

## Position Description

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<b>Position</b>	<b>Dental Receptionist</b>
<b>Team / Service</b>	Dental & Oral Health
<b>Group</b>	Surgery, Women & Children's
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Practice Manager
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	Position is primarily rostered to work at Wellington Hospital, but is expected to work across the district as when cover is required

## Te Whatu Ora

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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

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai ‘Can do’: Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

Together, Improve the Health and Independence of the People of the District

#### Value

Manaakitanga – Respect, caring, kindness  
 Kotahitanga – Connection, unity, equity  
 Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

## Service Perspective

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The Dental and Oral Health Service provides hospital-based oral health and dental services concerned with maintaining or restoring to function the hard and soft tissues of the mouth and its supporting and associated structures. In particular those areas affected by major trauma, infection, developmental anomalies, pathology, or the underlying medical or psychological status of the person.

The service provides clinical services which are an essential part of in-patient and outpatient hospital medical and surgical treatment. The service also has a role in educating hospital staff in the maintenance of oral hygiene and improving oral comfort and function for in-patients. Hospital dental services play a complementary role to the services provided by private dental practitioners and school dental services, but they are not an alternative system.

The Oral Health Service is staffed by a team of clinical and non-clinical staff who provide a strong commitment to the Service and demonstrate expertise in delivering care to the specialised patient group. The Service has dental departments located at Wellington Regional and Kenepuru Hospitals.

## Purpose of the role

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To provide an efficient and effective reception service to patients and clinicians of the Dental and Oral Health Service.

## Key Accountabilities

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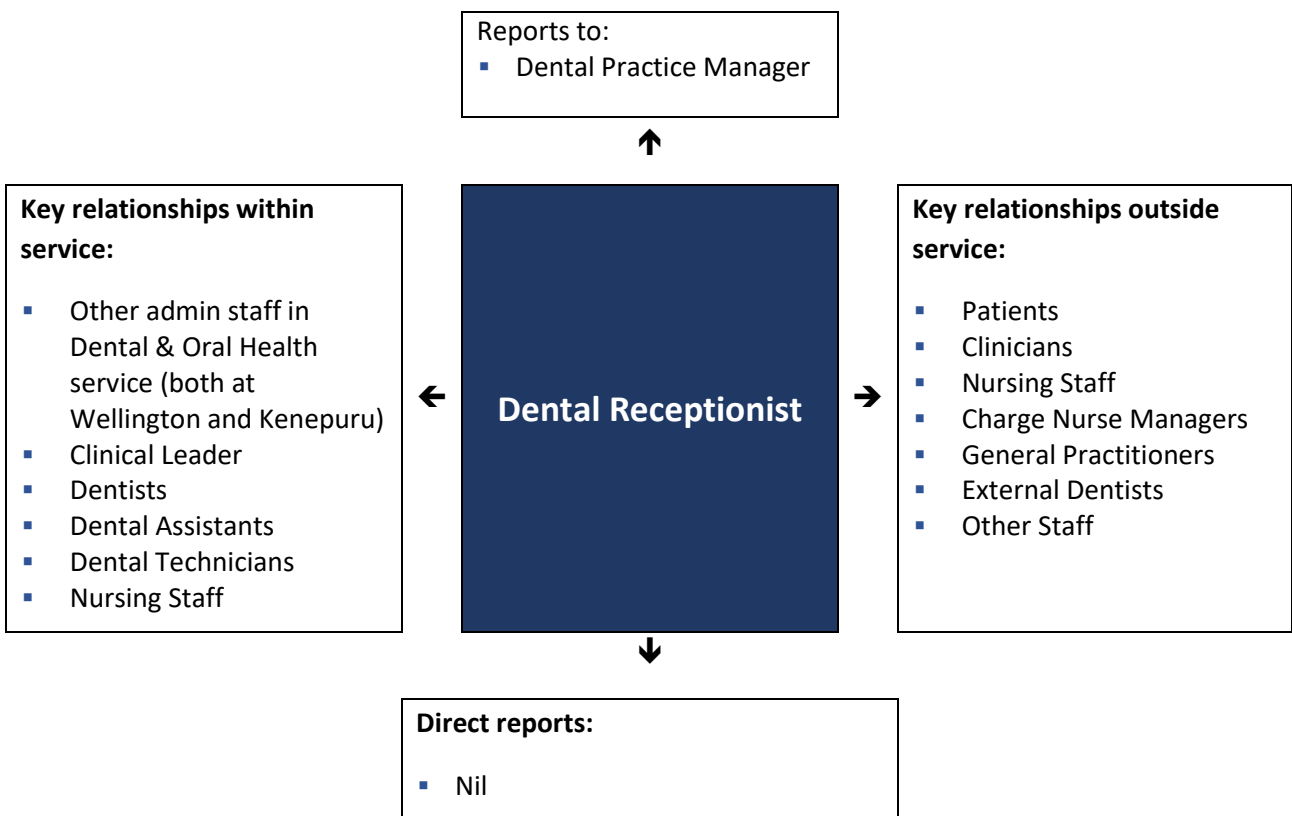
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<b>1. Meet and Greet</b>	<ul style="list-style-type: none"><li>▪ Greets patient, confirms appointment, checks patient information:<ul style="list-style-type: none"><li>○ Updates any changes to patient demographic details in patient management database (Titanium and MAP).</li><li>○ Confirms eligibility for treatment, ACC status, ethnicity details and other requirements</li><li>○ Ensures that patient attendance or non-attendance is recorded the same day as the appointment</li></ul></li><li>▪ Advises clinician of patient's arrival and any special instructions</li><li>▪ Attends to patients in waiting room who need assistance prior to treatment commencing</li><li>▪ Maintains a professional appearance and manner at all times</li></ul>

Key accountabilities	Deliverables / Outcomes
<b>2. Scheduling</b>	<ul style="list-style-type: none"> <li>▪ Makes follow-up appointments, following clinic protocols , before patient leaves the department</li> <li>▪ Liaises with clinician if a patient cannot be scheduled within the criteria</li> <li>▪ The not attendance policy must be followed when re-booking a patient who has missed an appointment</li> </ul>
<b>3. Phone Contact</b>	<ul style="list-style-type: none"> <li>▪ Assistance to patients is given in a customer focussed, professional manner</li> <li>▪ Responses to internal and external information are prompt and accurate</li> <li>▪ A request for rescheduling from a patient will be done immediately</li> <li>▪ “Urgent” priority patients to be rescheduled or cancelled will be discussed with a senior dentist prior to organisation of a new appointment date</li> <li>▪ Cancellations will be replaced with another patient</li> <li>▪ Rescheduled patients from cancelled clinics must be contacted by phone (as well as by change of appointment letter) if the appointment is within 7 days of the cancelled clinic</li> </ul>
<b>4. Medical and Dental Records</b>	<ul style="list-style-type: none"> <li>▪ Takes responsibility for any medical records in the department</li> <li>▪ Ensures all medical records are tracked in the if they are moving to another location</li> <li>▪ Ensures that medical records and /or other information required for clinics is requested and is available by the time of the visit</li> <li>▪ Ensures that appropriate lists are available for clinicians for their clinics</li> <li>▪ Medical records are transported to clinic area, checked and accounted for and stored in a private location</li> <li>▪ Ensures that confidentiality is maintained at all times</li> </ul>
<b>5. Administrative Tasks</b>	<ul style="list-style-type: none"> <li>▪ Take payment for dental procedures</li> <li>▪ Collate banking each day</li> <li>▪ Prepare dental records for new patients</li> <li>▪ Process referrals into the department</li> <li>▪ Other administrative tasks as required</li> </ul>
<b>6. Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>▪ Identifies improvement opportunities and takes part in initiatives that will improve customer satisfaction</li> <li>▪ Desk files are updated regularly to reflect changes in the role</li> </ul>
<b>7. Risk Minimisation</b>	<ul style="list-style-type: none"> <li>▪ Identifies risks and notifies Practice Manager or Clinical Leader of these</li> <li>▪ Participates in the service’s risk minimisation activities.</li> <li>▪ Complies with Te Whatu Ora Reportable events policy and other policies and procedures</li> <li>▪ Participates in audits</li> </ul>
<b>8. Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
<b>9. Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

## Key Relationships & Authorities



## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>Builds appropriate rapport</li> <li>Builds constructive and effective relationships &amp; is a positive force in the team</li> <li>Uses diplomacy and tact</li> <li>Can diffuse even high-tension situations comfortably</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>Can marshal resources (people, funding, material, support) to get things done</li> <li>Can orchestrate multiple activities at once to accomplish a goal</li> <li>Uses resources effectively and efficiently</li> <li>Arranges information and files in a useful manner</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>Accurately scopes out length and difficulty of tasks and projects</li> <li>Sets objectives and goals</li> <li>Breaks down work into the process steps</li> <li>Develops schedules and task/people assignments</li> <li>Anticipates and adjusts for problems and roadblocks</li> <li>Measures performance against goals</li> <li>Evaluates results</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement</li> <li>Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</li> <li>Sought out by others for advice and solutions</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>Probes all fruitful sources for answers</li> <li>Can see hidden problems - looks beyond the obvious and doesn't stop at the first answer</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>Provides quality &amp; prompt service to others in the organisation</li> <li>Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>Is open to ideas and suggestions for improvement made by others.</li> <li>Shows commitment to continuous learning and performance development.</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Previous experience in reception or administrative role.
- Flexible and adaptable
- Able to easily pick up new software, good general IT skills

### B. Someone well-suited to the role will place a high value on the following:

- Effective working relationships with staff and management
- Ability to multitask and work in a fast paced environment

- Excellent verbal and written communication skills
- Demonstrates and eye for detail, accuracy and confidentiality
- Integrity and trust

**C. Approach to work**

- Demonstrate initiative
- People-centred problem-solving capability
- Calm & patient when under pressure
- Confidence to prioritise and focus
- Effective filing and info retrieval system management

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**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**