

**UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA**

JOB DESCRIPTION

ROLE TITLE:	Dental Assistant
DEPARTMENT:	Clinical Services
SCHOOL/DIVISION:	Faculty of Dentistry
REPORTS TO:	Clinical Services, Team Leader
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil

1. PRIMARY PURPOSE OF THE ROLE:

To prepare clinics, to assist staff to treat patients and to assist undergraduate and postgraduate students to fulfil their clinical teaching requirements.

Provide proactive organisation of clinics, ensuring the efficient operation of allocated clinical areas and day-to-day clinical support to students, staff and patients.

Support a high-performance work culture focused on providing a patient centric experience. Establish, demonstrate and maintain collegial and professional relationships.

A strong customer service focus is critical to the success of this role. It is recognised that within the scope of this job description, it is possible the incumbent may develop specialised skills that support a particular discipline or a business need.

2. ACCOUNTABILITIES:

- Provide a range of safe and efficient services supporting the management and treatment of patients across all clinics including chairside assistance, patient management, clinic preparation, sterilisation processes and equipment preparation.
- Perform a range of specialised and more complex chairside assistance for clinical staff and students on a variety of procedures including examinations, treatments and four handed dentistry procedures on patients, including those who are medically compromised and/or who have special needs.
- Instruct and assist students in clinical procedures, explain procedures to patients. Provide guidance and support to Trainee Dental Assistants.
- Maintain an understanding and competency of the patient management system and ensure accurate, timely and efficient clinic and patient administration practices, utilising the patient management system (Titanium).
- Actively contribute to service delivery goals, standards, performance and customer satisfaction measures to achieve results and outcomes that are aligned with the service strategies, priorities and stakeholder expectations.

- Maintain an understanding, and compliance with, relevant legislation such as Patient Rights, Privacy Act, Health and Disability Charter, ensuring confidentiality, privacy and integrity of information is not compromised.
- Ensure a high degree of cross infection prevention by ensuring Infectious Control Guidelines are followed, maintaining quality hygiene practice. Ensure Infections Control Protocols are followed to protect patients, students and staff, emergency and fire procedures are carried out when an emergency occurs, and that Health and Safety Protocols are adhered to in the Clinic.
- Proactively monitor, prepare, organise and replenish work-stations, dispensaries, buffets and clinic chairs with the necessary equipment, instruments and materials; ensure all equipment operational and dispensed correctly.
- Maintain appropriate technical knowledge of instruments, biological indicators, autoclave testing and care, regulatory and health, safety and environment compliance.
- Ensure all equipment is sterilised using processes that are defined by the New Zealand Sterile Services Association Code of Practice and the Faculty protocols. Demonstrate understanding of AS/NZS 4187 standard to ensure the highest level of infection control is maintained. Advise supervisor about any unsatisfactory test results and instruments. Carry out sterilising activities, as required.
- Actively participate in training, development and in-service opportunities. Be a resource of information for the dental assisting team, students and wider Faculty. Demonstrate commitment to an open and inclusive culture with an emphasis on collaboration with team members, students and staff in wider Faculty.
- Work collaboratively with colleagues and students to deliver an integrated and seamless suite of services that provide excellence in the customer experience.
- Perform DHSO, first aid and/or fire warden duties (if required).

3. KEY RELATIONSHIPS:

Internal:

- Director Dental Hospital
- Head of Clinical Services
- Services Manager Clinical
- Heads of Unit/clinical area and staff
- Clinicians
- Students
- Advisory and operational support services
- Shared Services units

External:

- Visitors, patients, guests
- External agencies such as ACC, DHBs

4. QUALIFICATIONS & EXPERIENCE:

Essential:

- Hold New Zealand Dental Association Certification.
- Have equivalent of 2+ years practical clinical experience.

Preferred:

Experience in dealing with a broad spectrum of customers and stakeholders in an appropriate manner.

5. TECHNICAL SKILLS & KNOWLEDGE:

Essential:

- Specialist knowledge and skills in one or more dental disciplines or techniques. Experience with one or more patient groups, for example, paediatrics, special needs Planning and organisation skills.
- Staff supervision and/or mentoring experience.
- Competency across patient management programmes e.g. Titanium Positive attitude and communication style and proven leadership skills Ability to work independently without supervision.
- Knowledge and understanding of legislation and regulations which apply to the clinical environment e.g. Australia/New Zealand Standard Reprocessing of reusable medical devices in health service organizations AS/NZS 4187:2014, NZ Dental Association Code of Practice Infection Prevention and Control in Dental Practice 2015, New Zealand Privacy Act 1993, Principles of the Privacy Act 1993 and Health and Disability Charter.
- Understand the legislation and rules required to provide a safe and hazard free work environment for all staff and visitors.
- Proficient in Microsoft suite of programmes; well-developed keyboard skills.

6. DIRECT BUDGET ACCOUNTABILITY:

Not applicable

7. MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

8. PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

9. HEALTH & SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

10. SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.