

Position Description

Orthodontic Assistant / Auxiliary

Location: Nelson	
Reports to: Orthodontists, Clinical Co-ordinator & Practice Manager	
Overall Purpose of Role: This position as an orthodontic assistant and as a trainee orthodontic auxiliary is to provide clinical, personal, and technical accountabilities to facilitate quality orthodontic treatment while maintaining a dedicated customer focus. The role requires a need to work independently and as part of a wider team.	
KEY ACCOUNTABILITIES	
Start of Day Duties	<ul style="list-style-type: none">• Deactivate alarm, turn lights, heat pump, computers, and music on.• Turn compressor, suction, autoclaves, water on• Prepare trays and equipment based on daily patient list
Clinical Duties	<ul style="list-style-type: none">• Welcome patients/caregivers into surgery.• Preparing trays and surgeries for full range of orthodontic procedures ☑ Full sterilisation duties• Enter information on patient treatment card as directed by orthodontist using Orthotrac software.• Wiping surfaces and tidying surgery after each patient• Assist to teach Trainees

	<ul style="list-style-type: none"> • Detailed scope of practice for orthodontic auxiliary practice involves: • Taking clinical photographs for records • Taking impressions. Obtaining a record of occlusal relationships • Pour, release, trim and soap models • Tracing cephalometric radiographs • Placing separators • Sizing of metal bands and their cementation including loose bands during treatment • Supragingival polishing of teeth (as part of oral hygiene, before bonding and after removal of fixed attachments) • Preparation of teeth for the bonding of fixed attachments and fixed retainers • Indirect bonding of brackets as set up by the orthodontist • Providing oral hygiene instruction and advice on the care and maintenance of orthodontic appliances • Placing arch wires as formed by the orthodontist when necessary and replacing ligatures /closing self-ligating brackets • Removing arch wires after removing elastomeric or wire ligatures, or opening self-ligating brackets • Removing fixed orthodontic attachments and retainers • Removing adhesives after the removal of fixed attachments using burs in slow speed hand pieces where there is minimal potential for the removal of enamel • Trial fitting of removable appliances. This does not include activation • Fitting of passive removable retainers • Bonding preformed fixed retainers • Making study models, and fabricating retainers, and undertaking other simple laboratory procedures of an orthodontic nature • Taking digital intra-oral and extra-oral x-rays ? Taking 3D scans
Other Duties	<ul style="list-style-type: none"> • Restock instruments and supplies in surgeries. • Tidy and keep storeroom well organised • Order supplies • Unwrap supplies, check invoices and store accordingly • Download photos and x-rays onto patient files using Orthotrac • Get out and put away patient's model boxes each day • Refill distilled water and switch on as required. • Make wax bites • Make suck down retainers and fit when needed • Upload Sure Smile scans for basing and ordering IDB or arch wires • Check internal e-mails first thing in the morning and at least last thing before leaving at end of day and action accordingly • Carry out other duties as instructed by Orthodontist and Practice Manager
End of Day Duties	<ul style="list-style-type: none"> • Clean surgeries – spittoon, bench, sink, surfaces. Sweep surgery room floors • Empty rubbish bins, water bottles, empty lines, flush suction lines • Place instruments and equipment in drawers

	<ul style="list-style-type: none"> • Check patient list for following day and plan accordingly • Turn compressor, suction, autoclave, lab switches off • Set alarm if last to leave and turn water off
Weekly Duties	<ul style="list-style-type: none"> • Clean compressor, suction motor, air conditioner filters • Check oil level in compressor • Empty plaster trap • Place Janola solution into water lines • General tidy and clean
Monthly Duties	<ul style="list-style-type: none"> • Remove and clean ceiling air filters • Clean water filter
Reception Duties	<ul style="list-style-type: none"> • Schedule and change appointments using Orthotrac software • Enter and change patients' personal details using Orthotrac software • Take payments manually and using Eftpos • Record financial transactions appropriately • Answer phone calls appropriately and be able to assist customers • General reception/administrative duties as instructed by Practice Manager
<ul style="list-style-type: none"> • KNOWLEDGE, SKILLS, AND PERSONAL QUALITIES 	
Experience	<ul style="list-style-type: none"> • Min 18 months Dental Assisting, Therapy, Hygiene, Dental work • Demonstrated ability to develop and maintain strong interpersonal relationships to gain trust and respect, drawing on a wide range of communication skills to inform, listen, include, engage and empathise
Attributes	<ul style="list-style-type: none"> • Ability to multitask in a fast-paced environment while maintaining a high level of attention to detail and accuracy • A friendly and outgoing personality with a sense of humour • Have a pro-active can-do attitude • The ability to form positive relationships with team members • Embrace technology • Have an ability to learn and grow • Excellent communicator • Demonstrate initiative and flexibility • Ability to prioritise and achieve key accountabilities on time • A respect for confidentiality, reliable, trustworthy and to be able to work in a professional environment

- **BEHAVIOURAL COMPETENCIES**

<p>Customer Service</p>	<ul style="list-style-type: none"> • Responds to customers in a helpful and professional manner • Treats customers fairly and with consideration • Consistently presents themselves to customers in a professional and positive way – includes appearance and manner • Responds to phone calls, e-mails and correspondence within Service Level Agreements • Seeks to understand customers’ needs and concerns • Gives accurate and helpful advice when customers or colleagues ask about products and systems • Keeps commitments made to others, or re-negotiates well before deadlines
<p>Communication – verbal and written</p>	<p>Communicates with customers and colleagues in a helpful and professional manner</p> <ul style="list-style-type: none"> • Open and direct – communicates in a clear, courteous manner. • Actively listens - can accurately summarise what others have said about their points of view, feelings, and needs. • Uses questions to check whether others have understood, to gain new information from others, and to clarify own understanding. • Shows in tone of voice, body language and manner, an empathy with others - is sensitive and responsive to others' feelings and needs. • Changes approach if the other person does not understand, or if communication is breaking down. • Reads and accurately interprets written policies, procedures and instructions. • Writing skills – uses correct spelling and grammar and can draft straightforward correspondence. • Willingly answers questions and concerns raised by others.
<p>Technical Knowledge and Skills</p>	<ul style="list-style-type: none"> • Has the basic knowledge and skills necessary for an operational role in their specialist field • Has a basic understanding of their specialist field and applies it in their work • Demonstrates the necessary understanding of the organisation and business context within which the specialist skill is being applied •
<p>Analytical Skills</p>	<ul style="list-style-type: none"> • Addresses & solves simple problems; has authority to make day to day decisions. • Identifies problems and looks for causes and effects • Seeks extra information in order to solve simple problems • Uses common-sense as well as logic when making decisions • Makes routine decisions quickly and reliably • Decisions made are sound • Spends the time necessary to fix problems
<p>• BEHAVIOURAL COMPETENCIES</p>	

<p>Time Management</p>	<ul style="list-style-type: none"> • Plans and organises day-to-day tasks/objectives <ul style="list-style-type: none"> • Plans and effectively implements work activities in an environment where interruptions and unexpected events are the norm • Follows through on issues which take time and sustained effort to resolve • Follows and complies with all standard procedures for work tasks • Prioritises work according to business importance • Able to work on, and keep track of, several tasks at once • Uses a logical process or framework when completing tasks • Shows attention to detail - notices and corrects errors • Conceals time pressure so customers do not feel hurried • Follows through to ensure agreed actions take place ☑ • Self-manage study in order to achieve objectives
<p>Teamwork</p>	<ul style="list-style-type: none"> • The ability to behave in a co-operative and supportive manner within a team by actively contributing whilst remaining flexible to the needs of others: <ul style="list-style-type: none"> • Acts appropriately and effectively within a team • Is able to get along with others and works cooperatively towards a group goal • Participates in team activities and actively contributes • Shares information willingly • Helps others when required • Supports team decisions • Feels accountable for the performance of the team • Explores differences of opinion in a constructive manner and is willing to be flexible in approach • Acknowledges the contribution of others ☑ • Contributes to a sense of team spirit
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Participate in a culture of safety and zero harm by identifying and reporting all health and safety issues <ul style="list-style-type: none"> • Inform Practice Manager of safety performance, compliance, risks and serious incidents including health and wellness issues • Participate in safety meetings if and when needed • Participate and pass First Aid requirement as required