BEYOND
DENTAL CARE

EXPERIENCED DENTAL ASSISTANT

POSITION DESCRIPTION

Job Title	Experienced Dental Assistant
Employee	
Job Type	
Location	
Reports To	Practice Manager (day-to-day)
	Clinical Manager (clinical)

ROLE OVERVIEW

This role suits an assistant with at least two years' experience in general private practice who works well independently, anticipates the clinician's needs, and supports dental care delivery under the supervision of a dental practitioner.

Duties include, but are not limited to: skilled chairside support (including four-handed dentistry); maintaining high infection control and safety standards; giving every patient a calm, comfortable and well-organised experience; and supporting the administrative team.

KEY DUTIES & RESPONSIBILITIES

Clinical and chairside support

- Prepare surgeries, instruments and materials for each appointment using Principle practice management software and the day sheet.
- Provide confident four-handed dentistry across general, restorative, endodontic and minor oral surgery procedures.
- Mix and handle dental materials (cements, impression materials, composites, temporary materials) accurately and to manufacturer's instructions.
- Maintain clear fields of view with suction, retraction and isolation, including rubber dam placement.
- Take intraoral scans and clinical photographs when directed.
- Prepare intraoral scanners (Primescan, iTero and/or TRIOS): set up patient profiles in the relevant software (Connect, CEREC, etc.) and check connectivity.
- Create patient profiles in DS Core and assign scans to them.
- Prepare in-house milling units (CEREC MC X and/or CEREC Primemill) and the furnace for use, and complete weekly and monthly maintenance to manufacturer's instructions.
- Prepare nitrous oxide sedation equipment under the dentist's direction.
- Record clinical notes and charting accurately in the practice management software as dictated by the dentist.

- Recognise and respond to medical emergencies in the chair, including preparing the emergency kit and oxygen.

Infection prevention and control

- Clean, disinfect and set up the surgery between patients following standard and transmission-based precautions.
- Reprocess reusable instruments through the full cycle: cleaning, inspection, packaging, sterilisation and storage.
- Run, test and record steriliser cycles, batch control and instrument tracking.
- Complete daily, weekly and periodic surgery, sterilisation and equipment maintenance, including waterline maintenance, and keep logs current.
- Handle and dispose of clinical, sharps and chemical waste safely.

Radiography

- Take dental radiographs only if holding the required qualification and a current radiation use licence.
- Apply radiation safety practices and keep exposure records.

Patient care and experience

- Welcome patients by name into the treatment room with warmth, and help them relax.
- Prepare consent forms and confirm they are complete before treatment.
- Pre-brief and debrief patients, and keep them informed during treatment.
- Anticipate patient needs, and stay observant of body language and mood, especially with anxious patients.
- Give clear verbal and written post-operative and home-care instructions under the clinician's supervision.
- Deliver oral hygiene and prevention advice within scope and under the clinician's supervision.

Communication with the dentist and dental team

- Communicate effectively with the clinician before, during and after treatment.
- Build good personal and professional relationships with the dental team.
- Monitor the appointment schedule, flag conflicts that may arise, and update the front office team on changes to appointment times.

Reception and practice support

- Cover reception as needed: check in patients (including offering the comfort menu), answer phones and handle enquiries.
- Check out patients as needed: process payments (including HICAPS), run health fund quotes, and explain treatment costs and payment options.
- Coordinate lab work: prepare and send cases, and track them to ensure they return before the appointment.

Stock, equipment and workplace safety

- Monitor stock levels and rotate stock to avoid expiry.
- Report equipment faults promptly to the Clinical Manager.
- Follow work health and safety procedures and report hazards and incidents.

Team and leadership

- Contribute to daily huddles, team meetings and training days.

- Model professional conduct, confidentiality and teamwork.

SKILLS & EXPERIENCE

Essential

- At least two years' recent experience as a dental assistant in private practice.
- Thorough working knowledge of infection prevention and control, instrument reprocessing and steriliser validation.
- Confident four-handed chairside assisting across a broad range of general dental procedures.
- Proficiency with dental practice management software and HICAPS.
- Strong communication and literacy skills, with a warm, reassuring manner with all patients, including anxious patients, children, and patients with disability, additional needs or mental health conditions.
- Ability to work independently, prioritise under time pressure and anticipate clinician needs.

Desirable

- Certificate III in Dental Assisting, or Certificate IV in Dental Assisting (Dental Radiography) with a current radiation use licence.
- Experience in specialist areas such as oral surgery, implants, endodontics, orthodontics or sedation.
- Experience with intraoral scanners and digital imaging.
- Experience with in-house milling (CEREC and/or Primemill).
- Current first aid and CPR certificate.

COMPLIANCE REQUIREMENTS

- Immunisation status in line with the Australian Immunisation Handbook for healthcare workers, including hepatitis B, with evidence provided before starting.
- Work to the ADA Guidelines for Infection Prevention and Control and AS 5369:2023 for reprocessing reusable medical devices.
- Comply with the Privacy Act 1988 and Australian Privacy Principles for patient records.
- Follow practice policies, the National Safety and Quality Primary and Community Healthcare Standards, and WHS law.

WORKING CONDITIONS

- Fast-paced clinical setting, standing and seated for long periods, with repetitive fine-motor tasks.
- Regular use of PPE, and exposure to clinical chemicals, aerosols and ionising radiation under controlled conditions.
- Some early starts, late finishes or Saturdays to match the appointment book.
- Paid time for practice-required training, and support for continuing professional development.

PERFORMANCE MEASURES

Area	How it's measured
Chairside support – waste management, clinician communication, active listening, four-handed dentistry and readiness	Dentist feedback; appointments running to time; Clinical Manager observations, reflected in the performance rubric.
Infection control – sterilisation and turnover efficiency	Clinical Manager observations, reflected in the performance rubric.
Patient experience and communication	Patient feedback and reviews; complaint rate; Clinical Manager observations, reflected in the performance rubric.
Teamwork and leadership	Contribution to team culture and workflow; Practice Manager observations.

SCORECARDS & REVIEWS

- Monthly scorecard with the Practice Manager.
- Two-monthly scorecard with the Practice Manager and Clinical Manager.
- Annual performance review with the Practice Manager and Clinical Manager.

This description reflects the main duties of the role and may change with practice needs, in consultation with the employee.

ACKNOWLEDGEMENT

	Name	Signature	Date
Employee			
Practice Manager			
Clinical Manager			