

## Position Description

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<b>Position</b>	Dental / Oral Health Therapist
<b>Team / Service</b>	Bee Healthy Regional Dental Service
<b>Directorate</b>	Community, Allied Health, and Older Adult
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader
<b>Children's Act 2014</b>	<p>This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years</p> <p>This position is a Core Children's worker under the Children's Act 2014 &amp; requires full safety checks completed before any new employment starts</p>

### Location

## 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. 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

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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.

## Bee Healthy

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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

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Dental /Oral Health Therapists provide safe and clinically effective assessment and intervention to manage, maintain and improve the oral health of patients.

In the first two years after graduation, Therapists continue to develop clinical capability with support from more experienced practitioners and leaders. From the third year after graduation onwards, Therapists continue to develop their own clinical capability, and also support more recent graduates to develop.

## 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.

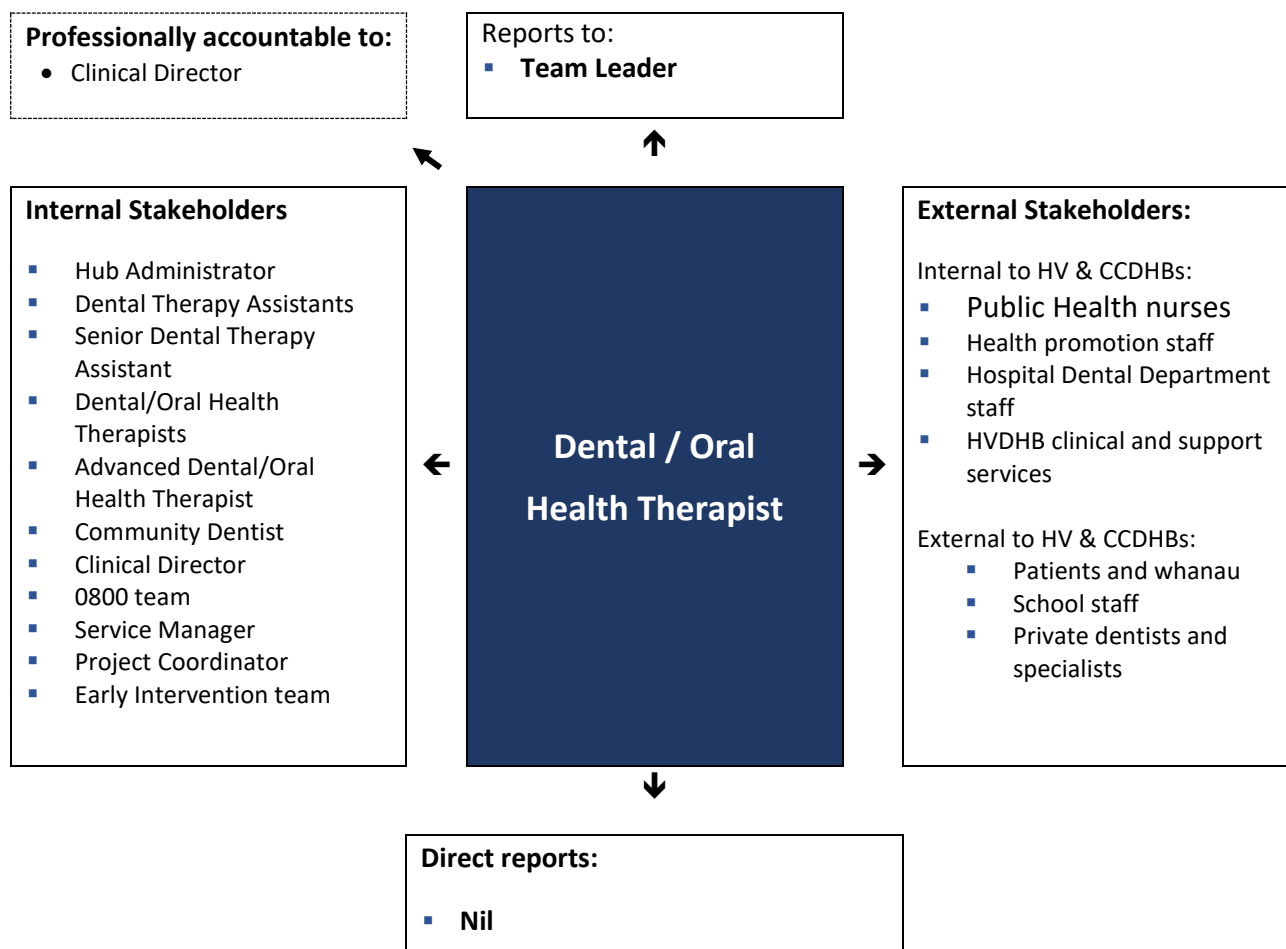
Key accountabilities	Deliverables / Outcomes
1. Clinical Practice	<p><b>Provides patients with dental care, which meets their needs using up-to-date professional knowledge and skills.</b></p> <p>All Therapists</p> <ul style="list-style-type: none"> <li>Complies with clinical protocols in order to provide quality patient care and clinical safety.</li> <li>Carries out comprehensive assessment of patients.</li> <li>Develops and amends treatment plans as appropriate.</li> <li>Formulates and delivers individualised dental therapy / oral health therapy intervention using appropriate clinical assessment, reasoning skills and knowledge of treatment approaches.</li> <li>Inform patients and/or caregiver about the dental care to be provided, so they understand the care provided and how it will affect them.</li> <li>Obtain consent for treatments and interventions.</li> <li>Works with the Dental Therapy Assistant to ensure that current clinical standards and procedures are met and maintained, and that protocols are adhered to.</li> <li>Cultural values and any anxieties of the patient and their family/whanau are taken into consideration at all times.</li> <li>Makes appropriate accommodation for any disabilities experienced by patients and/or caregivers.</li> <li>Dental records accurately reflect the oral health status of the patient, and clearly set out the care plan, treatment provided and advice given to the patient.</li> <li>Refers to other services when appropriate, and completes appropriate clinical notes in the referral.</li> </ul> <p><u>From beginning of third year of practice after graduation</u></p> <ul style="list-style-type: none"> <li>Takes legal and professional responsibility for managing own caseload of patients, and able to independently adapt and make decisions on treatment plans.</li> <li>Demonstrates an awareness of health inequities, with evidence of implementing actions within own clinical practice towards reducing these for the patient and/or whānau.</li> </ul> <p><b>Takes overall responsibility for effective clinic organisation and administration procedures.</b></p> <ul style="list-style-type: none"> <li>Administration and management of clinical records, in conjunction with the Dental Therapy Assistant, are managed in accordance with established standards and procedures.</li> <li>Time management is effective to maximise patient availability and efficient provision of care.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Patient record documentation and data collection systems are processed correctly in conjunction with the Dental Therapy Assistant.</li> <li>▪ Oversight of the maintenance of equipment and management of stores is timely and appropriate.</li> <li>▪ Collaborates with the Team Leader and Clinical Director to ensure that clinical workload is managed, to deliver contractual requirements of the team and service.</li> </ul> <p><b>Ensures the standards for infection control are maintained</b></p> <ul style="list-style-type: none"> <li>▪ Standards required by HVDHB Infection Control Policy and NZDA Infection Control Guidelines are met.</li> <li>▪ Provides training &amp; support for the Dental Therapy Assistant to achieve and maintain Infection Control Standards.</li> <li>▪ Monitors commercial cleaning standards within the clinic, and report any breaches of standard to Team Leader.</li> </ul> <p><b>Implements effective oral health promotion messages and programmes to their patient group</b></p> <ul style="list-style-type: none"> <li>▪ Provide advice, teaching and instructions to patients and whanau.</li> <li>▪ Oral Health promotion will be carried out in a professional manner, with due regard for the patient and community needs.</li> </ul> <p><b>Legal compliance</b></p> <ul style="list-style-type: none"> <li>▪ Awareness of, and compliance with, all legislative and contractual requirements as applicable to the role (e.g. Health and Safety at Work Act 2015, Privacy Act 1993, Vulnerable Children’s Act 2014, Privacy Act, ACC service specifications etc.).</li> <li>▪ Ensures patient privacy and confidentiality at all times.</li> </ul> <p><b>Interacts effectively with patients, parents, caregivers, school staff, health professionals and the wider community.</b></p> <ul style="list-style-type: none"> <li>▪ Communicates effective, both verbally and in writing.</li> <li>▪ Maintains good relationships and public image.</li> <li>▪ Maintains a professional manner and appearance at all times.</li> <li>▪ Establishes and maintains effective and harmonious working relationships with the Dental Therapy Assistant, Hutt Valley DHB staff and school staff and patients.</li> <li>▪ Bring to the attention of the Team Leader any conflicts between patient’s needs and resources to meet those needs.</li> </ul>
2. <b>Teaching &amp; Learning</b>	<p><b>Learning</b></p> <p><u>First two years after graduation</u></p> <ul style="list-style-type: none"> <li>▪ Participates in mentoring and developmental programme.</li> </ul> <p><u>All Therapists</u></p> <ul style="list-style-type: none"> <li>▪ Participates in appropriate and sufficient CPD to maintain Annual Practicing Certificate.</li> <li>▪ Recognises own limitations and seeks guidance from a mentor, more experienced Dental/Oral Health Therapist, Advanced Dental/Oral Health Therapist, Community Dentist, or Clinical Director when appropriate.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Maintains an awareness of current developments in the clinical areas being worked in.</li> <li>▪ Completes mandatory training as applicable for the role.</li> <li>▪ Participates in an annual performance review and associated clinical assurance activities.</li> <li>▪ Demonstrates the ability to critically evaluate research and apply to practice.</li> <li>▪ Participates in regular professional supervision in line with the DHB and Dental Council requirements</li> </ul> <p><b>Teaching</b></p> <p><u>All Therapists</u></p> <ul style="list-style-type: none"> <li>▪ Involved in the induction and training of newly appointed staff as required.</li> </ul> <p><u>From beginning of 3<sup>rd</sup> year of practice after graduation</u></p> <ul style="list-style-type: none"> <li>▪ Contributes to training within the team/service.</li> <li>▪ Supervises, educates and assesses the performance of dental therapy / oral health therapy students.</li> <li>▪ Provides mentoring and clinical support and / or professional supervision where required.</li> </ul> <p><b>Health education and promotion</b></p> <ul style="list-style-type: none"> <li>▪ Participates in health education and promotion as required.</li> </ul>
<p><b>3. Leadership &amp; Management</b></p>	<p><b>Works effectively as part of a team to achieve team &amp; service objectives.</b></p> <p><u>All Therapists</u></p> <ul style="list-style-type: none"> <li>▪ Attends and contributes to relevant clinical and team meetings.</li> <li>▪ Co-operative interaction takes place with the Dental Therapy Assistant at all times. Demonstrates clinical leadership.</li> <li>▪ Effective &amp; ongoing training of the Dental Therapy Assistant is carried out where applicable.</li> <li>▪ Communication with other dental staff in the wider team is collaborative and professional.</li> <li>▪ Operating time is used effectively and efficiently to reach desired outcomes and agreed objectives from Team and Service plans.</li> </ul> <p><u>From beginning of 3<sup>rd</sup> year of practice after graduation</u></p> <ul style="list-style-type: none"> <li>▪ Assists team leaders and other designated roles in clinical assurance activities of dental therapy / oral health therapy and dental therapy assistant staff as requested.</li> </ul> <p><b>Leadership of Health and Safety</b></p> <ul style="list-style-type: none"> <li>▪ Ensure that your health and safety practice meets the requirements of health and safety at work legislation, applies the DHB's policies and processes and contributes to a culture of safe practice.</li> <li>▪ Display commitment through actively supporting all health and safety initiatives.</li> <li>▪ Ensure own and others safety at all times.</li> <li>▪ Report all incidents/accidents, including near misses in a timely fashion.</li> <li>▪ Contribute to health and safety through participation and consultation.</li> </ul>

<b>4. Service Improvement and Research</b>	<p><b>Service Improvement</b></p> <p><u>All Therapists</u></p> <ul style="list-style-type: none"> <li>▪ Undertakes as directed, the collection of data for use in service audit and research projects.</li> <li>▪ Participates in quality improvement activities when requested.</li> <li>▪ Contributes to annual planning process, including identifying gaps in service and participating in work / projects that may result from the planning process.</li> <li>▪ Practises in a way that utilises resources (including staffing) in the most cost effective manner.</li> </ul> <p><u>From beginning of 3<sup>rd</sup> year of practice after graduation</u></p> <ul style="list-style-type: none"> <li>▪ Develops and / or participates in regional / sub regional professional networks as appropriate to area of work.</li> </ul>
<b>5. General Accountabilities</b>	<ul style="list-style-type: none"> <li>▪ Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the DHB's Code of Conduct.</li> <li>▪ Respond to the changing needs of the DHB, performing other tasks as required.</li> <li>▪ 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.</li> <li>▪ Champion equity and diversity in the workplace.</li> <li>▪ A commitment and understanding of the Treaty of Waitangi (and application to health), and a willingness to work positively in improving health outcomes for Māori.</li> <li>▪ Willingness to improve equity of health outcomes through adapting to the cultural needs and family circumstances of the patient in order to deliver more effective and appropriate services to high needs communities.</li> </ul>
<b>6. 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> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
<b>7. 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>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</li> <li>Is excellent at honest analysis</li> <li>Looks beyond the obvious and doesn't stop at first answers</li> </ul>
<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</li> <li>Uses diplomacy and tact</li> </ul>



Competency	Behaviours
	<ul style="list-style-type: none"> <li>Can diffuse even high-tension situations comfortably</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practises active and attentive listening.</li> <li>Explains information and gives instructions in clear and simple terms.</li> <li>Willingly answers questions and concerns raised by others.</li> <li>Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>Is confident and appropriately assertive in dealing with others.</li> <li>Deals effectively with conflict.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members.</li> <li>Has a friendly manner and a positive sense of humour.</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>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.</li> <li>Supports in word and action decisions that have been made by the team</li> </ul>
<b>Time Management</b>	<ul style="list-style-type: none"> <li>Uses time effectively and efficiently – values time, concentrates efforts on the more important priorities.</li> </ul>
<b>Self Development</b>	<ul style="list-style-type: none"> <li>Personally committed to and actively works to continuously improve.</li> <li>Understands that different situations and levels may call for different skills and approaches.</li> <li>Works to deploy strengths.</li> <li>Works on compensating for weakness and limits.</li> </ul>
<b>Cultural Skills</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.</li> <li>Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work.</li> <li>Accesses resources to make sure culturally appropriate and language appropriate services are provided.</li> <li>Draws on a client's own cultural resources and support frameworks.</li> </ul>
	<b><u>From beginning of third year of practice after graduation</u></b>
<b>Priority Setting</b>	<ul style="list-style-type: none"> <li>Spends his/her time and the time of others on what's important</li> <li>Quickly zeroes in on the critical few and puts the trivial many aside</li> <li>Can quickly sense what will help or hinder in accomplishing a goal</li> <li>Eliminates roadblocks</li> <li>Creates focus</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Has a level of clinical understanding that is suited to their years of practice (e.g. experienced therapists are expected to have a higher level of clinical understanding than new graduates).
- Personal understanding of the challenges faced by people with disabilities, or experience working with people with disabilities, is an advantage.
- Ability to converse in te reo Māori, Pacific Island languages, New Zealand Sign Language, and/or the languages of refugee communities an advantage.
- Provides culturally safe practice,
- Advanced knowledge of Infection Prevention Control,
- Understands own limitation of clinical knowledge and responsibility,
- Demonstrates the ability to coach, mentor and teach others (desirable for experienced therapists).
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and email.
- A high standard of written and spoken English.

### B. Essential Professional Qualifications / Accreditations / Registrations:

- Current Annual Practicing certificate and registered, or qualifies for registration, with Dental Council New Zealand as a Dental or Oral Health Therapist,
- Current New Zealand Drivers licence.

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

We welcome and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities and religions. A requirement of this role is to actively support and promote our diversity and inclusion principles.

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**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: