

Position Description

Position	Kaiawhina Whakaora Niho (Dental Therapy Assistant)
Team / Service	Bee Healthy Regional Dental Service
Directorate	Community, Allied Healthy, and Older Adult
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader
Children's Act 2014	This position is classified as a children's worker under the Children's Act 2014, requiring a safety check including police vetting before commencing and every three years.

Location

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. Kāpiti 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.

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.

Capital and Coast

Vision

Keeping our community healthy and well

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

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.

Bee Healthy

Bee Healthy Regional Dental Service is the community-based dental service providing free (publicly funded) dental care for children up to (and including) school year 8. We operate 13 community-based clinical hubs and 12 mobile examination vans across Wellington, Porirua, Hutt Valley, Wainuiomata, and Kāpiti Coast. We also provide early intervention and oral health education services across the district.

Purpose of the role

Kaiawhina Whakaora Niho are assigned to work with a kaiwhakaora niho (Dental or Oral Health Therapist). The primary purpose of their role is to assist and support the kaiwhakaora niho in providing oral health clinical services and education to tamariki in te reo Māori, and applying tikanga and kaupapa Māori. This is to ensure that Māori tamariki and whānau have the option of receiving oral health services in te reo Māori if that is their preference.

Kaiawhina kaiwhakaora niho travel with their kaiwhakaora niho throughout Pōneke, Te Awakairangi, Porirua, and Kāpiti rohe (Wellington city, the Hutt Valley, Porirua, and Kāpiti regions). They visit kura kaupapa Māori, reo rumaki, kōhanga reo, and mātauranga Māori ECCs to provide oral health examinations and education. They also spend time in the clinical hubs around the region to provide follow up treatments, prioritising tamariki and whānau who prefer to receive oral health services in te reo Māori.

Although the main aim of the role is to provide services in te reo Māori, English may also be used if that is the preference of the tamariki or whānau.

Kaiawhina kaiwhakaora niho provide clinical and administrative support. They are also involved collegially in ensuring the good running, cleaning, and maintenance of the hub.

Responsibilities include:

- Assisting the Dental or Oral Health Therapist in the clinic,
- Infection prevention and control, including sterilisation of instruments,
- Administrative support, including recording clinical notes and booking appointments,
- Cleaning the hub.

Key Accountabilities

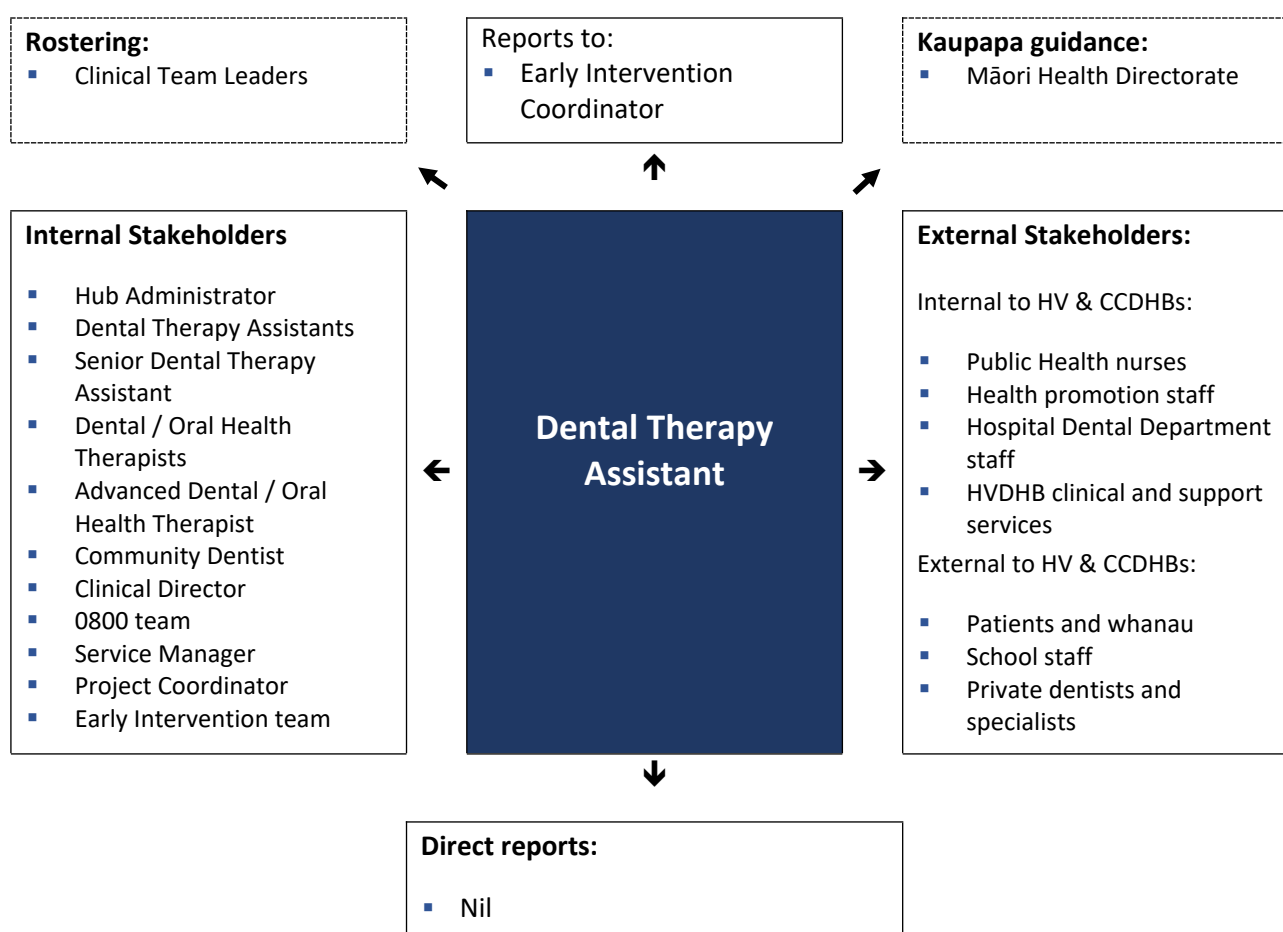
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
Cultural Practice	<p>Tikanga and kaupapa Māori</p> <ul style="list-style-type: none"> ▪ Provide clinical care and education in a manner that is consistent with tikanga and kaupapa Māori. ▪ When visiting Kurakaupapa Māori, Reo Rumaki, Kōhanga Reo, and Mātauranga Māori ECCs, comply with their tikanga expectations. <p>Te reo Māori</p> <ul style="list-style-type: none"> ▪ Provide services using te reo Māori and/or English language, depending on the preference of the tamariki, whānau, kura, or kōhanga reo. <p>Provide guidance to others in tikanga Māori</p> <ul style="list-style-type: none"> ▪ When visiting a kura or kohanga reo, assist dental or oral health therapists to comply with the tikanga expectations of the kura or kohanga reo, if required. ▪ Support cultural functions with Bee Healthy, where applicable. ▪ (Note that, as a whānau-facing service, there is no obligation to lead or train other staff in cultural events or proceedings).
Clinical Support	<ul style="list-style-type: none"> ▪ Set out instruments and materials for dental care. ▪ Mix materials for Dental / Oral Health Therapist as required. ▪ Provide suction and other clinical assistance that may be needed. ▪ Assist the Dental/Oral Health Therapist to comfort/cope with distressed or difficult children. ▪ Makes appropriate accommodation for any disabilities experienced by patients and/or caregivers. ▪ Ensure cross infection management standards are met, including sterilisation of instruments and equipment. ▪ Clean up after patient examination/treatment. ▪ Set out instruments and materials for dental care. ▪ Mix materials for Dental / Oral Health Therapist as required. ▪ Provide suction and other clinical assistance that may be needed. ▪ Assist the Dental/Oral Health Therapist to comfort/cope with distressed or difficult children. ▪ Makes appropriate accommodation for any disabilities experienced by patients and/or caregivers.

Administrative Support	<ul style="list-style-type: none"> ▪ Issue forms to patients. ▪ Charting, as dictated by Dental Therapists. Chart records signed off by Dental Therapist. ▪ Make appointments for children and managing the workload of the Therapist and Assistant efficiently. ▪ Electronic data entry as required and signed off by Dental Therapist. ▪ Consult with Dental Therapist if appropriate. ▪ Collect children from classroom as required. ▪ Monitor and order supplies. ▪ Facilitate clinic shifts, packing material and equipment. ▪ Participate in service training and initiatives, and as able in projects. ▪ Participate in information-sharing tasks, including monthly and annual statistical returns, as required.
<ul style="list-style-type: none"> ▪ Mentoring and Training 	<ul style="list-style-type: none"> ▪ Contribute to the mentoring and training of new Dental Therapy Assistants.
<ul style="list-style-type: none"> ▪ Health Education and Promotion 	<ul style="list-style-type: none"> ▪ Participate in health education and promotion activities if required.
<ul style="list-style-type: none"> ▪ Maintain clinic in clean and tidy condition 	<ul style="list-style-type: none"> ▪ Clean basins, benches and toilet daily; sweep floor daily. ▪ Dispose of clinic waste daily. ▪ Wash floor weekly, and more frequently as required. ▪ Keep clinic clean and tidy, ensuring that the clinic presents a professional image at all times.
<ul style="list-style-type: none"> ▪ Telephone service 	<ul style="list-style-type: none"> ▪ Answer the telephone, referring caller to the Dental Therapist or taking messages as required. ▪ Contact parents of patients to book appointments etc ▪ Liaise with other Dental Therapy Assistants, Dental Therapists, Clinical Team Leaders, and Administration staff as required.
<ul style="list-style-type: none"> ▪ 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.
<ul style="list-style-type: none"> ▪ 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

<ul style="list-style-type: none"> General Accountabilities 	<ul style="list-style-type: none"> Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the DHB's Code of Conduct. Respond to the changing needs of the DHB, performing other tasks as required. Champion equality and diversity in the workplace including the Treaty of Waitangi. Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patient care and maintaining service delivery.
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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
Cultural Skills	<ul style="list-style-type: none"> Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Māori perspective as tangata whenua. Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living. Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work. Accesses resources to make sure culturally appropriate and language appropriate services are provided. Draws on a client's own cultural resources and support frameworks.
Ethics and Values	<ul style="list-style-type: none"> Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times Acts in line with those values Rewards the right values and disapproves of others Practices what he/she preaches
Customer Focus	<ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external customers Gets first-hand customer information and uses it for improvements in services Acts with customers in mind Establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	<ul style="list-style-type: none"> 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 Does not misrepresent him/herself for personal gain
Interpersonal Savvy	<ul style="list-style-type: none"> Relates well to all kinds of people – up, down, and sideways, inside and outside the organization Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Can diffuse even high-tension situations comfortably
Communication	<ul style="list-style-type: none"> Practises active and attentive listening. Promotes a credible image and inspires confidence Actively shares information, ideas and experience with others Works to build trusting relationships with customers and key stakeholders Communicates sensitive messages or disagreements with tact and diplomacy Treats people with respect and courtesy Encourages the expression of differing and opposing views Brings conflict into the open and facilitates resolution

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Ability to converse in te reo Māori to a level sufficient to:
 - Welcome and provide guidance to tamariki and their whānau,
 - Provide instructions to tamariki,
 - Hold basic conversations with tamariki and their whānau,
 - Work effectively with a kaiwhakaora niho.
- Good understanding of tikanga and kaupapa Māori to a level sufficient to provide culturally safe practice to tamariki Māori and their whānau.
- Personal understanding of the challenges faced by people with disabilities, or experience working with people with disabilities, is an advantage.
- Ability to converse in Pacific Island languages, New Zealand Sign Language, and/or the languages of refugee communities an advantage.
- Proficiency in Microsoft Word, Outlook, and using internet resources, and the ability to learn to use new computer systems.
- A high standard of written and spoken English.
- Experience with children (in a work and/or family setting).
- Experience in an administrative role an advantage.
- Experience working in a health setting an advantage.

B. Essential Professional Qualifications / Accreditations / Registrations:

- Current New Zealand Drivers car licence, either Restricted or Full.

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

- Diversity and inclusion.
- Improving fluency in reo Māori (if not already fluent).

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

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.

Date Effective: _____

Manager’s Signature: _____

Employee’s Signature: _____