

Position Description

Position	Clinical Dental Technician
Team / Service	Dental and Oral Health Services
Group	Surgery, Womens and Children's Directorate
District	Capital, Coast & Hutt Valley
Responsible to	Practice Manager
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work at multiple locations across the district, primarily based at Wellington Hospital

Te Whatu Ora

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

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

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

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 Tōnu 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

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

The Dental & 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 and Kenepuru Hospitals.

Purpose of the role

The Clinical Dental Technician will provide high quality functional removal appliances to patients.

An important expectation is that the Clinical Dental Technician will participate in professional development and support best practice.

The Clinical Dental Technician will be professional and respectful in all interactions with clients, colleagues and the wider community.

In particular the Clinical Dental Technician will:

- Provide full prosthetic services treating patients and completing work in the laboratory
- Be responsible for effective management and scheduling of patient appointments for their clinics
- Meet the needs of patients who present with a challenging range of conditions and be able to adapt treatment plans to accommodate this.
- Provide support to Dental staff

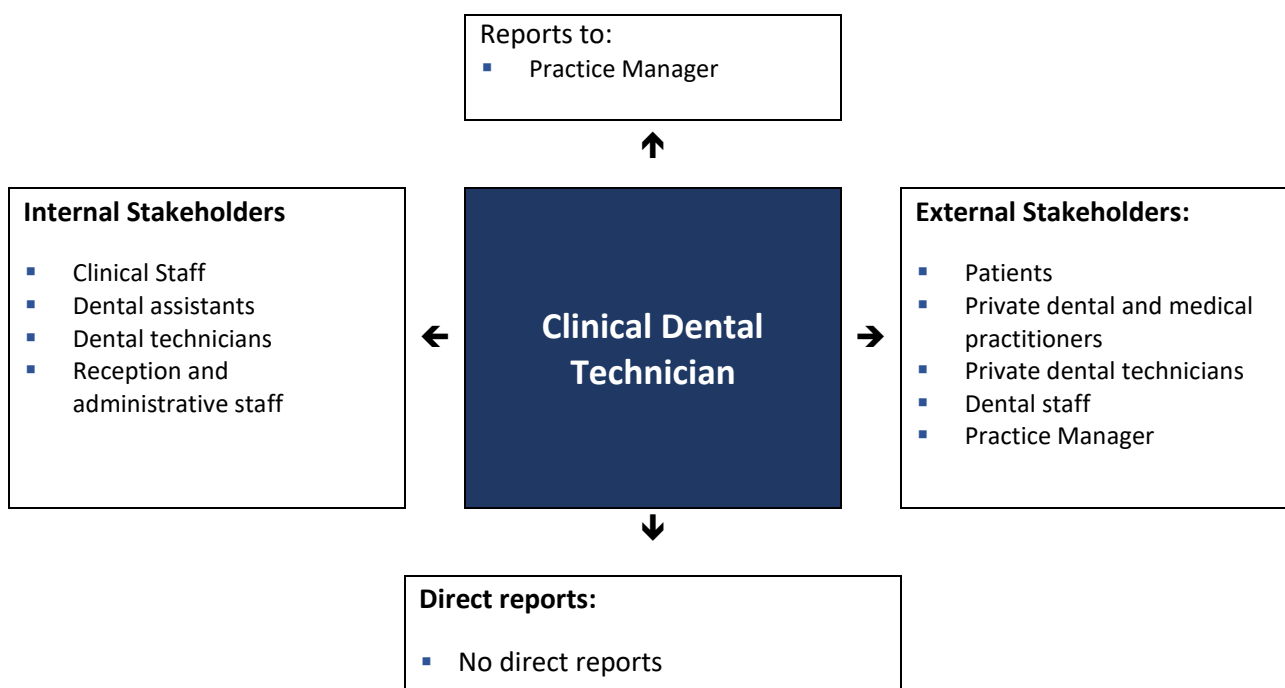
Key Accountabilities

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
1. Clinical Work	<ul style="list-style-type: none"> Constructs and supplies high quality prostheses as prescribed by the Clinicians in the required timeframe. Provides optimal functional and aesthetic appearance of removable appliances with minimal remakes required. Liaises with Clinicians and provides timely advice and support to other staff when required. Completes clinical procedures required for the provision of removable appliances. Gives patients and their families a full explanation of all procedures and treatment plans. Ensures relevant patient history is taken and timely advice sort when indicated. Comprehensive, accurate and up-to-date medical records are maintained for all patients. Ensures part-charges are clearly explained and understood by patients before treatment commences. Manages own workload, allocating time to priority issues, meeting deadlines and coping with the unexpected.
2. Laboratory Management	<ul style="list-style-type: none"> Stock take completed regularly and stock levels are maintained appropriately to ensure clinical work is completed and patient appointments not compromised All equipment is maintained through appropriate use, care and maintenance and record keeping. Damaged or faulty equipment is identified and remedial action taken. Laboratory areas and equipment are prepared and kept clean to the required standard. Contribute to and participate in general duties associated with running a laboratory.
3. Teamwork	<ul style="list-style-type: none"> Demonstrates effective communication with all staff as evidenced by staff and health professionals. Works effectively alongside other health professionals when needed Provide assistance as required Participate in Service activities Maintains a cooperative and effective working relationship with the Dental Team.
4. Professional Development	<ul style="list-style-type: none"> Undertake professional development that in areas of practice relevant to the role. Maintenance of skills / competence that meets the current and future needs of the service. Evidence of current knowledge. Demonstrates evidence of continuing self-education through, for example, attendance at relevant courses/ seminars/conferences; reading relevant literature. Participates in service appraisals and recommendations.
5. Continuous improvement and innovation	<ul style="list-style-type: none"> Establish a culture of continuous improvement, ensuring linked and cohesive 2DHB view of the support services function that identifies opportunities and co-designs innovative solutions to meet the

Key accountabilities	Deliverables / Outcomes
	changing needs, from local customers through to district services or whole sector.
6. Te Tiriti o Waitangi	<ul style="list-style-type: none"> Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance Cultural competence is grown across the team, supporting inclusion and partnership.
7. Health & Safety	<ul style="list-style-type: none"> Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. Maintain a proactive culture of Health & Safety supported by systems. Ensure providers are aware of and have processes to comply with their health and safety responsibilities

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
Interpersonal Savvy	<ul style="list-style-type: none"> Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Can diffuse even high-tension situations comfortably
Organising	<ul style="list-style-type: none"> Can marshal resources (people, funding, material, support) to get things done Can orchestrate multiple activities at once to accomplish a goal Uses resources effectively and efficiently Arranges information and files in a useful manner
Teamwork	<ul style="list-style-type: none"> Develops constructive working relationships with other team members. Has a friendly manner and a positive sense of humour. Works cooperatively - willingly sharing knowledge and expertise with colleagues. Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments. Supports in word and action decisions that have been made by the team. Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
Communication	<ul style="list-style-type: none"> Listens with a preparedness to understand. Is confident and appropriately assertive in dealing with others. Deals effectively with conflict. Explains information and gives instructions in clear and simple terms. Willingly answers questions and concerns raised by others. Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged. Is confident and appropriately assertive in dealing with others. Deals effectively with conflict.
Problem Solving	<ul style="list-style-type: none"> Uses rigorous logic and methods to solve difficult problems with effective solutions Probes all fruitful sources for answers Can see hidden problems Is excellent at honest analysis Looks beyond the obvious and doesn't stop at the first answer
Quality & Innovation	<ul style="list-style-type: none"> Provides quality service to those who rely on one's work. Looks for ways to improve work processes - suggests new ideas and approaches. Explores and trials ideas and suggestions for improvement made by others. Shows commitment to continuous learning and performance development.
Negotiating	<ul style="list-style-type: none"> Can negotiate skilfully in tough situations with both internal and external groups; Can settle differences with minimum noise; Can win concessions without damaging relationships; Can be both direct and forceful as well as diplomatic; Gains trust quickly of other parties to the negotiations; Has a good sense of timing

Experience and Capability

Essential qualifications, skills and experience

a. Knowledge and Experience:

- Experience in a broad range of clinical dental technology or a new graduate clinical technician willing to develop under the guidance of experienced technicians or dentists
- Proven ability to communicate effectively and to work under pressure
- Experience in leading and delivering own workload

b. Essential Professional Qualifications/Accreditations/Registrations:

- Registration as a Clinical Dental Technician with the Dental Council of New Zealand
- Holding a Diploma in Dental Technology (issued by a New Zealand educational institution) or a Bachelor of Dental Technology (University of Otago) or a suitable overseas qualification as a Dental Technician plus a pass in the New Zealand Dental Technicians Examination.
- Holding a Postgraduate Diploma in Clinical Dental Technology or a Master of Health Science (endorsement in Clinical Dental Technology).

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

- Effective verbal and written communication skills.
- Initiative and the ability to work without close supervision.
- Ability to meet expected timeframes
- Flexibility and ability to adopt different working techniques
- The ability to work co-operatively and supportively with a team
- Attention to detail
- Ability to maintain clean working area

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