

Position Description

HUTT VALLEY DHB



Position:	Dental Therapy Assistant
Children's Act 2014:	This position is a Core Children's worker under the Children's Act 2014 & requires full safety checks completed before any new employment starts
Group/Service:	Community Dental Service
Reports to:	Clinical Team Leader
Direct Reports	Dental Therapist
Location:	Places throughout the Wellington region that have been designated by Hutt Valley District Health Board for the delivery of dental care
Approved by:	Service Manager

Organisational context

Hutt Valley District Health Board (DHB) is one of 20 DHBs in New Zealand responsible for providing, or funding the provision of, health services in their district. Hutt Valley DHB works to improve, promote and protect the health of the people living in the Hutt Valley and takes the lead in planning, funding and providing public health services for them, regardless of where their services are provided. Hutt Valley District Health Board has an executive leadership team and is governed by a board of members. It was founded in 2001 and employs around 2,400 staff, with many based at Hutt Hospital's campus.

Hutt Valley DHB serves a mainly urban population of around 140,000. Secondary care facilities are located at Hutt Hospital in Lower Hutt with around 270 beds. In addition, Hutt Valley DHB is the centre for five tertiary/regional and sub-regional services - Plastic, Maxillofacial and Burns Services; Rheumatology; School Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Hutt Valley DHB vision:

"Mauri Ora, Whānau Ora, Wai Ora - Healthy People, Healthy Families, Healthy Communities"

Hutt Valley DHB mission:

Working together for health and wellbeing - a commitment to a cooperative way of working; staff working cooperatively, working in collaboration with the people and organisations we fund, working with organisations from other sectors and working within our community.

Hutt Valley DHB Values:



Hutt Valley DHB Goals:

The strategic goals of the HVDHB are the 'Triple Aim Plus One': Improved population health outcomes, including reduced inequalities; improved patient journeys through our health system; best value for money from our resources; and building a thriving organisation.

Position Title

Dental Therapy Assistant

Role purpose

- The position is responsible for establishing and maintaining an effective patient /Dental Therapist/ school interface by providing clinical and administrative support to Dental Therapists. Responsibilities include clinic cleaning and general tidiness in order to achieve professional standards.

Key working relationships

Direct reports

Service Manager

School Dental Service clinical and administration staff

Within the DHB

Public Health Nurses & Health Promotion Staff

Hospital Department staff

Public Health Dentist and Clinical Head of Department

HVDHB Clinical and Support Services

Externally

Patients and family/whanau of the Service

School staff, Principal and Board of Trustee's

Private Dentists

Key accountabilities and outcomes

- 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.

General Accountabilities:

- 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.

NOTES:

Any additional notes to be noted relating to role

Person specification

Essential qualifications, skills and experience

Qualifications/knowledge

Dental Assistant Certificate desirable

Experience

Previous experience working with children in a paid or unpaid work role, (e.g. Health Care Assistant, Enrolled Nurse, Chairside Assistant).

Administration experience (e.g. reception).

Skills

Knowledge of Infection Prevention Control

Current drivers licence as required to drive mobile dental examination unit.

Sound knowledge of Microsoft packages

Capability profile

Key objectives:	Performance indicators/outcomes:
To provide 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.
To provide 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. • Appointments made for children, managing workload efficiently. • Electronic data entry as required and signed off by Dental Therapist. • Consults with Dental Therapist if appropriate. • Collects children from classroom as required • Monitors supplies. • Facilitates clinic shifts, packing material and equipment. • Liaises with school staff re sports days etc, which may interrupt clinic services, and notifying parents if appropriate. • Participate in service training and initiatives, and as able in projects. • Participate in information-sharing tasks, including monthly and annual statistical returns, as required.
To provide clinical support	<ul style="list-style-type: none"> • 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 Therapist as required. • Provide suction and other clinical assistance that may be needed. • Assists the Dental Therapist to comfort /cope with distressed or difficult children.
To 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.
Health and Safety	<ul style="list-style-type: none"> • Displays commitment through actively supporting all health and safety initiatives. • Undertakes and/or assists with annual Hazard Ids in each clinic working in. • Ensures own and others safety at all times

	<ul style="list-style-type: none"> Complies with policies, procedures and safe systems of work. Reports all incidents/accidents, including near misses in a timely fashion using Service procedure. Is involved in health and safety through participation and consultation.
Treaty of Waitangi:	<ul style="list-style-type: none"> Service activity, development and implementation is undertaken in accordance with the provisions of the Treaty of Waitangi – partnership, protection and participation. Consultation is undertaken with Maori communities as appropriate for delivery of day-to-day activity.

Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Elements
Interpersonal Skills	<ul style="list-style-type: none"> Friendly, warm, genuine and open. Builds an instant rapport with people. Responsive to people's concerns. Effectively communicates in situations requiring ordinary courtesy. Able to answer queries and explain instructions. Able to put forward their point of view in a discussion / negotiation situation.
Written Communication Skills	<ul style="list-style-type: none"> Has basic written communication skills. Writes clearly and concisely. <p>Examples Internal memos, completing templates, filling in forms, taking telephone messages</p>
Fit with HVDHB Values	<ul style="list-style-type: none"> Respects all individuals. Is aware that own actions reflect on employing organisation, and interacts with others (e.g. team members, patients/clients, community) accordingly. Is enthusiastic and committed to working in a team environment. Communicates clearly and openly. Is receptive to learning about the principles of the Treaty of Waitangi. Is receptive to Maori issues. Understands the need for confidentiality, and is prepared to keep information (e.g. about clients and/or staff) confidential.
Excellence Focus	<ul style="list-style-type: none"> Sets specific goals and targets for themselves. Works efficiently through good personal work habits. Open to feedback about own strengths and weaknesses, and suggestions for improvement. Able to modify priorities as circumstances change. Confident in their own abilities. Comfortable taking on unfamiliar tasks. Able to cope with work pressure and stress (e.g. deadlines, challenging workloads).
Problem-Solving	<ul style="list-style-type: none"> Able to see more than one aspect of a situation, remaining objective and dealing with the facts. Uses common sense and past experiences to identify and solve problems. Learns from experience. Able to apply guidelines and policy to common or routine situations. Considers the wider implications of their actions and decisions. Balances taking a short and medium-term perspective.
Technical Expertise	<ul style="list-style-type: none"> May have had related previous experience working with children in a paid or unpaid work role, (e.g. Nurse Aide, Enrolled Nurse, Chairside Assistant). May have had related clerical support experience (e.g. reception). May have worked with children. Current drivers licence as required to drive mobile dental examination unit. Administration experience. Sound knowledge of Microsoft packages.

Date Effective: _____

Manager's Signature:

Employee's Signature:



Ō mātou uara - our values



Our values, and the behaviours that underpin them are at the heart of everything we do. They were developed with the contributions of patients, whānau and staff, and belong to each and every one of us. They guide and set expectations of ourselves and each other around how we work together and support each other.

	We will...	We won't...
TE ATAWHAI TONU - ALWAYS CARING		
Respectful	<ul style="list-style-type: none"> Value differences, treat everyone as an individual Protect people's privacy and dignity. Be culturally safe Respect other people's time. 	<ul style="list-style-type: none"> Disrespect people, their views or culture. Disrespect privacy, gossip, talk behind people's backs Waste people's time, keep people waiting unnecessarily.
Kind	<ul style="list-style-type: none"> Show kindness, empathy and compassion for others Be mana enhancing in every contact, with every person. 	<ul style="list-style-type: none"> Be rude, aggressive, shout intimidate or bully Be abrupt, belittling, or create stress and anxiety.
Helpful	<ul style="list-style-type: none"> Be supportive and attentive to the needs of others Be willing to go the extra mile to make a difference. 	<ul style="list-style-type: none"> Fail to take notice and leave others to struggle Resist looking for ways to make things better for others.
MAHI PAI - CAN DO		
Positive	<ul style="list-style-type: none"> Bring a positive attitude to work Encourage and enable others Look for solutions, have an 'it's up to us' attitude. 	<ul style="list-style-type: none"> Be grumpy, moaning, moody or have a negative attitude Complain but not act to change things.
Learning & growing	<ul style="list-style-type: none"> Always learn and develop ourselves and each other Seek out, welcome and give feedback to others. 	<ul style="list-style-type: none"> Be closed to new ideas and restrict development Reject feedback from others, give a 'telling off'.
Appreciative	<ul style="list-style-type: none"> Say 'thank you' and value people's contributions Share and celebrate success and achievements. 	<ul style="list-style-type: none"> Nit pick, criticise, undermine or pass blame Make people feel undervalued or inadequate.
MAHI TAHI - IN PARTNERSHIP		
Welcoming	<ul style="list-style-type: none"> Be welcoming, friendly, smile, introduce ourselves Acknowledge people. 	<ul style="list-style-type: none"> Be closed, cold, make people feel a nuisance Ignore people.
Listens	<ul style="list-style-type: none"> Listen to people, hear and value their views Take time to answer questions and to clarify. 	<ul style="list-style-type: none"> Tell, dictate to others and dismiss their views Fail to allow time for / value people's questions.
Communicates	<ul style="list-style-type: none"> Explain clearly in ways people can understand Update people on what's happening now and next. 	<ul style="list-style-type: none"> Use language / jargon people don't understand Leave people not knowing what's happening.
Involves	<ul style="list-style-type: none"> Trust others and act to create trust in ourselves Involve people in decisions that affect them. 	<ul style="list-style-type: none"> Be judgemental, make assumptions, ignore people Exclude people, withhold info, micromanage.
MAHI RANGATIRA - BEING OUR BEST		
Innovating	<ul style="list-style-type: none"> Look for new and better ways to do things Be curious and courageous, embracing new changes. 	<ul style="list-style-type: none"> Be resistant to exploring new ideas and ways of working Criticise or ignore others with different ways of thinking.
Professional	<ul style="list-style-type: none"> Be calm, patient and make time for people Take responsibility and be reliable, accountable and honest. 	<ul style="list-style-type: none"> Rush, come across as 'too busy' Say it's 'not my job' and pass work to others.
Safe	<ul style="list-style-type: none"> Consistently follow agreed best-practice Speak up whenever we have a concern. 	<ul style="list-style-type: none"> Cut corners and not follow best-practice 'Walk past' safety concerns or poor behaviour.