

Dental Technician

Title: Dental Technician	Reporting to: Dental Laboratory Team Leader	
Portfolio: RDHM Program: Dental Laboratory	Direct reports: 0	
Enterprise Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026	
Classification:	Dental Technician Level 1 - 2	
Employment Type:	Full Time/Part time	
Key Stakeholders:	Internal: RDHM Clinical Departments Universities Community Dental Agencies	External: Patients/Consumers Families / Carers Students and university staff

Position Purpose

As part of the Royal Dental Hospital of Melbourne (RDHM) Dental Laboratory team, this role is responsible for manufacturing a broad range of Removable Prosthesis appliances, making of full and partial dentures, overdentures, and repairs/adjustments for removable appliances.

Our Organisation

The Royal Dental Hospital of Melbourne is Victoria's leading oral health teaching institution. With over 130 years serving the community, RDHM stands as a beacon for oral healthcare in Victoria. In partnership with the University of Melbourne, RMIT and La Trobe University, we provide students with their earliest practical training. RDHM is funded and administered by Dental Health Services Victoria and accountable to the Victorian Minister for Health – Victorian Government.

Our Values

We are Accountable | We are Respectful | We are Collaborators | We are Innovators

Role Accountabilities: What you are accountable for	
Role Specific	- Using dental impressions for construction of false teeth, create, alter and repair dental prosthetics using a wide range of materials and techniques - Provide support to OHV Clinical department, also including UoM, RMIT students and laboratory team members - Produce teaching aids, i.e. dental casts, acrylic surgical splints, articulate casts for denture & occlusion construction - Provide support within the RDHM Laboratory as requested. - Responsible for the production and quality of work for the construction, modifying and repairing of removable prosthetics, which includes special prosthesis, splints and cobalt chrome frameworks as prescribed by students. - Assists with maintaining unit throughput and turnaround time benchmarks
Responsibilities & Qualifications	- Provide dental prosthetic services - Fabrication and modification of dental prosthetics using a variety of materials and techniques. - Deliver effective multi-disciplinary, problem solve and manage patient outcomes at the point of care. - Ensure optimum efficiency of denture construction throughput meetings and or KPI targets of productivity and quality. - Undertake other reasonable duties as requested ensuring effective and timely completion.
Dental laboratory support	- Communicate timely and accurately for the dental laboratory stock requirements - Oversee the function of dental equipment; trouble shoot equipment issues by following approved protocols and report promptly to the Team Leader Dental Laboratory for all equipment or suspicions of Dental equipment malfunction/breakdowns. - Actively participate in team meetings and huddles
Abilities	- Participate in myPathway ensuring goals are signed off and reviewed - Model behaviours that demonstrate the Victorian Public Sector and OHV values in all aspects of work
Technical expertise	- Understanding of cybersecurity principles and practices to ensure the protection of sensitive information and maintain a secure environment - Creating a successful environment – contribute to making The Royal Dental hospital of Melbourne a positive, respectful, innovative and healthy place to be. - Always providing a personal best – embrace a ‘can do’ attitude and go the extra distance when required

Value Based Health Care

OHV is committed to the principals with the aim of managing the increasing demand for public dental services and achieving the best outcomes from the care we provide. Our VBHC framework guides how we work in a team to:

- Be a person-centred system based on what people need
- Provide the right services, by the right person, at the right time, in the right location
- Achieve the best outcomes at the lowest cost
- Integrate care across separate facilities
- Measure outcomes and costs for every client

Health & Safety

- Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others.
- Follow safe work practices and directions, including the proper use of any personal protective equipment.
- Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS

Quality, Compliance & Risk Management

At RDHM we all work together to deliver world class, high quality, safe and integrated oral health care that improves patient outcomes by fulfilling our safety and quality roles. We achieve this by:

- Working within the RDHM Quality and Safety systems.
- Supporting RDHM in continuously improving care. We look for opportunities to improve in everything we do. Once identified we plan, implement, and evaluate improvements with the goal to improve the quality and safety of care provided.
- Providing safe, integrated, appropriate and patient centred care

Diversity & Inclusion

By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong

- Recognise and appreciate the unique and different perspectives that each individual brings to the team
- Challenge assumptions and stereotypes and actively contribute to an environment where everyone feels respected and included
- Respect all ideas and people so that we can create an environment where everyone feels seen, heard, and valued. Inclusive teams are better teams and are integral to our success

Privacy

The Privacy Act regulates how we collect and handle personal information, including health information. Keep all health information (any information about a person's health or disability, and any information that relates to a health service they have received or will receive) confidential and do not remove it from RDHM. This includes patient scans and photographs. If your role includes reviewing complaints or complaint information, this information is confidential and not to be recorded within the dental record.

Your Knowledge, Skills and Experience

Knowledge and Skills

Mandatory

- Verbal and written communication skills

	- Knowledge of processes behind construction, modification and repair of dental prosthetics, such as dentures and other dental appliances. - Knowledge of oral health and laboratory terminology - Completed an apprenticeship in Dental Technology or similar - Demonstrated knowledge and skill in dental technology - Demonstrated time-management and organisation skills - Communication skills Desirable - Knowledge of OHV and public oral health
Experience	Mandatory - Communication skills, the ability to liaise effectively with all Departments within the RDHM - Minimum of 5 years' experience with all aspects for dental removable prosthetic appliances, processes, Co/Cr design, surveying, duplication of working models splints, laser and electro-spot welding, metal polishing, wax modelling, wire bending, shade/mould selection Desirable - Experience in a public health sector environment - Experience in using a patient management system e.g. Titanium
Qualifications, Certifications and Other Requirements	
Qualifications, Certifications	Diploma of Dental Technology
Other Requirements	- Satisfactory Police Check - Vaccination requirements as required by the Department of Health guidelines.
Competencies	
Behavioural Competencies	Adaptability Building Trust Collaboration Contributing to team success Patient focussed Decision making Quality Orientation / initiating action Managing Work
Role Location	This role is based on site

Document Title	Version	Sign off date
Dental Technician	V2 P3 – Prosthetic Removable	7/08/2026