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| **Position Title** | Dental Technician |
| **Position Number** | N6167 |
| **Department** | Community Services  |
| **Classification** | Level II (2) or Level III (3) |
| **Agreement**  | Allied Health Professionals |
| **Reports to:** | Dental Manager  |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

To assist Dental Services in the delivery of high-quality service provision within EGHS working in a dental laboratory, creating and repairing various dental prosthetics dentures and orthodontic appliances including mouthguards.

**Department / Unit Specific Overview**

East Grampians Health Service aims to meet the needs of the community by offering a vast array of services based at the community health centre in Ararat. We also offer outreach services to Willaura, Lake Bolac and Elmhurst. Our services include dental, physiotherapy, exercise physiology, occupational therapy, podiatry, speech pathology, dietetics, diabetes education and social work. These services support other clinical areas including our acute and residential aged care patients. Our community health centre also hosts speciality clinics such as consulting suites for our visiting surgeons and maternal child and health.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20%282023-27%29.pdf).

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY%2C%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

A Dental Technician is a skilled professional who works in a dental laboratory, creating and repairing various dental prosthetics like dentures, and orthodontic appliances based on impressions and instructions provided by dentists or prosthetists. Using specialized techniques and equipment to ensure accurate and functional restorations for patients; no direct contact with patients but collaborate closely with dental professionals to deliver quality dental appliances.

The role includes the following key responsibilities:

* **Creating dental models -** Casting models of patients' teeth from dental impressions taken by Dentists or Prosthetists.
* **Designing and fabricating dental prosthetics -** Using wax patterns, casting techniques, and other methods to create dentures, and other appliances.
* **Ceramic restoration -** Creating and applying ceramic materials to dental restorations
* **Metal fabrication -** Working with metals to create dental appliances.
* **Finishing and polishing -** Polishing and adjusting dental appliances to achieve proper fit and function.
* **Quality control -** Inspecting all finished products to ensure accuracy and quality standards.
* **Maintaining equipment -** Cleaning and maintaining dental laboratory equipment.
* **Collaborating with Dentists & Prosthetists:** Communicating with dentists to understand treatment plans and address any concerns regarding the fabrication process.

The Dental Technician is responsible for administration and efficient functioning of the Laboratory and working as an effective and efficient member of the wider dental team.

**Key Performance Indicators**

* Performance appraisal completed annually
* Feedback from clients and external organisations
* Training and professional development plan completed

Key Selection Criteria

**Essential Criteria:**

* Positive attitude to community dental services and willingness to learn
* Well-developed communication and interpersonal skills
* Caring disposition and commitment to provide high quality, customer focused care
* Attention to detail & problem-solving capabilities

**Desirable Criteria**

* Membership of the Australian Dental Technicians Association
* Holding Certificate III in Dental Laboratory Assisting **and/or**
* Diploma in Dental Technology

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisation requirements (annually)

**Acknowledgement**

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| Employee Name |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature  | Date |
|  |  |
| Developed Date (MM,YY) | March 2025 |
| Developed By Name |  |
| Developed by Title | Dental Coordinator |