

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

<b>Title</b>	Hospital Dental Assistant			
<b>Reports to</b>	Clinical Head of Department - Hospital Dental Services			
<b>Location</b>	Nelson			
<b>Department</b>	Hospital Dental Services			
<b>Direct Reports</b>	Nil		<b>Total FTE</b>	
<b>Budget Size</b>	<b>Opex</b>	Nil	<b>Capex</b>	Nil
<b>Delegated Authority</b>	<b>HR</b>	Nil	<b>Finance</b>	Nil
<b>Date</b>	May 2026			
<b>Salary band (indicative)*</b>	Allied Health MECA PSA Step 3 to Step 7			

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:

Ensure that the hospital dental department clinical requirements are supported and that effective dental assistance is provided to dentists and dental specialists.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Clinical Core Tasks</b>	<ul style="list-style-type: none"> <li>• Will provide full chair side assistance for dental staff in the Hospital Dental Clinic.</li> <li>• Provide full assistance (including set up and clean up) for dental treatment performed in Theatre under general anaesthetic.</li> <li>• Provide dental assistance for clinicians in other hospital departments and in general wards when necessary.</li> <li>• Record accurate clinical patient records</li> <li>• Assist Dental Specialists when required in both G.A. sessions and Outpatient Clinics, which may include minor surgery.</li> <li>• Scan dental radiographs</li> <li>• Maintain high standards of infection control adhering to Health NZ district policies.</li> <li>• Full dental assistance is given effectively, timely and reaches defined standards as measured by periodic performance reviews and management patient feedback.</li> </ul>

	<ul style="list-style-type: none"> <li>Ensuring timely processing of instruments and equipment through central sterilising unit and Theatre Sterilising unit</li> </ul>
<b>Administrative</b>	<ul style="list-style-type: none"> <li>Will use the electronic patient management database when required.</li> <li>Will make clinical appointments when needed including specific appointments for clinicians.</li> <li>Maintain clinic stock at an appropriate level.</li> <li>Relieving reception, answering telephone calls, actioning outward and inward mail, photocopying, scanning and general filing as appropriate.</li> <li>Provide administration support to the Hospital Dental Departments.</li> <li>Appointments are arranged according to instructions.</li> <li>Stock levels are consistently maintained.</li> <li>Messages are taken accurately, courteously, delivered promptly and are in sufficient detail to allow an informed response.</li> <li>Filing, scanning, photocopying and mail are processed accurately and within agreed timeframes.</li> <li>Data is accurately maintained and input into the electronic patient management database.</li> <li>Dental department administration requirements supported.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>A quality, customer-focused service is provided at all times, which follows best practice.</li> <li>Participation in quality improvement processes in your area of work.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Participation in annual performance review process including review of performance goals and identification of areas for professional development.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>Other duties as negotiated with your Manager.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>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.</li> <li>Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>Commits to helping all people achieve equitable health outcomes.</li> <li>Shows a willingness to personally take a stand for equity.</li> <li>Supports Māori-led and Pacific-led responses.</li> </ul>

<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.</li> <li>• 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 planning and delivery of services.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

**Matters which must be referred to the CLINICAL HEAD OF DEPARTMENT - HOSPITAL DENTAL SERVICES**

- 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**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Patients, relatives</li> <li>• Families and whānau</li> <li>• NGO Māori Providers</li> <li>• NGO - Community</li> <li>• GP's and Primary care</li> <li>• Community-based Dentists and Dental Specialists</li> </ul>	<ul style="list-style-type: none"> <li>• Other Hospital Oral Health Service staff from other HNZ districts</li> <li>• Clinical and Non-Clinical Staff</li> <li>• Te Waka Hauora</li> <li>• Public Health Services</li> <li>• Community Oral Health Services</li> </ul>

## About you – to succeed in this role

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### You will have

### Essential:

#### Qualifications

- Year 11 – NCEA Level 1 English (or equivalent)
- Year 11 – NCEA Level 1 Maths (or equivalent)
- NZQA Level 3 qualification (or equivalent)\*

\*NZQA Level 3: New Zealand Certificate in Health and Wellbeing – Dental Assisting

*\*If not previously obtained; to be completed within 2 years of commencement or to be commenced within 1 year of employment.*

#### Knowledge and Skills

- Excellent organisation and time management skills.
- High standard of oral and written communication skills.
- Ability to follow instructions.
- 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.
- Computer skills – Intermediate knowledge of Microsoft Office applications ie: Outlook, Excel, Word.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.

#### Personal Attributes

- Total commitment to patient oriented care and quality standards
- Have integrity, the ability to work without supervision and respect for the confidentiality and sensitivity of information
- Demonstrated ability to self motivate and use initiative
- Be versatile and possess the ability to adapt within a changing environment
- Demonstrated commitment to exhibiting cultural sensitivity
- Commitment to ongoing self development

#### **Desired:**

- Experience in implementing Te Tiriti o Waitangi in action.
- Drivers licence
- Recent hospital dental experience (preferred)

**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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.*

*\*The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*