

# Position Description

<b>Position Title:</b>	Dental Assistant/Receptionist
<b>Reports to:</b>	Practice Manager Dental Services
<b>Department:</b>	Dental
<b>Directorate:</b>	Community Care
<b>Cost centre:</b>	M2202
<b>Code &amp; classification:</b>	Grade 1 (HS1, HS14 – HS17)
<b>Employment conditions:</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2016 – 2020 and its successors and GV Health Policies and Procedures (as varied from time to time).

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

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## POSITION SUMMARY

The Dental Assistant / Receptionist performs a wide range of clerical tasks and provides a high level of chair side assistance to the Operator (Dentist/Dental Therapist/Oral Health Therapist) to ensure an effective, efficient, highly confidential and safe service is provided to clients and their families of the GV Health Dental Service. The Dental Service is provided in a variety of settings including the clinic, mobile van as part of the GV Health Outreach service etc.

This position amongst others is responsible for promoting GV Health Dental Service as a quality regional health service provider. This position's role is to promote and maintain good customer relations with patients, their families and external and internal providers.

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## RESPONSIBILITIES AND DUTIES

**The following duties are inclusive of but not limited to:**

- Function as a member of a multi-disciplinary health care team, promoting and maintaining professional relationships with the goal of optimal outcomes for clients attending the GV Health Dental Service.
- Effectively operate the reception desk receiving and assisting clients during the time at the Dental Service.
- Operate multiple phone lines and being able to deal with in the first instance, patient's queries, complaints and compliments.
- Operation of Titanium software ensuring accurate data entry and accounting.
- Maintenance of stock and sterility of all instruments within the clinic and prevention of cross infection, to provide high level chair side dental assistance.

- Preventative maintenance of instruments, equipment and handpieces, stock control of dental clinic consumables and resource management including discarding of out of date stock.
- Assist in the operation of the Sterilising Room under the guidance of the Instrument Technician.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
- Carry out duties as per the relevant duty/daily routines.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

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## KEY SELECTION CRITERIA

### Formal Qualification(s) and Required Registration(s):

- Certificate 3 in Dental Assisting, Australian Dental Association in Dental Assisting Certificate or equivalent.

### Essential:

- Demonstrated experience in office-based procedures and ability to maintain a high level of confidentiality.
- Ability to work in a team or autonomous environment.
- A positive approach and adaptability to a changing environment.
- Excellent customer service skills (both at reception and clinic level).
- Demonstrated experience in providing instructions and guidance to all clinical operators in infection control procedures and prevention of cross infection.

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## KEY PERFORMANCE INDICATORS

### Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Attendance and active participation at meetings as required;
- 100% compliance with training requirements as outlined in the GV Health Education Framework;
- Active participation in the Performance and Development review process;
- Promote efficient teamwork and service provision both within the department and/or organisation and with other service providers;

- Develop intimate knowledge of Titanium dental software;
- Maintain self-skills and knowledge in infection control and prevention of cross infection;
- Provide Chairside assistance to clinicians on a daily basis.

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## AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

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## ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.



I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

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<b>Community Care and Mental Health</b>	<b>Dental Assistant Receptionist</b>
<b>Reviewed by:</b>	Lorraine Olsson
<b>Issue Date:</b>	June 2025

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## ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

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## OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

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## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

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## OUR STRATEGIC PLAN

**The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:**

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

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## FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)