

<b>Position title</b>	<b>Dental Assistant – Team Lead</b>
<b>Reports to</b>	<b>Oral Health Clinical Coordinator</b>
<b>Award agreement</b>	<b>Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026</b>
<b>Classification</b>	<b>Grade 3</b>

## About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: [www.yourch.org.au](http://www.yourch.org.au)

<b>Vision</b>	Health and wellbeing for everyone
<b>Purpose</b>	We partner with people and communities to deliver health and wellbeing services and promote equity
<b>Our organisational values</b>	<p><b>Courage</b></p> <ul style="list-style-type: none"> <li>• We are progressive</li> <li>• We are creative and resourceful</li> <li>• We challenge the status quo for the benefit of our communities</li> </ul> <p><b>Empathy</b></p> <ul style="list-style-type: none"> <li>• We are caring and inclusive</li> <li>• We celebrate and value diversity</li> <li>• We work collaboratively and respectfully</li> </ul> <p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• We are ethical, honest, reliable and fair</li> <li>• We listen and are accountable to our communities</li> <li>• We earn and build trust</li> </ul> <p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• We are outcomes-focused</li> <li>• We are adaptable and always learning</li> <li>• We continuously improve</li> <li>• We are creative and resourceful</li> </ul>

## **Statement of Inclusivity**

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

## **About the Oral Health team**

The Oral Health team sits within the Integrated and Primary Care Directorate and delivers a full range of dental services and support programs. Our services are provided across three fixed clinic sites (Northcote, Preston and East Reservoir), as well as through mobile and outreach programs including Smile Squad and community-based care. Our team is passionate about advancing oral health for everyone, and we are proud to create a safe, inclusive, and responsive environment that reflects the communities we serve.

## **Position Purpose**

The Dental Assistant – Team Lead is a key leadership role within the Oral Health Program. Reporting to the Oral Health Clinical Coordinator, the role provides professional supervision and day-to-day operational leadership of the dental assistant workforce across all Your Community Health oral health sites. In addition, and in accordance with the DA Team Lead's qualifications and scope of clinical practice; the DA Team Lead will provide professional supervision and clinical leadership to the dental assistant workforce.

This role is jointly held by two individuals who work collaboratively to lead the team. Each Dental Assistant – Team Lead shares responsibility for the management, supervision, support and development of the dental assistant workforce, working closely with the Oral Health Clinical Coordinators and other oral health leaders. Responsibilities across both roles may shift based on availability, operational needs or evolving service priorities addition to these shared responsibilities, each Team Lead provides focused leadership in their area of expertise

Together, the Team Lead's contribute to a high-functioning dental assistant workforce and ensure the safe, effective and inclusive delivery of oral health care across public and profit-for-purpose services.

## **Position responsibilities**

- Provide day-to-day leadership, support, and professional supervision to the dental assistant workforce across all oral health sites
- Contribute to recruitment, induction, training, and performance development for dental assistants, including Certificate IV students
- Foster a collaborative and inclusive team culture, supporting team members to develop professionally and work to their full scope of practice
- Work in close partnership with the Oral Health Clinical Coordinator and fellow Dental Assistant - Team Lead to ensure consistent communication, role clarity, and team coordination
- Act as a key point of escalation and provide guidance on clinical and operational matters affecting dental assistants

- Support the smooth daily operation of clinics through effective rostering, workflow coordination, and resource management
- Participate in and oversee chairside assistance as required, in accordance with scope of practice and service needs
- Promote and support safe clinical practices aligned with infection control standards, client safety protocols, and quality improvement processes
- Collaborate with the Oral Health Clinical Coordinators & greater Oral Health Leadership Team to resolve service delivery issues promptly and effectively
- Coordinate ordering, stock rotation, and inventory management for clinical consumables, PPE, and sterile packs
- Liaise with service providers to support timely maintenance and repair of dental chairs, X-ray units, and autoclaves
- Support efficient patient flow by reallocating dental assistants in response to unplanned absences and clinic needs
- Monitor real-time chair utilisation and assist in reducing service delays in collaboration with reception and clinical teams
- Maintain working knowledge of clinic operations, rostering systems, and oral health education workflows to provide support as required, including during periods of absence of the other Dental Assistant – Team Lead's, or increased demand.
- Contribute to the delivery of high-quality, inclusive oral health care in accordance with YourCH values and policies
- Support client access, health literacy and engagement, particularly for priority populations
- Model trauma-informed and culturally safe practice when working with clients and families
- Promote positive client experiences and support service delivery across both public and private dental programs
- Support the delivery of mobile and outreach services, including Smile Squad, by preparing equipment, managing stock, and coordinating dental assisting support as required.
- Support accurate clinical and administrative documentation using Titanium, Scancare, Scanora and other relevant systems
- Participate in data audits, service planning activities, and quality improvement initiatives as required
- Provide feedback to support service evaluation, process improvement, and innovation in oral health service delivery
- Support ongoing competency development of new and existing staff through coaching and supervision
- Promote a proactive safety culture within the dental assistant team

### Specialised Areas of Focus

- Certificate IV in Sterilisation Services (or working towards)
- Lead daily coordination of Central Sterilisation Services Department (CSSD) operations across all oral health sites
- Maintain a clinical workload equivalent to 0.6 EFT as a Senior Dental Assistant within CSSD
- Provide day-to-day oversight of sterilisation processes, ensuring safe and compliant instrument reprocessing
- Monitor adherence to infection prevention and control standards and escalate risks or concerns as required
- Act as a clinical supervisor and resource for DAs undertaking or holding a Certificate IV in Sterilisation Services
- Liaise with service providers to support timely maintenance and repair of sterilisation and reprocessing equipment

## **Position requirements (qualifications, skills, knowledge and attributes)**

### **Qualification, Registrations and Licenses**

- Certificate IV in Sterilisation Services
- Certificate III in Dental Assisting (or equivalent)

### **Skills, Knowledge and Experience**

- Significant experience as a dental assistant in public or community dental settings
- Demonstrated ability to lead, supervise, and support a diverse team in a high-paced clinical environment
- Strong understanding of infection prevention, sterilisation protocols, and safety standards
- Proven ability to manage rosters, workflows, and competing operational priorities
- Experience in mentoring and supporting students or trainees, including Cert III/IV placements
- Well-developed communication and interpersonal skills, with a collaborative and client-centred approach
- Confident in using dental software systems (e.g., Titanium) and Microsoft Office programs
- Previous experience in a leadership or senior dental assistant role
- Experience working with priority population groups in a trauma-informed and culturally safe manner
- Experience supporting community outreach services and school-based programs such as Smile Squad
- Familiarity with CSSD operations, service data reporting, and quality improvement activities
- Flexibility to work across multiple sites and service models as required (e.g. fixed clinics, outreach, Smile Squad)

### **Expected behaviours for all YourCH team members and volunteers**

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures

### **General**

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check, NDIS Worker Screening check clearance (if applicable). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required

### **Relationship to Performance Development and Review Plan**

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis

**Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.**