# Position Description

Position Details:

Title: Dental Assistant  
Department: Oral Health Regional Service  
Reports to: Charge Dental Assistant  
Location: Green Lane Hospital and Middlemore Hospital  
Date reviewed: January 2013

## Purpose of Position:
To provide Chair-side assistance to Dental Officers & Specialists; working within the hospital environment and community clinics.  
To provide efficient clerical administration; booking & scheduling duties for allocated clinics.

## Key Accountabilities:

### Dental Assistant Services:
- ‘Customer First’ environment, commitment fostered and maintained.  
- Waiting time minimised by effective management of appointment times.  
- Surgery prepared with instruments and materials relevant to dental procedures. All equipment checked daily prior to use.  
- Chairside assistance given to dental surgeon. Swift and efficient ‘change over’ of patients with records and equipment at hand.  
- Is aware of, and respects, cultural needs of all ethnic groups.  
- Ensuring effective communication by liaising on an interdepartmental basis.

### Administration / Clerical Duties:
- Co-operative liaison with internal / external agencies to ensure optimal unit efficiency.  
- Internal / external referrals prioritised and appropriate appointments sent.  
- Appointment books and records kept up-to-date using ‘Exact’ dental programme or other electronic data system, under direction of dental officer concerned.  
- All necessary patient information eg clinical records, medical history, x-rays and lab results to be ready for each appt.  
- Follow-up appointment, written and verbal post-operative information given to patients.

### Organise and maintain dental equipment:
- Sterilisation procedures maintained as per hospital protocols  
- Dental Unit, surgery and equipment clean and maintained in good order.  
- Standard precautions and procedures implemented with all patients.  
- Health and safety principles and policies implemented.
Undertake Special Duties:

- Duties in Operating / Recovery Room / other sites / sole charge role.
- Needs of patients accommodated in liaison with other departments, wards and outside agencies.
- Patients with special needs or requirements are provided for in the surgery.
- First Aid principles implemented in medical emergencies.
- Basic CPR knowledge and updated annually.
- To maintain and update knowledge of emergency equipment and unit emergency procedures

Authorities:
This position has the following delegated authority
NIL

Direct Reports (if applicable): NIL
Budget Accountability (if applicable): NIL

Relationships:

<table>
<thead>
<tr>
<th>External</th>
<th>Internal</th>
<th>Committees/Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health providers outside ADHB i.e. School Dental Services</td>
<td>Clients/Customer/Patients Dental Surgeons Dental Assistants Team Leader Clinical Director of Ohrs Ambulatory Service Manager</td>
<td>Dental assistant meetings. Committees as required i.e. Health &amp; Safety, Quality Group</td>
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PERSON SPECIFICATION

Education & Qualifications

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<tr>
<th>School Certificate / 6th form certificate preferable or equivalent.</th>
<th>Essential</th>
<th>Desired</th>
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<tr>
<td>Computer Skills</td>
<td>Competent in ‘window’ based applications</td>
<td>New Zealand Dental Assistant Certificate or equivalent. Current CPR Certificate.</td>
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Critical Competencies

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<tr>
<th>Competency</th>
<th>Description</th>
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<tbody>
<tr>
<td>Customer Service</td>
<td>High quality service demanded internally and externally. Treat patients / customers as the first priority and strives to improve service. Must be friendly, empathetic, and courteous and have a sense of humour. Demonstrate good organisational, communication and interpersonal skills.</td>
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<td>Assisting Skills</td>
<td>Must have good knowledge and understanding of dental instruments / materials and general dental procedures. Must be able to work under instruction and follow orders.</td>
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<tr>
<td>Administration duties</td>
<td>Administration duties are carried out efficiently and effectively. Good time management is required to establish work priorities.</td>
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<tr>
<td>Equipment</td>
<td>Equipment is maintained in a safe environment and used efficiently. All breakage and maintenance requirements are reported promptly</td>
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<td>Teamwork / communication</td>
<td>Ability to work as part of a team and willing to ‘help out’ other staff when required. Clearly communicate with staff / health care providers in an environment that is supportive and positive.</td>
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<tr>
<td>Value Diversity</td>
<td>Understands significance of Treaty of Waitangi. Treats others with respect and dignity and as individuals with diverse values, beliefs and needs at all times. Ensures the provision of a culturally supportive environment.</td>
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## WORKING FOR ADHB – EXPECTATIONS OF EMPLOYEES

### CITIZENSHIP
All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:
- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB’s performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

### THE EMPLOYER AND EMPLOYEE RELATIONSHIP
We have a shared responsibility for maintaining good employer/employee relationships. This means:
- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB’s objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

### CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT
All employees are responsible for striving to continuously improve service quality and performance. This means:
- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

### PROFESSIONAL DEVELOPMENT
As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:
- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as ADHB may reasonably require