

## Allied Health Assistant Position Description

Employment Agreement:	Allied, Public Health and Technical MECA
Position Title:	<b>Dental Assistant</b>
Service & Directorate:	Oral Health Service, Strategy Primary and Community
Location:	Dunedin
Reports to:	Unit Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	July 2018

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing  
We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<p><b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.</p>	<p><b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p><b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p><b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>

### Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

<b>PURPOSE OF ROLE</b>
You will assist Allied Health professionals and other staff in the provision of care for inpatient, outpatient and community based patients/clients of Southern District Health Board. You will provide support to Allied Health professionals to implement person centred plans of clinical care using multi or interdisciplinary models of care in a range of settings.

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

<b>Organisational Competencies</b>	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<b>Role Specific Competencies</b>	
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
<b>Priority Setting</b>	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what would help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
<b>Motivating Others</b>	Creates a climate in which people want to do their best; can motivate many kinds of people; can assess each person's 'hot button' and use it to get the best out of him/her; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel that their work is important; is someone people like working with.

<b>KEY RELATIONSHIPS</b>	
<b>Within Southern DHB</b>	<b>External to Southern DHB</b>
<ul style="list-style-type: none"> <li>• Client/patients/ Family/ Whānau/</li> </ul>	<ul style="list-style-type: none"> <li>• Consumers</li> </ul>
<ul style="list-style-type: none"> <li>• Caregivers</li> </ul>	<ul style="list-style-type: none"> <li>• ENABLE funding</li> </ul>
<ul style="list-style-type: none"> <li>• Unit/Service Manager</li> </ul>	<ul style="list-style-type: none"> <li>• ACC</li> </ul>
<ul style="list-style-type: none"> <li>• Clinical team</li> </ul>	<ul style="list-style-type: none"> <li>• Other community services (as appropriate)</li> </ul>
<ul style="list-style-type: none"> <li>• Allied Health Professional Leaders</li> </ul>	
<ul style="list-style-type: none"> <li>• Allied Health Equipment store</li> </ul>	

**PERSON SPECIFICATION: Dental Assistant**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>High level of interpersonal and communication skills</li> <li>Year 11-NCEA Level 1 English (or equivalent)</li> <li>Year 11-NCEA Level 1 Maths (or equivalent)</li> <li>NZQA Level 3 qualification (or equivalent)*</li> </ul> <p><b>Dental assistants:</b></p> <ul style="list-style-type: none"> <li>NZQA Level 3: New Zealand Certificate in Health and Wellbeing - Dental Assistance</li> </ul> <p><i>*If not previously obtained; to be completed within 2 years of commencement or to be commenced within 1 year of employment.</i></p>	<ul style="list-style-type: none"> <li>Current Dental Assistant qualification or previous experience as a Dental Assistant.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Ability to learn new skills and competencies</li> <li>Experience working in health/disability settings or with the general public</li> </ul>	<ul style="list-style-type: none"> <li>You have previous Dental Assistant experience.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Ability to work in a supportive and honest manner</li> <li>Ability to work under direction of Allied Health Professional(s)</li> <li>Ability to Accept responsibility for own actions</li> </ul>	

**KEY RESULT AREAS:**

<b>Key Accountabilities:</b>	<b>Example of successful delivery of duties and responsibilities</b>
<b>Delegated Clinical Responsibilities</b>	
<ul style="list-style-type: none"> <li>Under direction of relevant Allied Health professional(s), implements person centred goals/ programmes that takes into consideration client/patient preferences</li> <li>Accepts responsibility for own actions and decisions within area of work</li> <li>Relays information and educates appropriately to the needs of the client/patient</li> <li>In partnership with the patient/client, monitor their progress toward expected outcomes</li> <li>Participates in on-going health education of patients/clients in a way that they can understand</li> <li>Facilitates client/patient responsibility to maintain and promote health</li> </ul>	<ul style="list-style-type: none"> <li>You show evidence of assisting others to achieve their goals (partnership)</li> <li>You demonstrate respect, empathy/understanding and interest in client/patients.</li> <li>You provide practical support for other team members to facilitate patient/client goals</li> </ul>
<b>Communication</b>	
<ul style="list-style-type: none"> <li>Regularly reports information about the patient/client's intervention to relevant Allied Health professional</li> <li>Relays information to patients/clients in a way that protects their rights and to allow informed decisions.</li> <li>Uses a variety of communication strategies when required</li> </ul>	<ul style="list-style-type: none"> <li>You update Allied Health professional/multidisciplinary team (MDT) on progress and effectiveness of interventions</li> <li>You have an ability to use alternative modes of communication</li> </ul>

<ul style="list-style-type: none"> <li>Establishes rapport and trust with client/patient/family/whānau</li> </ul>	
<b>Teamwork</b>	
<ul style="list-style-type: none"> <li>Participate in and contribute to the functioning of the team</li> <li>Establish and maintain an effective working relationship with other staff</li> </ul>	<ul style="list-style-type: none"> <li>You participate as a team member to ensure the best outcomes for patients/ people</li> </ul>
<b>Clinical Competencies – Safe and Culturally Sensitive</b>	
<ul style="list-style-type: none"> <li>With support of other staff, identifies own level of competence, seeks assistance, advice and knowledge as necessary</li> <li>Takes responsibility for developing and maintaining identified competencies with support of appropriate Allied Health professional(s)</li> <li>Undertakes learning activities relevant to own role, shares knowledge gained with others</li> <li>Accesses supervision, debriefing and direction as necessary</li> <li>Practices in a culturally safe manner</li> </ul>	<ul style="list-style-type: none"> <li>You meet the mandatory training requirements of the work place and of the relevant Allied Health profession(s).</li> <li>You update your knowledge related to practice guidelines</li> <li>You keep and maintain a learning portfolio</li> <li>You maintain an up to date professional development plan</li> <li>You assist patients/clients to gain appropriate support and representation which reflects their cultural needs and preferences</li> </ul>
<b>Legislative Requirements</b>	
<ul style="list-style-type: none"> <li>Demonstrates knowledge of policies and procedural guidelines that have implications for day to day work</li> <li>As directed by Allied Health professional(s), practises in accordance with relevant legislation/codes/policies and upholds patients/clients' rights</li> </ul>	<ul style="list-style-type: none"> <li>You adhere to Southern District Health Board and legislative standards of practice</li> <li>You maintain confidentiality of patient information</li> </ul>
<b>Documentation</b>	
<ul style="list-style-type: none"> <li>Adheres to the Southern DHB Health Record Documentation Standards (District) (MIDAS 18773). NB: clinical notes will be monitored/supported by appropriate Allied Health professional</li> </ul>	<ul style="list-style-type: none"> <li>Your documentation is timely, clear, concise and accurate</li> <li>You demonstrate literacy and computer skills essential for own practice and to support other team members</li> </ul>
<b>Other Duties</b>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>You produce work that complies with SDHB processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> <li>Live and support the DHB values in everything you do.</li> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> </ul>

	<ul style="list-style-type: none"> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <li>• <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</li> <li>• <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</li> <li>• <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

**CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date