

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Dental Assistant - Community Oral Health Service			
Reports to	Dental Assistant Team Leader			
Location	Blenheim Oral Health Hub			
Department	Community Oral Health Service			
Direct Reports	Nil.		Total FTE	Up to 1.0
Budget Size	Opex	Nil.	Capex	Nil.
Delegated Authority	HR	Nil.	Finance	Nil.
Date	January 2026			
Job band (indicative)	Technical / Non-degree qualified scale - Core scale group B			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Develop skills and knowledge to ensure effective dental assistance is provided to clinicians and that the Community Oral Health Service (COHS) administration and hub functioning requirements are skilfully supported.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Core tasks	<ul style="list-style-type: none"> • Working under the direction and delegation of the Dental/Oral Health Therapists, full dental assistance is given in accordance with our policies and procedures and with sector standards. • Delegated Tasks assigned are efficiently completed in a timely way and to required standards. • Maintain the Clinical environment and equipment including: <ul style="list-style-type: none"> ○ set up and clean up duties. ○ Reprocessing of reusable equipment. • Assist with obtaining and processing dental radiographs in accordance with procedure guidance. • Maintain high standards of infection prevention and control adhering to Health NZ Nelson Marlborough policies and Dental Council of New Zealand standards.
Administration	<ul style="list-style-type: none"> • Use the electronic patient management database when required.

	<ul style="list-style-type: none"> • Provide administration support to the Community Oral health Clinics where requested including: <ul style="list-style-type: none"> ○ Clinical Documentation as requested by therapist ○ Patient information ○ Making appointments • Data is accurately maintained and entered into the electronic patient management data base. • Working with the Dental Assistant team to maintain hub functions including: <ul style="list-style-type: none"> - Stock levels - Equipment care and maintenance in accordance with hub requirements. - Other responsibilities assigned.
Communication	<ul style="list-style-type: none"> • Develop and maintain positive, effective relationships with patients, parents/caregivers, and colleagues. • Participate effectively in meetings. • Proactively reporting issues when they arise and participating constructively with leadership to resolve issues.
Quality Improvement	<ul style="list-style-type: none"> • Support our teams to provide a high quality, patient and whanau/family centred service. • Pro-actively identifies areas for improvement and participates in quality improvement processes relevant to the role. • Take part in areas of quality assurance as directed.
Professional Development	<ul style="list-style-type: none"> • Participate effectively in Professional Development days and other education forums. • Participate in annual performance review process including review of performance goals and identification of areas for professional development.
General	<ul style="list-style-type: none"> • Other relevant duties as requested.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in delivery of services.
Health & safety	<ul style="list-style-type: none"> • Report Health and Safety matters and support the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Supports continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the DENTAL ASSISTANT TEAM LEADER

- Any event causing harm to patients, staff, members of the public or the organisation.
- Any matter where there is potential or actual risk of harm identified.
- Any complaint or significant negative feedback.
- Any significant quality or staff performance issue that may impact on service delivery or safety.

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients/Parents/Caregivers • Schools 	<ul style="list-style-type: none"> • Dental Assistant Team • Therapists • Reception staff • Clinical Coordinators

About you – to succeed in this role

**You
will
have**

Essential:

- Year 11 – NCEA Level 1 English (or equivalent)
- Year 11 – NCEA Level 1 Maths (or equivalent)
- Valid Full drivers licence with no endorsements

- Experience in implementing Te Tiriti o Waitangi in action.
- Familiarity with health systems and terminology would be an advantage, but not essential.
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.
- Have an understanding of the Treaty of Waitangi.

- Excellent organisation and time management skills.
- High standard of oral and written communication skills.
- Ability to follow instructions and learn new skills.
- Demonstrated ability to work and relate well in a multi-disciplinary team.
- Sound interpersonal skills and the ability to communicate successfully with a wide range of people.
- Able to be flexible with a dependable self reliant work attitude.
- Demonstrated ability to show personal initiative and motivation.
- Ability to work/liaise closely with staff at all levels of the organisation.
- Ability to contribute and participate effectively in a multidisciplinary team.
- Ability to work under pressure, constantly prioritising as deadlines change.
- Have integrity, the ability to work without supervision and respect the confidentiality and sensitivity of information.
- Be sensitive to the clinical and cultural needs of staff, patients and the public
- Ability to work with a high degree of diplomacy and cooperation in order to provide quality service to internal and external clients.
- Be versatile, innovative, flexible and possess the ability to adapt within a changing environment.
- Committed to keeping up to date with relevant literature and ongoing Self Development.
- Be able to demonstrate strong customer orientation.
- Be able to travel if required.

Desired:

- Previous experience as a dental assistant.
- Experience working with children.

**You
will be
able to**

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.

- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

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. If this occurs this will be discussed with you. This Position Description may be reviewed as part of the preparation for your annual performance and development review.