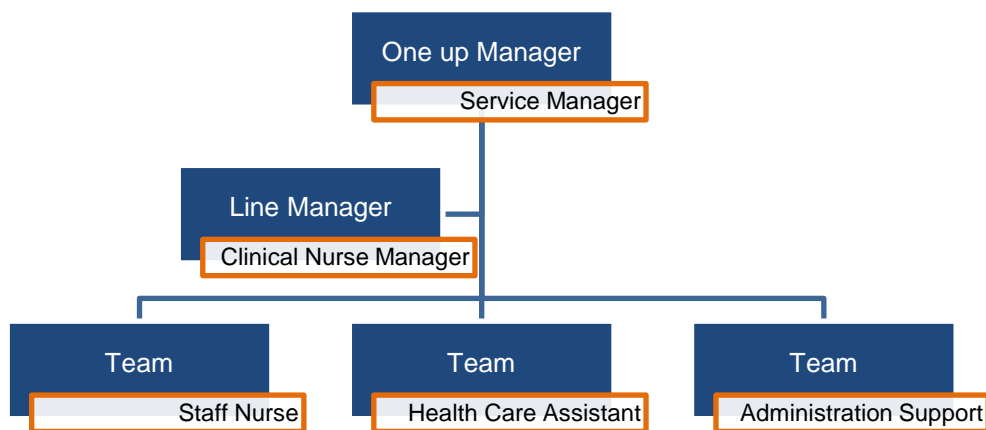


**POSITION DESCRIPTION**

<b>Position:</b>	Oral Health Therapist	
<b>Responsible to:</b>	Community Oral Health Services Manager	
<b>Location:</b>	Rotorua	
<b>Functional relationships:</b>	<b>Internal:</b> Clinical Dentist Advisor Dental Assistants Senior Therapist Clinical Lead Rotorua Team Lead Senior Dental Assistant Dental Health Educator Administration Team Lead Administration Support Oral Health	<b>External:</b> Clients Family/Whanau School and Preschool Staff Dentists Dental Specialists General Practitioners and practice nurses Public Health Nurses
<b>Financial delegations:</b>	(N/A)	
<b>Date:</b>	April 2020	



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**Primary purpose(s) of the position**

The purpose of this position is to promote and provide a high quality dental service to children and adolescents throughout the Lakes District Health Board area. The eligible client group are children and adolescents from 0 up to the age of 18 years.

Key Objectives	Description	Expected Outcomes
<b>Clinical Practice</b>	Assume responsibility for the quality of care provided to the client group.	<ul style="list-style-type: none"> <li>• Provides and makes provision for an oral care plan that includes diagnosis, priority of treatment and prediction of outcomes</li> <li>• Patient information obtained is relevant to the delivery of oral health care and is recorded appropriately</li> <li>• Promotion of oral health and education</li> <li>• Pain-free dentistry provided</li> <li>• Demonstrates competence in the provision of oral health care and manages complications where necessary</li> <li>• Patient behaviour management</li> <li>• Refers for advice outside scopes of practice, beyond knowledge and training and to meet patient needs</li> <li>• Practice reflects compliance with Dental Council of New Zealand Codes of Practice</li> <li>• Efficient time management</li> <li>• Undertakes clinical appraisal biennially and performance appraisal annually</li> </ul>
<b>Clinical Management</b>	Consistently plans work effectively in order to meet negotiated deadlines set by Manager, Oral Health Services.	<ul style="list-style-type: none"> <li>• The workload is identified, prioritised and managed.</li> <li>• Efficient and effective use of operative time is maintained to reach desired outcomes and agreed workload.</li> <li>• Consumable supplies are held at minimum levels i.e. six weeks supply.</li> <li>• Dental equipment is correctly maintained.</li> <li>• Dental clinic environment is maintained to a high standard.</li> <li>• Able to adapt easily to various work sites including both fixed and mobile dental facilities.</li> </ul>
<b>Infection Control</b>	Undertakes procedures that comply with standard precautions and Dental Council of New Zealand Codes of Practice	<ul style="list-style-type: none"> <li>• Operating areas are kept tidy and infection control procedures are maintained throughout clinical procedures</li> <li>• All instruments and equipment are handled and processed in a manner which prevents cross infection</li> <li>• Contaminated/non contaminated areas are clearly defined</li> <li>• Disposal of infectious waste is in accordance with Lakes DHB health service policy</li> <li>• Safe practices are observed at all times</li> <li>• Chemical and biological indicators are used in accordance with infection control procedures</li> <li>• Ensure equipment is maintained/cleaned in accordance with Lakes DHB Community Oral Health Service policy and manufacturers recommendations</li> </ul>

		<ul style="list-style-type: none"> <li>• Personal Protective Equipment must be worn when carrying out clinical infection control and other general cleaning procedures</li> <li>• Work processes reflect appropriate hand washing/gloving regime</li> </ul>
<b>Administration &amp; Documentation</b>		<ul style="list-style-type: none"> <li>• To strategise and plan to meet the needs of the targeted client group</li> <li>• Dental charts accurately reflect the oral health status of the patient, with sound treatment plans, all advice given and referrals recorded</li> <li>• Data collection, correspondence, records and referrals are accurate, timely and complete</li> <li>• Liaison with school to obtain up-to-date client information for enrolment.</li> </ul>
<b>Public relations &amp; Communication</b>		<ul style="list-style-type: none"> <li>• Maintain highly effective public relations and communications</li> <li>• Effective interpersonal relationship with children and adolescents are maintained, handled sensitively and with confidentiality</li> <li>• Promote and maintain good relationships with colleagues, parents, teachers, School Boards of Trustees, other health professionals and community</li> <li>• Advocate for the promotion of public water fluoridation</li> <li>• Complaints/compliments process available to clients and/or their care-givers.</li> </ul>
<b>Education</b>	Assume responsibility for quality oral health promotion and dental health education to client group.	<ul style="list-style-type: none"> <li>• Patients, parents/caregivers receive up-to-date dental messages</li> <li>• Communicates appropriate evidence based oral health messages and promotion views</li> </ul>
<b>Clinical, Ethical and Legal Safety</b>	To demonstrate and maintain a high competence, standards are met when	<ul style="list-style-type: none"> <li>• Policies and Procedures of Lakes DHB Community Oral Health Service and Dental Council of New Zealand are followed.</li> <li>• Ethical standards of conduct are practiced.</li> <li>• Confidentiality of patient information is maintained at all times.</li> </ul>
<b>Professional Development</b>		<ul style="list-style-type: none"> <li>• Participates in orientation and in-service training</li> <li>• Effectively identifies own training and development needs.</li> <li>• Is able to seek comment on own performance from colleagues and clients and acts on that feedback to improve own performance.</li> <li>• Attends appropriate seminars and in-service training to maintain up-to-date knowledge.</li> <li>• Record of all verifiable professional development and peer contact activities is maintained.</li> </ul>
<b>Team Member</b>		<ul style="list-style-type: none"> <li>• Effectively communicates co-operatively with colleagues and other professionals.</li> <li>• Demonstrates a commitment to team work</li> </ul>

		<ul style="list-style-type: none"> <li>• Ability to share the responsibility for team objectives.</li> <li>• Participates and contributes at regular team meetings.</li> <li>•</li> </ul>
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Te Ringa Tōmau

Te Ringa Hora



Te Ringa Raupā



Te Ringa Ahuahu

Te Ringa Taurima



Capabilities	Capability definition	Achievement Indicators
<b>Communication and Personal Interaction</b>	<p>Communicates relevant information in a timely manner to those who need to know at a level that is understood.</p> <p>Fosters a team environment and encourages collaboration between team and departments within the DHB.</p> <p>Connects with people to build trust and confidence.</p>	<ul style="list-style-type: none"> <li>• Transfers information effectively verbally and writes clearly, coherently and succinctly.</li> <li>• Shares well thought out, concise and timely information with others using appropriate mediums.</li> <li>• Organisational updates are provided to staff by way of relaying in general terms but more importantly what affect it has on the unit and how staff can help where necessary to achieve any requirements.</li> <li>• Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the team success.</li> <li>• Maintains and promotes high standards of social, ethical and organisational norms.</li> <li>• Articulates differing perspectives on an issue and can see the merit of alternative points of view.</li> <li>• Works with other managers and teams to streamline processes for the best efficiency for both teams.</li> <li>• Provides staff who have concerns about another team process, a different point of view to consider.</li> <li>• Connects with others, listens, reads people and situations and communicates tactfully.</li> <li>• Gets to know their team members and treats them with respect, valuing their individuality and contributions.</li> </ul>
<b>Strategy &amp; Performance</b>	<p>Delegates appropriately within team utilising individual skills to achieve results.</p> <p>Understands the unit requirements and the implications of the units achievements on the overall service delivery.</p>	<ul style="list-style-type: none"> <li>• Understands individuals strengths and weaknesses to utilise or increase skills for those individuals.</li> <li>• Assigns and sub-delegates staff to teams to allow for development and succession planning.</li> <li>• Ensures decision making complies with organisational strategies.</li> <li>• Recognises decisions made within the unit affect overall results of the service and the DHB.</li> </ul>

<p><b>Development and Change</b></p>	<p>Works to include staff in change minimising barriers to implementation.</p> <p>Articulates decisions and reasoning behind change enable buy-in to results.</p>	<ul style="list-style-type: none"> <li>• Works with Service Manager to maximise unit efficiency.</li> <li>• Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</li> <li>• Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies.</li> <li>• Openly broaches concern with staff from the outset asking for their ideas and input.</li> <li>• Gives examples of what might help to resolve the issue/concern.</li> <li>• Seeks opportunities to improve performance and seeks feedback to measure and improve.</li> <li>• Encourages staff participation in possible solution process.</li> <li>• Allows staff input to possible solutions to concern.</li> <li>• Gives careful consideration to staff ideas and offers alterations to suggestions where necessary.</li> <li>• Develops an informative response to the team including trends, data, process and benefits of the decided process/change.</li> <li>• Allows feedback to decision to enable 'tinkering' to be made where appropriate.</li> </ul>
<p><b>Personal Accountability</b></p>	<p>Manages own and encourages others to foster work/life balance.</p> <p>Actively manages own career aspirations and development.</p>	<ul style="list-style-type: none"> <li>• Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual.</li> <li>• Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year.</li> <li>• Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> <li>• Has own career development plan and succession planning.</li> <li>• Seeks out development opportunities to expand knowledge and capability.</li> <li>• Engages in projects and activities readily which are above and beyond scope of current role.</li> </ul>
<p><b>Culture and Values</b></p>	<p>Makes decisions based on facts and without personal bias.</p> <p>Engages with mentors and supervisors for personal skill development.</p>	<ul style="list-style-type: none"> <li>• Is proactive and effective when problem solving is required.</li> <li>• Engages with staff member/managers/multi disciplinary team when concerns are raised to best understand their point of view.</li> <li>• Appropriately investigates the concern looking at trends, situation and practices.</li> <li>• Critically examines repeatable risk factors.</li> <li>• Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> </ul>

<p>Plans, prioritises and organises work to deliver on short and long term goals.</p> <p>Encourages and promotes DHB values and expectations.</p>	<ul style="list-style-type: none"> <li>Demonstrates a commitment to and takes responsibility for going professional development.</li> <li>Purposeful about where time is invested.</li> <li>Delivers relevant results within expected timeframes.</li> <li>Role models expected behaviours and practices.</li> <li>Treats staff, patients and visitors with dignity and respect.</li> <li>Uses appropriate empathy to gain organisational objectives.</li> <li>Is solution focused.</li> </ul>
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Compulsory Requirements	Description	Expected Outcomes
Record Keeping		<ul style="list-style-type: none"> <li>Complies with the Lakes DHB Corporate Records Management policy to create and maintain full and accurate records.</li> </ul>
Quality & Risk	<p>Patient safety is paramount to the service we deliver at Lakes District Health Board. This is achieved in a clinical governance framework identifying and managing risk and opportunities to improve.</p>	<ul style="list-style-type: none"> <li>Proactively encourage all staff and lead by example implementing a culture of continuous quality.</li> <li>Identify all risks that will prevent Lakes DHB from achieving their goals.</li> <li>Report and manage risks appropriately.</li> <li>Put the patient at the centre of all improvement.</li> <li>Use evidence based improvement methodologies when appropriate for all improvements.</li> <li>Promote Certification where appropriate to showcase quality.</li> </ul>
Health & Safety	<p>Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.</p>	<ul style="list-style-type: none"> <li>Implementation and reinforcement of a proactive healthy work place culture which reflects current Lakes DHB tertiary accreditation status and relevant Lakes DHB and legislative requirements.</li> <li>Healthy lifestyles are actively promoted and participated in, within the work area.</li> <li>Employees participate in Health and Safety within areas of work.</li> <li>Health and Safety activities are appropriately documented within specified timeframes.</li> <li>Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.</li> <li>All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.</li> </ul>
Maori Health	<p>Maori philosophies and values of health are reflected in work practice.</p>	<ul style="list-style-type: none"> <li>Relationships are established and maintained with Te Huinga Takiora Maori in the planning and delivery of services.</li> <li>Demonstrates knowledge of, and practices in a manner that is consistent with, the Treaty of</li> </ul>

		<p>Waitangi in the provision of health care services and support to Maori clients and their whanau.</p> <ul style="list-style-type: none"> <li>• Assists in the facilitation of safe services to Maori, including access to Maori treatment options and involvement of whanau in planning and delivery of care.</li> <li>• Recognises and facilitates the rights of Maori clients and their whanau to participate in cultural activities.</li> <li>• Has a working knowledge of the Lakes DHB Maori communities.</li> </ul>
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**Signatures:**

Line Manager:  
(position description approved): \_\_\_\_\_

Employee:  
(acceptance of position description): \_\_\_\_\_

*(Please also initial all other pages to show acceptance of position description.)*

Person Specification	Essential:	Desirable:
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>▪ Oral Health Therapy Bachelor Degree</li> <li>▪ Dental Therapy Bachelor Degree or Equivalent</li> <li>▪ Annual Practising Certificate (Dental Council of New Zealand)</li> <li>▪ Diagnostic Radiography qualification</li> <li>▪ Recent clinical experience</li> </ul>	<b>Education and Qualifications:</b>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>▪ The position requires a Registered Dental Therapist or Oral Health Therapist with recent proven clinical and administrative skills, as well as effective team and communication skills.</li> </ul>	<b>Experience:</b>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>▪ Health Practitioners Competence Assurance Act (2003)</li> <li>▪ Code of Health and Disability Services Consumers Rights (1996)</li> <li>▪ Current New Zealand Health Structure</li> <li>▪ Treaty of Waitangi and its application to the health setting</li> <li>▪ Privacy Act (1993) and Health Information Privacy Code (1994)</li> <li>▪ Health and Safety in Employment Act (1992)</li> </ul>	<b>Knowledge:</b>



	<ul style="list-style-type: none"> <li>▪ Accreditation Standards for Health and Disability Support Services and Quality Health NZ</li> </ul>	
<b>Skills:</b>	<ul style="list-style-type: none"> <li>▪ Pulpotomies and/or stainless steel crowns in dental therapy practice</li> <li>▪ Effective team member</li> <li>▪ Independent / self motivated practitioner</li> <li>▪ Excellent administrative / record keeping skills</li> <li>▪ Excellent interpersonal / communication skills</li> <li>▪ Demonstrated commitment to cultural safety</li> </ul>	<b>Skills:</b>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>▪ Professional appearance is maintained at all times</li> <li>▪ Desire to attain Lakes DHB “Best Practice Standards”</li> <li>▪ Ability to prioritise and cope with heavy workload</li> <li>▪ Understands needs of children, their families and whanau</li> <li>▪ Current drivers license with no restrictions</li> <li>▪ Non-smoker</li> </ul>	

## ABOUT LAKES DISTRICT HEALTH BOARD

At Lakes District Health Board we place the highest of value on the people of our community, including employees and patients, and as such all staff are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

### VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well being, and ora - describing the state of wellness.

### MISSION

- Improve health for all
- Maximise independence for people with disabilities
- With tangata whenua, support a focus on health

### VALUES

Lakes DHB has three core values:

1. **Manaakitanga** *Respect and acknowledgement of each other's intrinsic value and contribution*
2. **Integrity** *Truthfully and consistently acting collectively for the common good*
3. **Accountability** *Collective and individual ownership for clinical and financial outcomes and sustainability*

### THE LAKES WAY – Our promise to our patients

#### Caring:

- We will treat you and your family with respect
- We will make choices available to you
- We will treat you with dignity
- We will respect your individual beliefs

#### Communicating:

- We will listen
- We will keep you informed
- We will answer your questions

#### Consistency:

- We will keep you safe
- We will provide you with the best possible care

### TREATY OF WAITANGI

Lakes DHB embraces the three principles of the Treaty of Waitangi. In practical terms this means:

- Partnership; working together with iwi, hapu, whanau and Maori communities to develop strategies for improving the health status of Maori.
- Participation; involving Maori at all levels of the sector in planning, development and delivery of health and disability services that are put in place to improve the health status of Maori.
- Protection; ensuring Maori wellbeing is protected and improved as well as safeguarding Maori cultural concepts values and practices.

Lakes DHB is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown in its Treaty relationship.

# ORGANISATION STRUCTURE

