

Position Description

Position	Dental Assistant
Team / Service	Dental & Oral Health Service
Group	Surgery, Women 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 rostered to work from both Wellington and Kenepuru 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 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

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 Dental Assistant is responsible for providing chairside support and operative assistance to the clinical staff, both in the surgeries and operative theatres across the Dental and Oral Health Service at Capital Coast.

The Dental Assistant role is to provide effective and efficient services and to participate in the smooth day to day operation of the Dental Service. They are also responsible for the maintenance of clinic/surgery equipment and supplies, patient preparation, rostering, admin tasks and helping with reception, and daily clinic flow.

Key Accountabilities

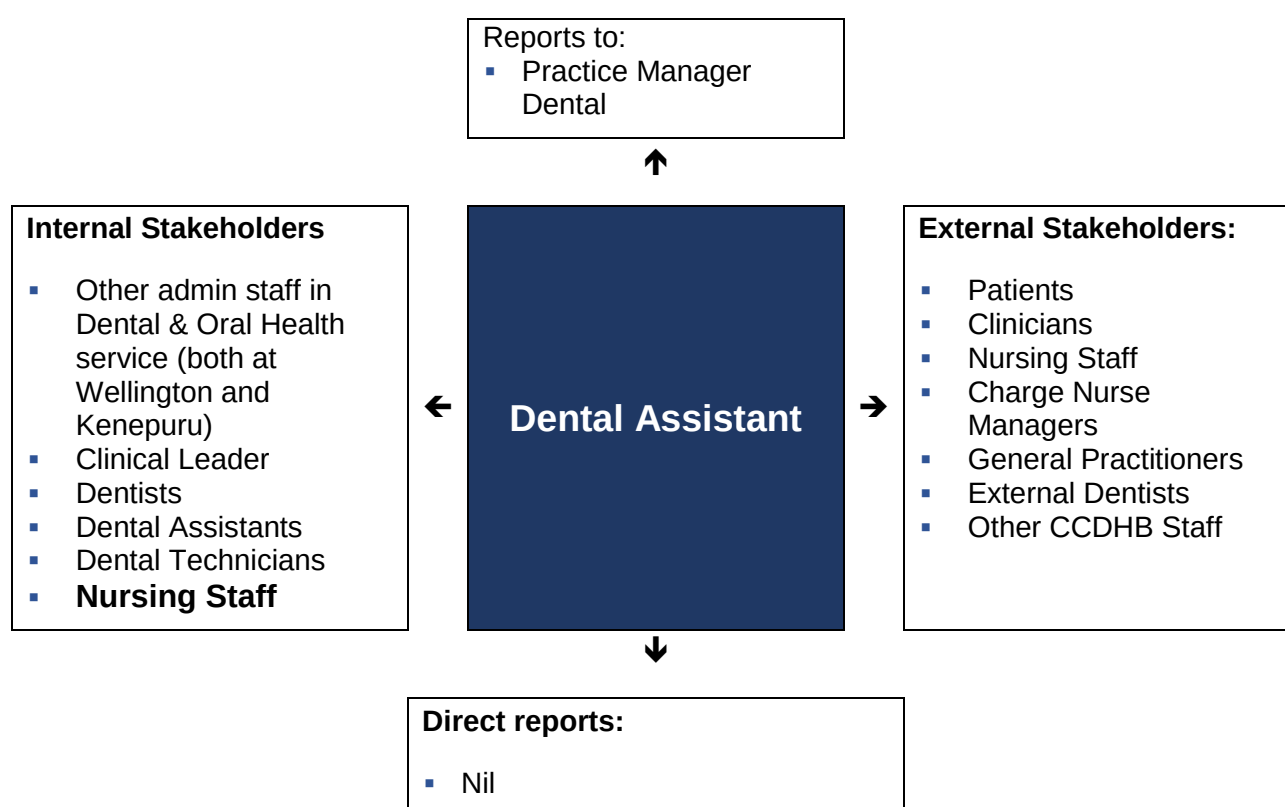
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
Clinic preparation and clinical records	- Ensures surgery preparation is completed, equipment/instruments available for all sessions and prior to patients brought in for appointments. - Sterilised equipment/instruments and clean linen is available according to clinic requirements.

Key accountabilities	Deliverables / Outcomes
	- Ensures files are available for each patient and medical records are managed effectively whilst in the clinic area. - Privacy legislation is understood and compliance is achieved at all times. Ensures that confidentiality is maintained at all times.
Provision of chairside assistance	- Patient is available when the dentist is ready to commence. - Materials are mixed according to protocols and dentist requirements. - Radiographs are developed according to protocols. - Responsible for providing high level of chair side assisting and clinical sessions are managed effectively. - customer satisfaction is consistently high
Maintenance of infection control and sterility standards	- Surgeries are cleaned at the beginning and end of each day and between patients in accordance with guidelines. - Instruments and equipment requiring sterilisation after use are removed after each patient. - All sterilisation undertaken and use of equipment is in accordance with New Zealand Dental Council, New Zealand Dental Association Cross Infection guidelines and Capital and Coast DHB infection control policies, standards and procedures. - Sterilisation of instruments and equipment is timely. - Responsible for complying with both, New Zealand Dental Council and New Zealand Dental Association guidelines for sterility and infection control.
Continuous Quality Improvement	- Actively contribute to continuous quality improvement activities within the service. - Identifies improvement opportunities and notifies the manager of these. - Participates in the service's quality improvement activities. - Provides good patient/client service and is responsive to patient/client requests or complaints. - Complies with standards and works to improve patient/client satisfaction. - Documents any procedure changes in desk files.
Risk Minimisation	- Identifies risks and notifies Practice Manager or Clinical Leader of these. - Participates in the service's risk minimisation activities. - Complies with C&C DHB Reportable Events policy and other policies and procedures. - Participates in audits. - Responsible for ensuring risks are managed and kept to a minimum
Health and Safety	- Complies with responsibilities under the Health & Safety in Work Act 2015 - Actively supports and complies with health and safety policy and procedures. - Ensures protective clothing and equipment provided is used.

Key accountabilities	Deliverables / Outcomes
	- Proactively reports and remedies any unsafe work condition, accident or injury. - Has read and understood health and safety policy and procedures. - Actively participates in the hazard management and identification process.

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
Teamwork	• 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.
Organising	▪ 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
Work Approach	• Is results focussed and committed to making a difference. • Plan and organise own workload, allocating time to priority issues, meeting deadlines and coping with the unexpected. • Adjusts work style and approach to fit in with requirements. • Focusses on quality improvement and customer satisfaction. • Perseveres with tasks and achieves objectives despite obstacles.
Communication	• 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.
Quality & Innovation	▪ 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.
Integrity and Trust	• 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 her/himself for personal gain

Experience and Capability

Essential qualifications, skills and experience

a. Knowledge and Experience:

- Experience as a Dental Assistant.
- Experience working in a team environment.
- Experience with oral or IV sedated patients

b. Essential Professional Qualifications / Accreditations / Registrations:

- NZDA Dental Assistants Certificate preferred.

c. Valuing the work

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

- Knowledge of infection control and sterility standards as they apply in a dental clinical setting.
- In depth knowledge of clinical procedures performed routinely by dentists and the ability to prepare the necessary instruments and materials needed for each.
- Organisational skills with a systematic and methodical approach.
- Ability to work effectively under fluctuating workloads.
- Able to manage own workload and set priorities.
- Flexible approach to work; readily able to adapt to new challenges.
- Participates in new projects to upskill the service.
- Able to communicate effectively with a wide range of people from diverse backgrounds.
- Able to work cooperatively and maintain good working relations within a multidisciplinary team.
- Brings a positive approach to their work

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