and informed consent. • Ensure high levels of customer service by undertaking duties in a professional manner when dealing with clients and the public including responding to inquiries and complaints according to WHCG policy. • Utilise Titanium to fullest extent. • Ensures confidentiality in all communications • Undertakes any other professional duties as required. 	<ul style="list-style-type: none"> • Number and type of clinical incidents. • Feedback from patients, team members. • Timely referral to specialist services and provision of supporting/background information if available. • Demonstrates evidence of on-going professional development and research related to practice. • Patient record audit results. • Communicates clearly with patients treatment options • Provision of effective responses to client enquiries and complaints. • Feedback from patients, team members. • Number of complaints with satisfactory outcomes • Demonstrated ability to use Titanium • Complies with the WHCG guidelines on patient confidentiality. • Completes all tasks effectively in a timely manner.
<p><u>Staff Supervision, Clinical Leadership and Support</u></p> <ul style="list-style-type: none"> • Provide clinical leadership and professional support to dental therapists, dental officers, dental auxiliaries. • Undertake clinical supervision/direction/support of dentists,dental therapists, dental auxiliaries where appropriate. • Participate in selection and induction of new staff. • Participate in annual assessment of dental department staff, including identification and implementation of, staff development needs, particularly in relation to, but not limited to, efficiency and effectiveness. • Attends Department Head meetings monthly. • Actively participates in monthly staff meetings at Department level. 	<ul style="list-style-type: none"> • Effective supervision provided with staff operating at required levels. • Demonstrated ability to support dental staff regarding general dental treatment. • Implementation and provision of effective induction support. • Annual assessment of staff, evaluation of strong and weak areas, suggestions for improvement. • Attendance to meetings

<p><u>Resource Management & Policy Compliance</u></p> <ul style="list-style-type: none"> • Where appropriate, provide management with reports in relation to patient care and services provided, or advice on issues related to clinical performances. • Where appropriate, assist in monitoring revenue and expenditure budgets. • Participate in planning and evaluation of services and programs • Ensure compliance with WHCG Infection control policy in accordance with the DPBV relevant standards and legislative requirements. • Reviews the Dental Policy and Procedure manual every 12 months and revises as necessary • Writes the Dental Department Business Plan every 12 months 	<ul style="list-style-type: none"> • Provision of timely, informative reports and recommendations to management. • Assistance provided in monitoring revenue and expenditure within budgets. • Advice provided based on planning and evaluation outcomes. • Demonstrated interest and commitment in the implementation and maintenance of infection control policy and guidelines • Updated manual • Business plan is completed on time.
<p>Training and Development</p> <ul style="list-style-type: none"> • Maintains a level of competency required for the position • Undertake and complete professional development and continuing education 	<ul style="list-style-type: none"> • Demonstrates evidence of ongoing education • Attend all mandatory training sessions as deemed necessary • Complete mandatory competencies
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> • Ensures compliance with Workcover regulations and other occupational health and safety legislation / initiatives • Maintains current knowledge of WHCG emergency procedures • Ensures compliance with WHCG infection control policies and procedures in accordance with DPBV the relevant standards and legislative requirements at all times and in all areas of the WHCG. 	<ul style="list-style-type: none"> • Recognises the need for self care and acts to promote same • Attends annual fire and evacuation training. • Reports any incidents / matters which affect the health and safety of the work environment • Attends infection control training • Follows infection control and policies at all times.
<p>Organisational Improvement</p> <ul style="list-style-type: none"> • Embraces the WHCG's Mission, Vision and Value statements to direct work practices • Contributes to achieving the WHCG Strategic Plan • Promotes a quality culture within the organisation highlighting the values of customer service • Acts to positively promote WHCG both internally and externally) • Delivers prompt and courteous culturally appropriate services 	<ul style="list-style-type: none"> • Participates in annual development of a quality plan • Identifies achievements and outcomes annually for reporting in department business plan • Seeks feedback from clients of service and follows up all related complaints • Actively contributes to the accreditation program • Treats patients/clients, families/carers and colleagues with respect and dignity at all times)

<p>Risk Management</p> <ul style="list-style-type: none"> • Complies with the WHCG risk management policy • Participates with the implementation of strategies to reduce risks / potential risk in the work setting 	<ul style="list-style-type: none"> • Reports any identified or potential risks • Keeps informed about WHCG policies and procedures) • Complies with all relevant legislation
<p>Information Management</p> <ul style="list-style-type: none"> • Liaises and communicates with all departments and employees • Maintains appropriate communication channels) • Completes documentation (as required by the position) • Utilises effective written and verbal communication methods 	<ul style="list-style-type: none"> • Attends scheduled committee and other meetings as required.

6. VERIFICATION

<p>INCUMBENT STATEMENT</p> <p>I _____ (Incumbent Name) have read, understood and agree to comply with the above Position Description.</p> <p>Signed: _____ (Incumbent)</p> <p>Signed: _____ (Manager)</p> <p>Date: ____ / ____ / ____</p> <p>(Original to be placed in personal file; photocopy to incumbent)</p>
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7. REVIEW OF POSITION DESCRIPTION (common to all position descriptions)

This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.

Date Issued: November 2008

Last Date Reviewed: November 2009