



## **POSITION DESCRIPTION**

### **DENTAL ADMIN/RECEPTIONIST**

This position description describes the scope and skills required of the Dental Administration Receptionist in the MonashLink Community Health Service – Dental Program. The position description may be subject to periodical reviews.

**POSITION: DENTAL RECEPTIONIST**

**REPORTS TO:** Dental Program Manager  
**LOCATION:** Based at MonashLink  
Community Health Service

#### **ORGANIZATIONAL CONTEXT:**

MonashLink Community Health Service is a multi-sited community health service, providing a comprehensive range of health and welfare services primarily to residents and others in the City of Monash.

The MonashLink Vision is: *“to be a leader in community health, working collaboratively and responsibly to provide the highest quality services that will improve the health and well-being of the community in and around the City of Monash.”*

Underpinning principles in achieving this vision are that MonashLink:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual’s access to health services and plans and delivers our services accordingly

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance and

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication

MonashLink is committed to partnering with other organisations to offer integrated health and well-being services based on self management principles that are consistent with state-wide health needs and social priorities.

The MonashLink Guiding Values are:

***Quality, Accountability and Leadership.***

**POSITION OBJECTIVE**

The position of Administration/Receptionist exists to ensure the efficient and effective provision of high quality assistance to dental practitioners and their clients to ensure good dental health outcomes.

The Dental Administration/Receptionist will be required to develop solid working relationships with the full range of dental program staff. Equally, the position will be required to liaise with a wide range of internal health professionals as well as external community service providers.

To achieve this objective the Dental receptionist will liaise with the Program Manager, Clinic co-ordinator and work collaboratively with the full range of dental health staff and with clients and external service providers.

**DUTIES AND RESPONSIBILITIES**

**1.0 Service Delivery**

Services will be in line with the program aims, funding guidelines and the mission and values of MonashLink. Services include, but are not limited to

- 1.1 Providing practical information and the necessary support to individuals seeking to become clients or who are clients under the supervision and direction of an appropriate Dental Health Professional.
- 1.2 To assist the achievement of DHSV (Dental Health Services Victoria) targets
- 1.3 Contributing to the development and implementation of relevant policies, procedures and processes, which promote excellence of service delivery.
- 1.4 Assist with direct (chairside) care as required.
- 1.5 Work with the Clinic Co-ordinator to establish priorities requests for service that allows equitable access to the service delivery system.
- 1.6 Promote the client's central role in self-management of chronic disease by involving them in engaging activities that protect and promote health, monitoring and managing of symptoms and signs of illness.
- 1.7 Provide follow up for clients, through liaison with clients, carers, and case managers and service providers as required.
- 1.8 Monitor potentially "at risk clients" and liaise with Clinic Co-ordinator or Dental Program Manager regarding appropriate risk management strategies.

- 1.10 Provide relevant service and health information to clients, prospective clients, the service system & broader community.
- 1.10 Meet organizational and funding body targets in relation to service delivery criteria.

## **2. Administration**

- 2.1 Ensure up to date client records according to quality standards and maintain ensure safe custody and confidentiality of all client records.
- 2.2 Maintain appropriate EXACT data, prepare reports and analysis activities as appropriate and instructed from time to time.
- 2.3 Supervise students and volunteers as required, or as appropriate.
- 2.4 Communicate with management in respect to role responsibilities and professional expertise in order to assist with program development.
- 2.5. Attend all meetings relevant to the position
- 2.6 Assist with procurement and maintaining materiel stock levels for the Dental Program and administration
- 2.7 Attending to routine administration tasks including arranging patient appointments, photocopying, phone calls and medical record collection.
- 2.8 Responsible for cash handling accurate recording and banking of client fees.

## **3. Health Promotion**

- 3.1 Contribute to MonashLink Community Health Service health promotion activities and participate in developing relevant programs and projects in line with MonashLink's Health Promotion Plan.
- 3.2 Work collaboratively with health professionals in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

## **4 Quality Improvement and Professional Development**

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the QICSA Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.
- 4.4 Assist the Program Manager in developing policies and procedures for the Dental Team and MonashLink as appropriate.

## **5. Occupational Health & Safety (OHS)**

- 5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the MonashLink Risk Management Program.
- 5.2 Support and participate in the MonashLink OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.

- 5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.
- 5.4 Report injuries in the Site Register

**6. Equal Employment Opportunity.**

- 6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:
  - A workplace which is free from harassment;
  - Ensuring that activities and practices prevent and eliminate unlawful discrimination
  - Promote merit and equity in the workplace.
- 6.2 Contribute to the successful management of diversity in the workplace in the workplace.

**7. Organisation Policies & Procedures**

- 7.1 Maintain currency of knowledge and practice with MonashLink specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time

**REPORTING RELATIONSHIPS**

This position is accountable to the Dental Program Manager

**QUALIFICATIONS AND EXPERIENCE REQUIRED**

**Mandatory Qualification**

- 1. Experience as a Dental Nurse or equivalent
- 2. Minimum of 2 years experience.
- 3. Current Victorian drivers licence.

**Desirable Qualifications**

A Sound knowledge of community health principles and a commitment to providing primary health services in the community or a qualification in a relevant field, health promotion, community health, public health, youth and family, or aged care

**Experience and Skills**

- 1. Experience at working independently.
- 2. Experience in working in a multidisciplinary team setting.
- 3. Experience of working with the Aged and Disabled population.
- 4. Well developed interpersonal skills.
- 5. Developed written and verbal communication skills.
- 6. Basic word processing, PowerPoint and Excel computer skills.

7. Sensitivity to, and an understanding of particular needs of clients from CALD backgrounds.
8. Ability to speak a relevant community language.
- 10 Understanding of principles of confidentiality, and rights and responsibilities of consumers/clients within a community health context as part of the Privacy Act.
- 11 Understanding of the principles of self-management of chronic disease.
12. Skills in the use of EXACT or similar software

## **KEY RESULT AREAS**

- |              |  |
|--------------|--|
| <b>KRA1</b>  | Meet target requirements specified by MonashLink from the DHSV Funding Agreement   |
| <b>KRA2</b>  | All client documentation completed in accordance with the Client Health Records policy and to meet legislative requirements. |
| <b>KRA3</b>  | Statistics are accurate and completed within agreed timeframes, as per MonashLink EXACT data accountability policy.          |
| <b>KRA4</b>  | Develop a culture of continuous quality improvement in line with accreditation.  |
| <b>KRA5</b>  | Work proactively with the various disciplines in the Community Health setting.   |
| <b>KRA6</b>  | Demonstrated commitment to ongoing professional development & education.   |
| <b>KRA 7</b> | Ensure a customer focus.   |

**Service Values**

**The values of MonashLink will be demonstrated by:**

**Quality**

By providing excellent services that exceed client expectations, comply with the highest professional standards and empower clients to optimise their health and well-being.

**Accountability**

By being responsive and responsible to clients, the community and other stakeholders

**Leadership**

By being an agent for social change, embracing innovation in promoting and improving community health and well-being and advocating for and building trust amongst our community and partners.

Approved:.....

Dr Felicia Valianatos

**Dental Program Manager**

MonashLink Community Health Service

I acknowledge and agree that the above position description is an accurate reflection of the role of ***Administration Receptionist***

Signed: .....

Employee

Name: .....