

# Senior Dental Assistant

## Position Description

<b>Date</b>	: 13 March 2015
<b>Job Title</b>	: <b>Senior Dental Assistant</b>
<b>Department</b>	: Auckland Regional Dental Service
<b>Location</b>	: North/West, Central or South Teams
<b>Reporting To</b>	: Clinical Team Leader
<b>Direct Reports</b>	: Nil
<b>Functional Relationships with</b>	: <u>Internal</u> Dental Management Dental Therapists and Dental Assistants Adolescent Coordinator Oral health Promoters <u>External</u> School Staff Pre-School centers Relevant Health Providers

## Our Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of 'better care for everyone'. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.

### everyone matters

Every single person matters, whether patients, clients, family members or staff members.

- **Welcoming** and friendly
- **Respect** and value each individual
- Take time to **listen** and understand
- **Speak up** for others

### with compassion

We see our work in health as a vocation and more than a job. We are aware of the suffering of those entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do every-thing we can to relieve suffering and promote wellness.

- **Compassionate** for your suffering
- Attentive, **helpful** and kind
- Protect your **dignity**
- **Reassuringly** professional

### connected

We need to be connected with our community. We need to be connected within our organisation – across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients / clients and their families.

- **Communicate** and keep people informed
- **Explain** so people understand
- **Teamwork** with patients, whānau, and colleagues
- Give and receive **feedback**

### better, best, brilliant

We seek continuous improvement in everything we do. We will become the national leader in health care delivery.

- **Positive** we can make a difference
- **Improve** our service and ourselves
- Clean and **safe** practice
- Timely, **efficient** and organised

# Senior Dental Assistant

## Position Description

- Purpose of the role**
- : To enhance the provision of clinical and administration assistance that meets the needs of dental therapists and patients.
  - To coordinate clinical and administration assistance to ensure efficient service delivery; identify and implement requirements of an effective and efficient service.

KEY TASKS	EXPECTED OUTCOMES
<p><b>Clinical Support:</b></p> <p>Provides clinical support that meets patient flow requirements</p>	<ul style="list-style-type: none"> <li>▪ Prepare and set up clinic for the day's use and ensure clinic is clean and tidy at the end of the day.</li> <li>▪ Make patients feel comfortable before during and after treatment</li> <li>▪ Access patient records in Titanium</li> <li>▪ Update patients personal details and medical history</li> <li>▪ Organise and lay out instruments on trays</li> <li>▪ Assist clinicians by anticipating their needs during clinical procedures – ensuring practice flow is maintained</li> <li>▪ Record accurate dental charting and treatment plan as directed</li> <li>▪ Process and mount dental radiographs</li> <li>▪ Clean and sterilise instruments/equipment for each patient/ enter sterilisation log</li> <li>▪ Maintain a very good knowledge of clinical assistance to be able to train and mentor DAs</li> </ul>
<p><b>Administrative Support:</b></p> <p>Conduct DAs performance appraisals and coordinate all aspects of administration, organisational and reception duties to ensure that the needs of the patients and staff are met.</p>	<ul style="list-style-type: none"> <li>• Update Titanium patient clinic list, with school, year and room numbers</li> <li>• Keep Titanium recall lists up to date</li> <li>• Record accurate information on Titanium client record as requested</li> <li>• Schedule appointments with families and follow up with reminders</li> <li>• Answer telephone (greeting/courtesy)</li> <li>• Enter new enrolments</li> <li>• Reissue and follow up consent forms when necessary and update in Titanium</li> <li>• Collect children from schools at appropriate appointment time</li> <li>• Order Supplies</li> </ul>
<p><b>Oral Health Education and Promotional Health Activities</b></p>	<ul style="list-style-type: none"> <li>▪ Coordinate/Organise Oral Health promotions</li> <li>▪ Support clinicians in oral health promotional activities</li> <li>▪ Coordinate the provision of OHE to children and parents/guardian/groups/schools</li> </ul>
<p><b>Health and safety practices</b></p>	<ul style="list-style-type: none"> <li>▪ Ensure Health and Safety checks are carried out</li> </ul>

# Senior Dental Assistant

## Position Description

KEY TASKS	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> <li>▪ Identify Health and Safety risks and follow up as per WDHB guidelines</li> <li>▪ Coordinate Best Practice Audits</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>▪ Demonstrate professionalism at all time</li> <li>▪ Know and respect patients' rights.</li> <li>▪ Understand client base, their cultural diversity and needs and communicate in a way that reflects compassion and understanding of those needs</li> <li>▪ Comply with Privacy Act requirements at all times</li> <li>▪ Network and coordinate liaisons with schools and communities</li> <li>▪ Lead and build quality customer focus relationships at all times</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>▪ Demonstrate a good professional team work relationship with all staff members at all times</li> <li>▪ Lead the DA team to support staff members when necessary</li> <li>▪ Facilitate DA meetings</li> </ul>
<b>Additional Tasks</b>	<ul style="list-style-type: none"> <li>▪ Mentoring of DAs</li> <li>▪ Training and identifying DAs' training needs/input</li> <li>▪ Interview for new DA with CTL / Dental Manager</li> <li>▪ Attend CTLs' meetings when required</li> <li>▪ Provide coordination and support to CTL/DM when required and/or any other tasks as required from time to time</li> <li>▪</li> </ul>
Statutory & Treaty of Waitangi obligations	<ul style="list-style-type: none"> <li>▪ Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.</li> <li>▪ Shows sensitivity to cultural complexity in the workforce and patient population</li> </ul>
To recognise individual responsibility for workplace Health & Safety under the Health & Safety Act 1992 & Amendments 2002	<p><b>Support WDHB H&amp;S Culture by:</b></p> <p><b>All Employees</b></p> <ul style="list-style-type: none"> <li>• Following &amp; complying with H&amp;S policies &amp; processes &amp; applying them to their own work activities</li> <li>• Identifying, reporting &amp; self-managing hazards where appropriate</li> <li>• Early and accurate reporting of incidents at</li> </ul>

# Senior Dental Assistant

## *Position Description*

KEY TASKS	EXPECTED OUTCOMES
	work

## PERSON SPECIFICATION

**POSITION TITLE:** Senior Dental Assistant

	Minimum	Preferred
<b>Qualification</b>	Transport - drivers licence	
<b>Experience</b>	<p>Previous dental assisting an advantage</p> <p>Previous administration and computer experience desirable</p> <p>Previous experience working in a child centred environment and advantage</p>	
<b>Skills/Knowledge/Behaviour</b>	<p>Enthusiastic and keen to learn</p> <p>Planning &amp; Organisation</p>	<p>Excellent communication and public relations skills</p> <p>Excellent organisational skills</p>

# Senior Dental Assistant

## *Position Description*

	<p>Ability to lead/support &amp; work within a team</p> <p>Ability to be proactive and innovative</p> <p>Accepts responsibility</p> <p>Communicates well - verbal and written</p> <p>Positive attitude</p> <p>Confidential</p> <p>Adapts to change - flexible</p> <p>Culturally sensitive</p> <p>Good computer skills</p> <p>WDHB values</p>	<p>Confident</p>
--	--	------------------