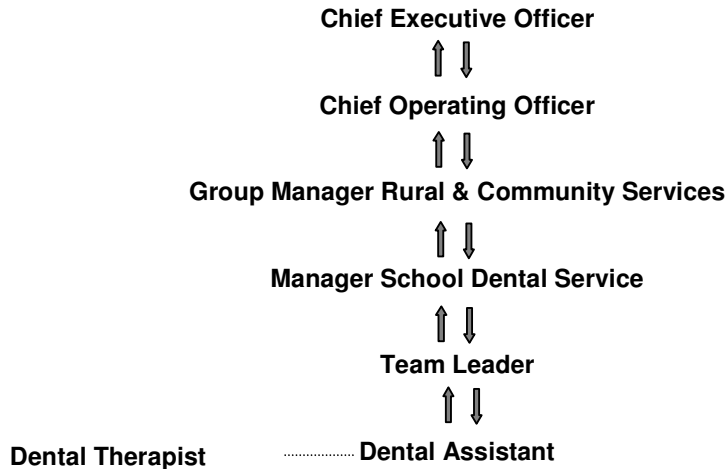




Position Description

Position Title: Dental Assistant – Central Team
Responsible to: Team Leader School Dental Service

Place in Organisation



Position Holder's Name : _____

Position Holder's Signature : _____

Delegations of Authority: _____

Manager's Name : *Diane Pevreal*

Manager's Signature : _____

Date : _____

Purpose of the Position

- Dental Assistants provide clinical and non-clinical assistance to Dental Therapists to help achieve the purpose of providing routine oral health care for children and adolescents up to age 18. Non-clinical tasks include administration, ordering, relocating and infection control activities.
- Dental Assistants complete delegated routine tasks and activities under the direction and guidance of Dental Therapists. Dental Assistants are an important part of the oral health care team, improving both outputs and outcomes.

Nature & Scope of Responsibilities

Clinical Assistance

| <i>Accountabilities</i> | <i>Performance Measures</i> |
|--|--|
| <ul style="list-style-type: none"> ○ Directly assists Dental Therapists in providing oral health care, thereby improving the experience for patients and improving the quality of outcomes <ul style="list-style-type: none"> ↳ Under the direction and supervision of the Dental Therapist(s) ↳ Complying with legislation and Waikato DHB service specific policies and procedures ↳ Within the boundaries and parameters of a health care assistant (unregulated caregivers /unqualified staff members) | <ul style="list-style-type: none"> ○ Assists by: <ul style="list-style-type: none"> ● Suctioning, placing, holding and curing materials ● Mixing filling and lining materials ● Passing instruments ● Putting on and taking off patient protective equipment ● Setting and adjusting the patient light ○ Documentation of client needs, treatments and referrals ○ Providing standardised dental health counselling to patients and their families ○ Setting up for procedures |

Infection Control

| <i>Accountabilities</i> | <i>Performance Measures</i> |
|--|--|
| <ul style="list-style-type: none"> ○ Completes delegated routine infection control processes to maintain equipment, environmental cleanliness, disinfection and/or sterility | <ul style="list-style-type: none"> ○ Instruments are processed in accordance with Waikato DHB infection control standards ○ Environmental cleaning is completed to maintain a clean work environment ○ Audits and logbooks are maintained |

Administration

| <i>Accountabilities</i> | <i>Performance Measures</i> |
|--|--|
| <ul style="list-style-type: none"> ○ Completes administrative activities required by and for service delivery, and to maintain and enhance service provision | <ul style="list-style-type: none"> ○ Knows and uses information and communication systems ○ Telephone is answered, messages cleared at regular times and appointments made ○ Electronic information system is utilised and accurately modified to reflect client base |

| Administration | |
|-------------------------|---|
| <i>Accountabilities</i> | <i>Performance Measures</i> |
| | <ul style="list-style-type: none"> ○ Mail is cleared ○ Client forms are issued, collected, collated and documented ○ Client records are requested when required ○ School class lists, admission registers, information system and client charts are organised to ensure all clients are accounted for and all enrolled clients are offered dental services ○ Reports are completed on-time and with attention to accuracy ○ Clinic filing systems are maintained ○ Queries and concerns are documented and referred to the dental therapist(s) ○ A continuous flow of patients is maintained so that time is used effectively |

| Stores and Supplies | |
|---|---|
| <i>Accountabilities</i> | <i>Performance Measures</i> |
| <ul style="list-style-type: none"> ○ Stock levels of consumables, stationery and resources are monitored and maintained for service provision | <ul style="list-style-type: none"> ○ Attends to maintaining stock levels. This may include: <ul style="list-style-type: none"> ✦ Ordering stationery from Administration Office ✦ Ordering consumables through dental imprest system ✦ Stocktaking activities ✦ Maintaining stock rotation system |

| Health & Safety | |
|---|---|
| <i>Accountabilities</i> | <i>Performance Measures</i> |
| <ul style="list-style-type: none"> ○ To participate in and comply with the requirements of the Health & Safety in Employment Act 1992 and associated Waikato DHB policies | <ul style="list-style-type: none"> ○ Work practices ensure safety for self and others ○ Advice or assistance is sought before commencing an unfamiliar work practice ○ Hazards are identified, control plans documented, and hazards eliminated, isolated or minimised ○ Complies with Waikato DHB incident reporting policy ○ Emergency management procedures and compulsory / compliance education and |

| Health & Safety | |
|----------------------------|-----------------------------|
| <i>Accountabilities</i> | <i>Performance Measures</i> |
| | training completed. |

| Risk Minimisation | |
|--|---|
| <i>Accountabilities</i> | <i>Performance Measures</i> |
| <ul style="list-style-type: none"> ○ To actively contribute to risk management activities within the service | <ul style="list-style-type: none"> ○ Contributes to the service's risk management activities by: <ul style="list-style-type: none"> ⌘ Identifying risks ⌘ Notifying the manager of these ⌘ Participating in the service's risk minimisation activities ⌘ Complying with legislation and Waikato DHB policies, procedures, protocols and guidelines ⌘ Participating in audits |

| Continuous Quality Improvement | |
|---|---|
| <i>Accountabilities</i> | <i>Performance Measures</i> |
| <ul style="list-style-type: none"> ○ To actively contribute to Continuous Quality Improvement activities within the service | <ul style="list-style-type: none"> ○ Contributes to the service's continuous quality improvement by : <ul style="list-style-type: none"> ⌘ Identifying improvement opportunities ⌘ Notifying the manager of these ⌘ Participating in the service's quality improvement activities ⌘ Providing good customer service ⌘ Complying with standards ⌘ Being responsive to customer requests or complaints ⌘ Working to improve quality of service and customer satisfaction |

| Team Member | |
|---|---|
| <i>Accountabilities</i> | <i>Performance Measures</i> |
| <ul style="list-style-type: none"> ○ Individual responsibilities, actions and contributions enhance the success of the area/service/team and division | <ul style="list-style-type: none"> ○ Maintains a current knowledge of relevant issues, trends and practices ○ Behaviour demonstrates cultural appropriateness and sensitivity ○ Builds and maintains productive working relationships ○ Participates as a member of designated group(s) ○ Values individual effort, innovation and |

| Team Member | |
|---|--|
| <i>Accountabilities</i> | <i>Performance Measures</i> |
| <ul style="list-style-type: none"> ○ Te Tiriti o Waitangi (Treaty of Waitangi) ○ Equal Employment Opportunities (EEO) | creativity <ul style="list-style-type: none"> ○ Contributes to the service, division and organisation ○ Work practices are consistent with The Toward Māori Health Gain: Organisational Framework, and demonstrate: <ul style="list-style-type: none"> ⌘ Partnership and shared decision making with Māori ⌘ Participation and consultation with Māori ⌘ Protection of Māori needs, values and beliefs ○ Demonstrates an understanding in health of barriers and disparities that affect Māori ○ Demonstrates and encourages behaviour that recognises and is consistent with EEO principles and practices |

| Personal & Professional Development | |
|--|--|
| <i>Accountabilities</i> | <i>Performance Measures</i> |
| <ul style="list-style-type: none"> ○ Assumes responsibility for personal and professional / work education and development | <ul style="list-style-type: none"> ○ Maintains and/or extends knowledge and skill base required for effective performance ○ Identifies any learning needs ○ Negotiates with management to attend appropriate education and training ○ Participates in own performance review annually. |
| <ul style="list-style-type: none"> ○ Perform such other duties as reasonably required by the manager in accordance with the conditions of the position | <ul style="list-style-type: none"> ○ All other additional duties are performed in an efficient manner, to the required standard and within a negotiated timeframe. |

| Problem Complexity |
|--|
| <ul style="list-style-type: none"> ○ On a day to day basis deals with routine tasks under the direction and supervision of the Dental Therapist. ○ Cannot undertake any clinical procedure ○ Works collaboratively with Dental Therapists, other team members, co-ordinators and Team Leaders to achieve outcomes |

Scope for Action

- Works under the direction and supervision of the Dental Therapist(s).
- Matters relating to procedures, systems, processes and staff performance will be referred to the Team Leader
- The incumbent will be responsible for the quality of own work

Relationships

- Internal :**
- Liaises primarily with the Dental Therapists within clinical environment
 - Administrator
 - Team Leader
- External :**
- Family / caregivers of clients - giving information and advice on dental care
 - School staff
 - Dentists
 - Early childhood centres
 - Kohanga reo

Person Specifications

Credentials/Qualifications/Training

- Essential :**
- Current NZ driver's licence
 - Satisfactory Police vetting
 - Excellent communication skills (written and oral)
- Desirable**
- NZDA Certificate in Dental Assisting
 - Competency in administration

Competencies (Knowledge, Skills & Attributes)

- Excellent interpersonal skills
- Able to develop a rapport with different age groups, particularly children
- Ability to multi-task and prioritise
- Ability to follow instructions
- Knowledge of dental services an advantage
- Awareness of cultural needs
- Ability to handle a constant volume of work

- Able to work in a team environment
- Receptive to learning
- An attitude of willingness
- Ability to work as part of a team
- Reliable and dependable
- Self motivated
- Maintains confidentiality
- Positive, friendly attitude
- An organised methodical approach to work

Physical Requirements

- **Medium** physical demand. Frequently **standing** in workspace.
- **Confinement** of work place when working in Mobile Dental Unit.
- Occasionally **sitting** when carrying out some tasks.
- **Walking** about the workspace to gather supplies and equipment, school grounds and classrooms
- **Stretching** movements are occasionally required.
- **Light lifting, pulling or carrying** is necessary.
- **Repetitive hand and arm** movements are when using personal digital assistants/laptop.
- **Driving** may be required.
- **Equipment used** will include a range of hand-held items including equipment for assisting dental therapy practise.
- **Bending** will be occasional when picking up items or reaching down to lower storage areas.
- **Squatting or crouching** will not usually be required.
- **Mental activities** are likely to require observational, detail, practical, communication and organisational skills.
- **Visual use of small screens and processing and checking small instruments**
- **Listening** with background noise present