

<b>Position holder</b>	Dental Assistant
<b>Reports to</b>	Charge Dental Assistant and Dental Assistant Coordinator
<b>Department / Service</b>	Oral Health Services
<b>Purpose of the position</b>	<ul style="list-style-type: none"> <li>▪ To assist Clinicians with School Dental Services and Hospital Dental Department, Oral Health Services in an efficient and effective day to day management of the clinic and patient group.</li> <li>▪ To ensure and prioritise a focus on patient safety and quality relating to care and the processes within Oral Health Services.</li> <li>▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within Oral Health Services.</li> <li>▪ Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans</li> <li>▪ To recognise and support the delivery of the Hawkes Bay Health sector vision</li> </ul>

#### Working Relationships

Internal	External
<ul style="list-style-type: none"> <li>▪ Directorate Leadership Team for Communities, Women and Children</li> <li>▪ Unit Manager, Oral Health Services</li> <li>▪ Senior Dentists</li> <li>▪ Dental House Officers</li> <li>▪ Charge Dental Assistant</li> <li>▪ Dental Assistant Coordinator</li> <li>▪ Dental Therapist Coordinators</li> <li>▪ Dental Therapists</li> <li>▪ Dental Assistants</li> <li>▪ Administration Coordinator, Oral Health Services</li> <li>▪ Public Health Nurses</li> <li>▪ Other DHB staff.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Principal and school staff</li> <li>▪ Patient and families/whanau</li> <li>▪ Early childhood centres, kohanga reo</li> <li>▪ General practices</li> <li>▪ Private dental practitioners</li> <li>▪ Maori health provider, Oranga Nihō Educators</li> <li>▪ Other community groups</li> </ul>

#### Dimensions

<b>Expenditure &amp; budget / forecast for which accountable</b>	Not applicable
<b>Challenges &amp; Problem solving</b>	Nil
<b>Number of staff reports</b>	Nil
<b>Delegations &amp; Decision</b>	Nil
<b>Other Indicators</b>	Nil

# Our shared values and behaviours



## 1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

<b>Welcoming</b>	<ul style="list-style-type: none"> <li>✓ Is polite, welcoming, friendly, smiles, introduce self</li> <li>✓ Acknowledges people, makes eye contact, smiles</li> </ul>	<ul style="list-style-type: none"> <li>✗ Is closed, cold, makes people feel a nuisance</li> <li>✗ Ignore people, doesn't look up, rolls their eyes</li> </ul>
<b>Respectful</b>	<ul style="list-style-type: none"> <li>✓ Values people as individuals; is culturally aware / safe</li> <li>✓ Respects and protects privacy and dignity</li> </ul>	<ul style="list-style-type: none"> <li>✗ Lacks respect or discriminates against people</li> <li>✗ Lacks privacy, gossips, talks behind other people's backs</li> </ul>
<b>Kind</b>	<ul style="list-style-type: none"> <li>✓ Shows kindness, empathy and compassion for others</li> <li>✓ Enhances peoples mana</li> </ul>	<ul style="list-style-type: none"> <li>✗ Is rude, aggressive, shouts, snaps, intimidates, bullies</li> <li>✗ Is abrupt, belittling, or creates stress and anxiety</li> </ul>
<b>Helpful</b>	<ul style="list-style-type: none"> <li>✓ Attentive to people's needs, will go the extra mile</li> <li>✓ Reliable, keeps their promises; advocates for others</li> </ul>	<ul style="list-style-type: none"> <li>✗ Unhelpful, begrudging, lazy, 'not my job' attitude</li> <li>✗ Doesn't keep promises, unresponsive</li> </ul>

## 1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

<b>Positive</b>	<ul style="list-style-type: none"> <li>✓ Has a positive attitude, optimistic, happy</li> <li>✓ Encourages and enables others; looks for solutions</li> </ul>	<ul style="list-style-type: none"> <li>✗ Grumpy, moaning, moody, has a negative attitude</li> <li>✗ Complains but doesn't act to change things</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>✓ Always learning and developing themselves or others</li> <li>✓ Seeks out training and development; 'growth mindset'</li> </ul>	<ul style="list-style-type: none"> <li>✗ Not interested in learning or development; apathy</li> <li>✗ "Fixed mindset, 'that's just how I am', OK with just OK</li> </ul>
<b>Innovating</b>	<ul style="list-style-type: none"> <li>✓ Always looking for better ways to do things</li> <li>✓ Is curious and courageous, embracing change</li> </ul>	<ul style="list-style-type: none"> <li>✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done</li> </ul>
<b>Appreciative</b>	<ul style="list-style-type: none"> <li>✓ Shares and celebrates success and achievements</li> <li>✓ Says 'thank you', recognises people's contributions</li> </ul>	<ul style="list-style-type: none"> <li>✗ Nit picks, criticises, undermines or passes blame</li> <li>✗ Makes people feel undervalued or inadequate</li> </ul>

## 1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

<b>Listens</b>	<ul style="list-style-type: none"> <li>✓ Listens to people, hears and values their views</li> <li>✓ Takes time to answer questions and to clarify</li> </ul>	<ul style="list-style-type: none"> <li>✗ 'Tells', dictates to others and dismisses their views</li> <li>✗ Judgmental, assumes, ignores people's views</li> </ul>
<b>Communicates</b>	<ul style="list-style-type: none"> <li>✓ Explains clearly in ways people can understand</li> <li>✓ Shares information, is open, honest and transparent</li> </ul>	<ul style="list-style-type: none"> <li>✗ Uses language / jargon people don't understand</li> <li>✗ Leaves people in the dark</li> </ul>
<b>Involves</b>	<ul style="list-style-type: none"> <li>✓ Involves colleagues, partners, patients and whanau</li> <li>✓ Trusts people; helps people play an active part</li> </ul>	<ul style="list-style-type: none"> <li>✗ Excludes people, withholds info, micromanages</li> <li>✗ Makes people feel excluded or isolated</li> </ul>
<b>Connects</b>	<ul style="list-style-type: none"> <li>✓ Pro-actively joins up services, teams, communities</li> <li>✓ Builds understanding and teamwork</li> </ul>	<ul style="list-style-type: none"> <li>✗ Promotes or maintains silo-working</li> <li>✗ 'Us and them' attitude, shows favouritism</li> </ul>

## 1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

<b>Professional</b>	<ul style="list-style-type: none"> <li>✓ Calm, patient, reassuring, makes people feel safe</li> <li>✓ Has high standards, takes responsibility, is accountable</li> </ul>	<ul style="list-style-type: none"> <li>✗ Rushes, 'too busy', looks / sounds unprofessional</li> <li>✗ Unrealistic expectations, takes on too much</li> </ul>
<b>Safe</b>	<ul style="list-style-type: none"> <li>✓ Consistently follows agreed safe practice</li> <li>✓ Knows the safest care is supporting people to stay well</li> </ul>	<ul style="list-style-type: none"> <li>✗ Inconsistent practice, slow to follow latest evidence</li> <li>✗ Not thinking about health of our whole community</li> </ul>
<b>Efficient</b>	<ul style="list-style-type: none"> <li>✓ Makes best use of resources and time</li> <li>✓ Respects the value of other people's time, prompt</li> </ul>	<ul style="list-style-type: none"> <li>✗ Not interested in effective user of resources</li> <li>✗ Keeps people waiting unnecessarily, often late</li> </ul>
<b>Speaks up</b>	<ul style="list-style-type: none"> <li>✓ Seeks out, welcomes and give feedback to others</li> <li>✓ Speaks up whenever they have a concern</li> </ul>	<ul style="list-style-type: none"> <li>✗ Rejects feedback from others, give a 'telling off'</li> <li>✗ 'Walks past' safety concerns or poor behaviour</li> </ul>

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**Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay**  
**Rāranga te tira**      **He kauanuanu**

**Tauwhiro**

**Ākina**

## Key Accountabilities

ADMINISTRATION	
<p><b>Tasks:</b></p> <ul style="list-style-type: none"><li>▪ The Dental Assistant will administer clinical records and data collection in liaison with Clinicians.</li><li>▪ To assist in managing client dental care delivery as assigned, on a daily and ongoing basis.</li><li>▪ Planned use of service resources to maintain and monitor delivery and standards of dental care.</li><li>▪ Dental care delivery and education of assigned group is managed efficiently, cost effectively and in accordance with professional and service standards and legal requirements.</li><li>▪ Safe and acceptable standards are demonstrated by audit, client satisfaction and clinical review.</li><li>▪ Contribution is made to facilitate a team environment conducive to problem solving, learning, team-work, support and quality service.</li><li>▪ Attendance and participation in regular team meetings to review activities to improve effectiveness, efficiency, promote communication and resolve issues.</li><li>▪ Accurate records and correspondence relating to the assigned group is maintained.</li><li>▪ Documentation for statistical information is readily available.</li><li>▪ Phone calls and other enquiries are answered in a professional, friendly and proficient manner.</li><li>▪ Cordial relationships are maintained with clients, caregivers and teachers, Boards of Trustees, management, other health professionals and agencies.</li><li>▪ The cleanliness of assigned clinic and its furnishings and equipment are maintained to a satisfactory standard.</li><li>▪ Requisition for supplies are submitted on time.</li></ul>	<p><b>How it will be measured:</b></p> <ul style="list-style-type: none"><li>▪ Administration of clinical records is in accordance with the established procedures of Hawke's Bay District Health Board.</li><li>▪ Documentation of all records and data is collected and inputted into the computer correctly.</li><li>▪ Documentation is delivered in a timely manner, current and up to date.</li><li>▪ Responsibility for monitoring and timely ordering of dental stores and stationery requirements to ensure no downtime caused by insufficient stocks.</li><li>▪ Refer to monthly returns and projects.</li><li>▪ Reporting of faulty equipment to appropriate system.</li></ul>
CONTROL OF CROSS INFECTION	
<p><b>Tasks:</b></p> <ul style="list-style-type: none"><li>▪ The Dental Assistant will be responsible and accountable for the control of cross infection, in conjunction with clinicians.</li></ul>	<p><b>How it will be measured:</b></p> <ul style="list-style-type: none"><li>▪ The procedures for control of cross infection are maintained at all times.</li><li>▪ All instruments and equipment are handled and cared for in a manner which prevents cross infecting.</li><li>▪ Contaminated and uncontaminated work areas are kept tidy, clearly identified and used appropriately.</li><li>▪ Safe practices are observed at all times.</li></ul>

## Key Accountabilities

CHAIRSIDE ASSISTANCE	
<p><b>Tasks:</b></p> <ul style="list-style-type: none"><li>▪ The Dental Assistant will provide dental chair side assistance to clinicians.</li></ul>	<p><b>How it will be measured:</b></p> <ul style="list-style-type: none"><li>▪ Charting takes place as dictated by dental therapist.</li><li>▪ Chair side assistance takes place in a timely manner.</li><li>▪ Work areas are set up with materials and instruments appropriate to the care to be provided.</li><li>▪ All materials are handled in accordance with the manufacturer's instructions and the clinician's requirements.</li><li>▪ Correct procedures are followed according to Service Policies and Procedures.</li><li>▪ Effective communication and assistance takes place with the client throughout clinical proceedings in a sensitive and culturally appropriate manner.</li><li>▪ Children are collected from the classroom as appropriate and as required.</li><li>▪ Appropriate forms are issued to clients.</li><li>▪ Mixes materials and provides suction and other clinical assistance that may be required.</li></ul>
ORAL HEALTH PROMOTION	
<p><b>Tasks:</b></p> <ul style="list-style-type: none"><li>▪ The Dental Assistant will promote appropriate Oral Health messages</li></ul>	<p><b>How it will be measured:</b></p> <ul style="list-style-type: none"><li>▪ A positive attitude to dental health promotion will be displayed.</li><li>▪ Involvement in promoting oral health messages to the clients/caregiver and wider community will be undertaken in a professional manner, with due cultural awareness.</li></ul>
TEAM PARTICIPATION	
<p><b>Tasks:</b></p> <ul style="list-style-type: none"><li>▪ The Dental Assistant will be an effective member of a team within the clinic, area and wider community.</li></ul>	<p><b>How it will be measured:</b></p> <ul style="list-style-type: none"><li>▪ Co-operative interaction takes place with Clinicians at all times.</li><li>▪ Positive attitudes and participation within the wider team are demonstrated.</li><li>▪ Effective liaison with other health and community workers is carried out in a professional manner with due regard to cultural values.</li></ul>

## Key Accountabilities

OCCUPATIONAL HEALTH & SAFETY	
<p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Displays commitment through actively supporting all health and safety initiatives.</li> <li>▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision.</li> <li>▪ Ensures own and others safety at all times.</li> <li>▪ Complies with policies, procedures and safe systems of work.</li> <li>▪ Reports all incidents/accidents, including near misses in a timely fashion.</li> <li>▪ Is involved in health and safety through participation and consultation.</li> </ul>	<p><b>How it will be measured (KPI):</b></p> <ul style="list-style-type: none"> <li>▪ Evidence of participation in health and safety activities.</li> <li>▪ Demonstrates support of staff/colleagues to maintain safe systems of work.</li> <li>▪ Evidence of compliance with relevant health and safety policies, procedures and event reporting.</li> </ul>
CUSTOMER SERVICE	
<p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Open and responsive to customer needs.</li> <li>▪ Demonstrate an understanding of continuous quality improvement.</li> </ul>	<p><b>How it will be measured (KPI):</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers.</li> <li>▪ Identifies customer needs and offers ideas for quality improvement.</li> <li>▪ Effective management of customers/situations.</li> </ul>
ENGAGING EFFECTIVELY WITH MĀORI	
<p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori</li> <li>▪ Is visible, welcoming and accessible to Māori consumers and their whānau</li> <li>▪ Actively engages in respectful relationships with Māori consumers and whānau and the Māori community</li> <li>▪ Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience</li> <li>▪ Actively facilitates the participation of whānau in the care and support of their whānau member</li> </ul>	<p><b>How it will be measured (KPI):</b></p> <ul style="list-style-type: none"> <li>▪ Accelerated health outcomes for Maori</li> <li>▪ Evidence of positive feedback from Māori consumers and whānau, and colleagues</li> <li>▪ Evidence of collaborative relationships with Māori whānau and community/organisations</li> <li>▪ Evidence of whānau participation in the care and support of their whānau member</li> </ul>
HEALTH AND SAFETY STATEMENT	
<ul style="list-style-type: none"> <li>▪ Takes reasonable care of your own health and safety</li> <li>▪ Ensures that your actions or omissions, do not adversely affect the health and safety of other persons</li> <li>▪ Complies with reasonable instructions given by HBDHB</li> <li>▪ Co-operates with health and safety policies or procedures</li> </ul>	

## Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
Engaging Effectively with Māori	<ul style="list-style-type: none"> <li>▪ Demonstrates the ability to engage effectively with Māori consumers (patients/families/whanau)</li> <li>▪ Demonstrates ability to apply the Treaty of Waitangi within the Service</li> </ul>
Qualifications (eg, tertiary, professional)	<ul style="list-style-type: none"> <li>▪ Minimum of NCEA (Year 11) or equivalent</li> <li>▪ Current Drivers Licence</li> </ul>
Business / Technical Skills (eg, computing, negotiating, leadership, project management)	Keyboard and computer skills
Experience (technical and behavioural)	<p><b>Values &amp; Behaviours:</b> Shows commitment to, and demonstrates the behaviours of the health sector:</p> <ul style="list-style-type: none"> <li>- <b>He kauanuanu</b> Showing respect for each other, our staff, patients and consumers – <b>this means I actively seek to understand what matters to you.</b></li> <li>- <b>Ākina</b> Continuously improving everything we do – <b>this means that I actively seek to improve my service.</b></li> <li>- <b>Rāranga te tira</b> Working together in partnership across the community – <b>this means I will work with you and your whanau on what matters to you.</b></li> <li>- <b>Tauwhiro</b> Delivering high quality care to patients and consumers – <b>this means I show empathy and treat you with care, compassion and dignity</b></li> </ul>
Desirable	
	<ul style="list-style-type: none"> <li>▪ Previous dental or health sector experience.</li> <li>▪ Previous record keeping experience.</li> <li>▪ Commitment towards ongoing education and professional development. (NZDA Qualification)</li> </ul>

## Recruitment Details

Position Title	Dental Assistant
Hours of Work	80 hours per fortnight Permanent
Salary & Employment Agreement Coverage	In accordance with the Allied, Public Health & Technical Workers Multi / Single Employer Collective Agreement (MECA / SECA) \$35,713 to \$42,207 gross per annum according to qualifications and experience pro rata for hours worked.
Date	September 2018