

Allied Health Assistant Position Description

Employment Agreement:	Allied, Public Health and Technical MECA
Position Title:	Dental Assistant
Service & Directorate:	Oral Health Service, Strategy Primary and Community
Location:	Otago/Southland
Reports to:	Unit Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	September 2022

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

Promote the integration of health services across primary and secondary care services

Seek the optimum arrangement for the most effective and efficient delivery of health services

Promote effective care or support for those in need of personal health or disability support services

Promote the inclusion and participation in society and the independence of people with disabilities

Reduce health disparities by improving health outcomes for Māori and other population groups

Foster community participation in health improvement and in planning for the provision of and changes to the provision of services

Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
You will assist Allied Health professionals and other staff in the provision of care for inpatient, outpatient and community based patients/clients of Southern District Health Board. You will provide support to Allied Health professionals to implement person centred plans of clinical care using multi or interdisciplinary models of care in a range of settings.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
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 him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what would help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
Motivating Others	Creates a climate in which people want to do their best; can motivate many kinds of people; can assess each person's 'hot button' and use it to get the best out of him/her; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel that their work is important; is someone people like working with.

KEY RELATIONSHIPS	
Within Te Whatu Ora - Health New Zealand - Southern	External to Te Whatu Ora - Health New Zealand - Southern
• Client/patients/ Family/ Whānau/	• Consumers
• Caregivers	• ENABLE funding
• Unit/Service Manager	• ACC
• Clinical team	• Other community services (as appropriate)
• Allied Health Professional Leaders	
• Allied Health Equipment store	

PERSON SPECIFICATION: Dental Assistant

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> High level of interpersonal and communication skills Year 11-NCEA Level 1 English (or equivalent) Year 11-NCEA Level 1 Maths (or equivalent) NZQA Level 3 qualification (or equivalent)* <p>Dental assistants:</p> <ul style="list-style-type: none"> NZQA Level 3: New Zealand Certificate in Health and Wellbeing - Dental Assistance <p><i>*If not previously obtained; to be completed within 2 years of commencement or to be commenced within 1 year of employment.</i></p>	<ul style="list-style-type: none"> Current Dental Assistant qualification or previous experience as a Dental Assistant.
Experience	<ul style="list-style-type: none"> Ability to learn new skills and competencies Experience working in health/disability settings or with the general public 	<ul style="list-style-type: none"> You have previous Dental Assistant experience.
Personal Qualities	<ul style="list-style-type: none"> Ability to work in a supportive and honest manner Ability to work under direction of Allied Health Professional(s) Ability to Accept responsibility for own actions 	

Professional Requirements and Role Specific Requirements

Professional requirements

- Provide Four Handed chairside assistance during operating procedures, including Orthodontics, Maxillofacial and general assistance before, during and after dental operating procedures where practicable.

Role specific requirements

- Organise appointments for patients and general administrative support for the smooth running of the department.
- Monitor and assist with stores requisitions.
- Carry out cleaning duties in the clinic to meet required Infection Prevention standards.
- Ensure responsible use of consumables and identify and report equipment breakdowns in a timely manner.
- Undertake work overflow from other clinics as requested by the Unit Manager which may include assisting in a community based setting.
- Participate in the weekend and Public Holiday On-Call roster as required
- Full Drivers Licence.

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Delegated Clinical Responsibilities	
<ul style="list-style-type: none"> Under direction of relevant Allied Health professional(s), implements person centred goals/ programmes that takes into consideration client/patient preferences 	<ul style="list-style-type: none"> You show evidence of assisting others to achieve their goals (partnership) You demonstrate respect, empathy/understanding and interest in client/patients.

<ul style="list-style-type: none"> • Accepts responsibility for own actions and decisions within area of work • Relays information and educates appropriately to the needs of the client/patient • In partnership with the patient/client, monitor their progress toward expected outcomes • Participates in on-going health education of patients/clients in a way that they can understand • Facilitates client/patient responsibility to maintain and promote health 	<ul style="list-style-type: none"> • You provide practical support for other team members to facilitate patient/client goals
Communication	
<ul style="list-style-type: none"> • Regularly reports information about the patient/client's intervention to relevant Allied Health professional • Relays information to patients/clients in a way that protects their rights and to allow informed decisions. • Uses a variety of communication strategies when required • Establishes rapport and trust with client/patient/family/whānau 	<ul style="list-style-type: none"> • You update Allied Health professional/multidisciplinary team (MDT) on progress and effectiveness of interventions • You have an ability to use alternative modes of communication
Teamwork	
<ul style="list-style-type: none"> • Participate in and contribute to the functioning of the team • Establish and maintain an effective working relationship with other staff 	<ul style="list-style-type: none"> • You participate as a team member to ensure the best outcomes for patients/ people
Clinical Competencies – Safe and Culturally Sensitive	
<ul style="list-style-type: none"> • With support of other staff, identifies own level of competence, seeks assistance, advice and knowledge as necessary • Takes responsibility for developing and maintaining identified competencies with support of appropriate Allied Health professional(s) • Undertakes learning activities relevant to own role, shares knowledge gained with others • Accesses supervision, debriefing and direction as necessary • Practices in a culturally safe manner 	<ul style="list-style-type: none"> • You meet the mandatory training requirements of the work place and of the relevant Allied Health profession(s). • You update your knowledge related to practice guidelines • You keep and maintain a learning portfolio • You maintain an up to date professional development plan • You assist patients/clients to gain appropriate support and representation which reflects their cultural needs and preferences
Legislative Requirements	
<ul style="list-style-type: none"> • Demonstrates knowledge of policies and procedural guidelines that have implications for day to day work • As directed by Allied Health professional(s), practises in accordance with relevant legislation/codes/policies and upholds patients/clients' rights 	<ul style="list-style-type: none"> • You adhere to Southern District Health Board and legislative standards of practice • You maintain confidentiality of patient information
Documentation	
<ul style="list-style-type: none"> • Adheres to the Te Whatu Ora - Health New Zealand - Southern Health Record Documentation Standards (District) (MIDAS 18773). NB: clinical notes will be monitored/supported by appropriate Allied Health professional 	<ul style="list-style-type: none"> • Your documentation is timely, clear, concise and accurate • You demonstrate literacy and computer skills essential for own practice and to support other team members
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.

Act as a role model for the Te Whatu Ora - Health New Zealand - Southern Organisational Values.	<ul style="list-style-type: none"> You produce work that complies with TE WHATU ORA - HEALTH NEW ZEALAND - SOUTHERN processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Te Whatu Ora - Health New Zealand - Southern's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Te Whatu Ora - Health New Zealand - Southern's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Te Whatu Ora - Health New Zealand - Southern response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. <i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity. <i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care. <i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori. 	<ul style="list-style-type: none"> You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaau: Māori Health Action Plan 2020-2025. You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau. You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori. You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues. Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

..... Employee Date
..... Manager Date