



## Role profile

Role title	Dental Assistant
Division	Netcare Primary Care Division
Location	Medicross Potchefstroom
Reporting structure	Clinic Manager

## Role summary

The Dental Assistant is responsible to assist the Dentists in various capacities ranging from clinical assistance, dental-related administration as well as patient interaction across a wide spectrum.

## Key work output and accountabilities

### Appointment scheduling

- Schedule appointments with Specialists and/or Theatre.
- Confirm appointments with the Dentist.
- Keep record of confirmation/cancellations.
- Liaise with medical schemes and patients regarding available limits and patient liable amounts pertaining to treatment.

### Equipment maintenance

- Sterilise all instruments, according to protocol, ensuring infection control standards are maintained.
- Oil and clean handpieces 3x daily, according to protocol.
- Oil and clean electric handpieces after each patient.
- Fill, empty and clean developer and mixer bottles.
- Ensure chemistry is discarded as per Medical Waste Protocol.
- Clean and autoclave instruments.
- Ensure daily cleaning of the autoclave.
- Load and unload autoclave.
- Clean and reprocess equipment or instrumentation.
- Identify problems with equipment/instruments and advise applicable person to arrange for timeous repairs/acquisition thereof.

### Central assistance

- Assist the Dentist with passing correct instruments and materials/consumables used on patients on request timeously and accurately.

- Develop X-rays, if not using digital X-rays and load X-ray Digital Imaging plates for scanning where applicable.
- Mix materials with spatula as required.
- Conduct suctioning as required.
- Ensure materials and supplies are packed and accessible.
- Ensure and plan enough stock on hand in terms of materials/consumables to prevent shortages.
- Mix amalgam and/or mixable composites/cement etc. and place in the transfer tool/s to be handed to dentist.
- Prepare sterile trays; ensuring instruments have undergone sterilisation.
- Prepare non sterile trays.

### Customer Focus and Service Delivery

- Ensure effective and formal communication.
- Ensure a professional environment at all times.
- Interact with patients in a friendly and comforting manner whilst preparing them for the dentist (i.e. placing bib, seating etc.) and with the exiting process out of the surgery after the procedure/s have been completed.

### Skills profile

#### Education

- Grade 12 or equivalent NQF 4 certificate.
- Registered with HPCSA.
- Higher Certificate in Dental Assisting essential.

#### Work experience

- 2 years' experience as a Dental Assistant in a clinic / hospital environment.
- SAP experience.
- ME + experience.

#### Knowledge

- Knowledge of medical aids.
- Computer literacy.

#### Non Managerial/ Specialist Skills

Customer Focus and Service Delivery

The capacity to identify and respond to the needs of \*internal and external customers.

\*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship

Continuous Improvement

The capacity to improve systems and processes to facilitate continuous improvement.

Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.
<b>Values and behaviours</b>	
Netcare values	<p>At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are passionate about quality care and professional excellence.</p> <ul style="list-style-type: none"> <li>• Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization.</li> <li>• Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.</li> <li>• Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding.</li> <li>• Compassion - We engage everyone with compassion and respond with acts of compassion in all interactions with our patients and their families.</li> <li>• Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.</li> </ul>
The Netcare way	<p>Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:</p> <ul style="list-style-type: none"> <li>• I always greet everyone to show my respect.</li> <li>• I always wear my name badge to show my identity.</li> <li>• I am always well-groomed to show my dignity.</li> <li>• I always practise proper hand hygiene to show my care.</li> <li>• I always engage to show my compassion.</li> <li>• I always say thank you to show my appreciation.</li> <li>• I always embrace diversity to show I am not a racist.</li> </ul>

## Application process

### Netcare is an equal opportunity employer

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [pcdreruitment@netcare.co.za](mailto:pcdreruitment@netcare.co.za)

#### Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division within which you will be employed.
- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.
- If your application is not successful, we will retain your CV and other information provided on our electronic system for 12 months. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.
- Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.

