

Position Description | Te whakaturanga ō mahi

Health New Zealand

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|------------------------------|---|------------------|--|
| Title | Allied Health Dental Assistant | | |
| Reports to | Operationally: Unit Manager Professionally: Oral Health Professional Leader | | |
| Location | Invercargill | | |
| Department | Oral Health Service | | |
| Direct Reports | N/A | Total FTE | |
| Date | January 2025 | | |
| Job band (indicative) | Allied Public Health Scientific and Technical Collective Agreement and salary clause 5.3.4 core scale group B | | |

Ko wai mātou | Our Organisation

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo | The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Te Whatu Ora Health New Zealand Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the Aotearoa New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

The four Pou of Te Mauri o Rongo:

| | | |
|---------------------------|---|---|
| Wairuatanga | The ability to work with heart | <i>"When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled".</i> |
| Rangatiratanga | Ensuring that the health system has leaders at all levels who are here to serve | <i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i> |
| Whanaungatanga | We are a team, and together a team of teams | <i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i> |
| Te Korowai Manaaki | Seeks to embrace and protect the workforce | <i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i> |

Allied Health – Dental Assistant

Tēnei tūranga | About the role

The Allied Health Dental Assistant (DA) is a trusted partner and important member of the health care team, supporting the Oral Health Service in delivering patient and whānau-centred care within an interdisciplinary framework across a range of settings, including but not limited to community, hospital and rural settings.

This role will, under delegation, complete tasks and activities to support and assist Allied Health Clinicians while working directly with people and whānau to provide dental care.

Travel across the Southern District is a requirement of this role at times.

Purpose of the role

This position, based in Invercargill, will work within a team to provide patient and whānau centred oral health care to patients enrolled with the Community Oral Health Service and Hospital Dental Unit.

You will assist Dental/Oral Health Therapists and Dentists in the provision of care for outpatient and community-based patients. At times, you may be required to assist a Dentist to provide dental treatment for patients under sedation or general anaesthetic.

The Oral Health Service provides people with strategies to independently manage their oral health and aims to prevent or delay the development of caries. At times, you may participate in whānau education and preventative treatment programmes such as fluoride varnish clinics

Professional Requirements and Role Specific Requirements

| KEY RESULT AREA | EXPECTED OUTCOMES / PERFORMANCE INDICATORS – |
|---|--|
| Professional Practice | |
| | <ul style="list-style-type: none">• Provide four-handed chairside assistance to the Dental/Oral Health Therapist or Dentist before, during and after oral health procedures for patients enrolled in our service as required• Provide four-handed chairside assistance to the Dentist during operating procedures, including orthodontics, sedation, general anaesthetic, oral surgery, maxillofacial surgery as required• Participate in afternoon clinics and on-call weekend rosters as required. |
| Clinic Administration | |
| | <ul style="list-style-type: none">• Organise appointments for patients according to service guidelines with respect to priority• Monitor clinical and admin consumable supply with a view to ensuring clinic is adequately (but not over) stocked with supplies. This includes compiling order requests, receipting delivery, unpacking and storing supplies, stocktakes (annual and expiry)• Action cleaning/disinfection and sterilisation of instruments and clinic spaces according to service guidelines to meet relevant Infection Prevention and Control standards as required• Identify and report equipment issues in a timely manner – both performance issues and breakdowns• Undertake work overflow from other areas as requested by the Unit Managers which may include assisting at a different site. |
| Application of Te Tiriti o Waitangi to Practice | |
| Tino rangatiratanga / Self-Determination | <ul style="list-style-type: none">• Supports the pursuit of Māori health gain and equitable health outcomes for Māori• Supports tangata whenua and mana whenua led change to deliver mana motuhake and Māori self-determination in the delivery and monitoring of health care• Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health equity• Supports the expression of hauora Māori models of care and mātauranga Māori. |
| Pātuitanga / Partnership | |
| Mana taurite / Equity | |
| Whakamarumarutia / Active Protection | |
| Kōwhiringa / Option | |
| Cultural Awareness | |
| | <ul style="list-style-type: none">• Demonstrates ongoing self-reflection and self-awareness in terms of the impact of own culture on interactions and service delivery• Cultural differences are acknowledged by respecting spiritual beliefs, cultural practices, hauora aspirations, and lifestyle choices. |
| Delivery of Effective High-Quality Care | |

- Under delegation of relevant Allied Health Clinician(s)/Dentist(s), implement person and whānau centred care that takes into consideration the persons and whānau preferences.
- Accepts responsibility for own actions and decisions within area of work and conduct duties within the boundaries of own knowledge and competency
- Appropriate treatment is conducted within specified timeframes and to agreed standards as delegated by the Allied Health Clinician/Dentist
- In partnership with the person, whānau and the interdisciplinary team, monitor progress toward expected outcomes, facilitating person and whānau goals
- Ensures information and education is appropriately undertaken to meet the needs of the person and whānau within the scope of your role
- Facilitate and guide the person and whānau responsibility to maintain and promote good oral health
- Effective and culturally appropriate verbal and written communication skills are demonstrated, including for people with communication and/or cognitive difficulties, with appropriate use of interpreters and any other communication support / tools as required
- All interventions are performed in a professional and compassionate manner
- Correct moving and handling techniques are always used
- Recognise and appropriately respond to signs of vulnerability and risk
- Always demonstrates professional behaviour.

Ability to work as part of an effective team

- Participates in, and contributes to, the functioning of the team, establishing and maintaining an effective working relationship with other colleagues, participating as a team member to ensure the best outcomes
- Active contribution to the functioning and development of the interdisciplinary team, including orientation of colleagues, students and meeting attendance
- Participates in the support, orientation and mentoring of Allied Health staff new to the service
- Understands risk issues and have a clear understanding on process for escalating urgent issues to members of the interdisciplinary team
- Utilises resources (time, equipment, materials) efficiently and effectively
- Active participation in all service meetings
- Professional connections and networks with other Allied Health Assistants are made and maintained to enhance the service for person and whānau, and own professional development
- Contributes to and participates in service development.

Quality Assurance

- Responsibility is taken for own learning by recognising training and skill development needs, and by undertaking professional development activities on an ongoing basis
- Participates in the organisation performance development and review process
- Training and development goals are identified/agreed with line manager and relevant Allied Health Professionals
- Completes all relevant mandatory training and specific training applicable to role
- Professional development portfolio is developed and maintained, including a training record
- Participates in peer review.

Contributes to and maintains relevant service and administrative Standards/ processes

- Assists in the management, supply and setting up of equipment required within clinical and non-clinical areas
- Undertakes administrative tasks as required (e.g., booking person and whānau appointments, preparing clinic/rooms/equipment/other resources)
- Assists Allied Health/Oral Health Therapy staff in the maintenance of a safe and professional working environment e.g., cleaning duties, ordering, timetabling, car booking etc.

Excellent communicator

- Communicates regularly and effectively with person and whānau in a culturally appropriate manner, as required by the role and delegations from the Allied Health Clinicians
- Relays information to person and whānau in a way that protects their rights as per Health and Disability Commission
- Demonstrates respect, empathy, understanding and interest in the person and whānau
- Promotes person and whānau-centred independence and autonomy within the authorised delegation of role.

Proficient record keeping

- Documents person and whānau interactions as directed by relevant policies and Allied Health Professionals
- Captures accurate statistical information, as per service requirements is maintained
- Health New Zealand Te Whatu Ora resources are utilised effectively
- Appropriate use of information technology systems following training.

Confidentiality and Privacy

- Ensures personal and health information (person, whānau, staff, corporate) is managed in accordance with Health New Zealand Te Whatu Ora privacy policies and relevant privacy laws and

regulations

- Ensures privacy breaches are reported in line with Health New Zealand Te Whatu Ora policy.

Contributes to a safe and healthy workplace at Health New Zealand Te Whatu Ora by

- Following and complying with health, safety and wellbeing policies and processes and applying them to their own work activities, including using/wearing Personal Protective Equipment as required
- Participating in activities directed at preventing and fostering inclusive, respectful, and supportive relationships that promote wellbeing in the workplace
- Identifying, reporting and self-managing hazards where appropriate
- Early and accurate reporting of incidents at work and raising issues of concern when identified.

Whanaungatanga Relationships

| External | Internal |
|---|--|
| <ul style="list-style-type: none"> • Person and whānau • Caregivers • Other healthcare providers (i.e. Private Dentists, Aged Residential care) • Enable New Zealand/Accessible • Community organisations and support groups • Non-Governmental Organisations • Education staff • Dental Council of New Zealand | <ul style="list-style-type: none"> • Health New Zealand Te Whatu Ora Allied Health, Scientific and Technical staff • Health New Zealand Te Whatu Ora staff • Students (including Allied Health, Nursing, Medical) • Community Oral Health Senior Leadership Team and staff |

Ko wai koe About you: – to succeed in this role, you will have

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|-------------------------------------|--|
| Personal attributes | Essential: <ul style="list-style-type: none"> • Life experience • A commitment to biculturalism • A commitment to achieving equitable outcomes for Māori • Year 11 Maths and English Te Reo or equivalent • Effective written and verbal communication in English • Current full driver's licence –requirement for community and rural work • A positive, pro-active approach to work |
| Education and Qualifications | Essential <ul style="list-style-type: none"> • Dental Assistants NZQA Level 3: New Zealand Certificate in Health and Wellbeing – Dental Assistants, or the ability to complete this qualification • Sound computer skills including computer literacy in Microsoft Office (Word, Outlook and Excel) Desired <ul style="list-style-type: none"> • A good understanding of oral health care in Aotearoa New Zealand |

Experience

Essential

- Commitment and empathy to person and whānau centred care
- Ability to learn new skills and competencies

Desired:

- Previous Dental Assistant experience
- Experience in working with people of all age groups in a health care setting
- Experience of a variety of communications strategies and alternative modes of communication
- Experience working in a customer care environment
- Experience working within a team
- Organisational and coordinating experience
- Experience in delivering education to groups
- Experience working with people one-to-one and in groups

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Demonstrate effective and clear communication skills
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels
- Demonstrate a strong drive to deliver high quality care and take personal responsibility for own actions
- Demonstrate self-awareness of your impact on people and invest in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Name:

Employee

Date

Name:

Manager

Date