

Statement of Accountability

Te whakaturanga ō mahi

Team Name	Community Dental Service Contact Centre		
Role Title	Contact Centre Representative		
Reports to	Team Leader Community Dental Service Contact Centre		
Date	04/06/2024	Salary Band	2A of the PSA South Island Admin CA
Location	TPMH Heathcote Building	Department	Community Dental Service

About us

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

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>“When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled”.</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>“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”</i>
Whanaungatanga	We are a team, and together a team of teams	<i>Regardless of our role, we work together for a common purpose. We look out for each other and keep each other</i>

		<i>safe. Together we are whānaunga, we are the workforce - kaimahi hauora</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

Our Team Accountability

As a member of the Community Dental Service Contact Centre, this role has shared accountability for MISSION/VISION statement:

- To act as the "front door" for dental services to children, adolescents in Canterbury and South Canterbury regions.

Expected Outcomes / Activities – Team Specific

- Engaging with whānau/caregivers and Well Child providers in a professional and friendly manner to identify our client's needs.
- Growing relationships with whānau/caregivers, Well Child providers and other external agencies to ensure patients can be enrolled and provided with dental care.
- Ensuring patient records are updated using the appropriate Patient Management Systems.
- Supporting the Contact Centre team and wider Community Dental teams and contributing towards a collaborative team environment with a positive, can-do approach.

My Role Responsibilities

POSITION STATEMENT: - The position primarily responds to incoming calls in a call centre type environment. Calls are received from whānau/caregivers, Well Child providers and other external agencies seeking information and support to access dental care. Contact Centre Representatives book appointments, refer clients to a clinical triage service, respond to email correspondence, upload information and update system databases to ensure contact information is true and correct. At all times complying with the Privacy Act while dealing with patient information.

Key Outcomes Area	Expected Activities / Performance Indicators – Position Specific
OUTCOMES AREA	Managing inbound and outbound enquiries to the Community Dental Service effectively and efficiently, responding to telephone calls and emails in a professional and friendly manner.
	Respecting cultural differences supporting whānau/caregivers to access the service and information they need.
	Completing administrative tasks associated with the effective and efficient operation of the Contact Centre in a timely manner.
OTHER	Performing other duties considered to be within the scope of this role as agreed by you and your manager.

My Capability

To be effective and succeed in this role it is expected the person will have proven capabilities against the **Leading-Self** leadership focus. A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and team.

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
Cultural Responsiveness	Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
Self-Aware	Understands their impact on others and strengthen personal capability over time.
Engaging others	Connect with people; to build trust and become a leader that people want to work with and for.
Resilient and Adaptive	Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
Honest and Courageous	Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
Achieving Goals	Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
Managing Work Priorities	Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
Curious	Seeks and integrates ideas, information, and different perspectives.

My Qualifications, Experience, Knowledge, Skills:

You will have:	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated customer service experience in a call centre environment • Effective listening skills with the ability to quickly ascertain patients and whānau/caregivers needs through proven questioning techniques • Excellent communications and interpersonal skills, supporting clients who have English as a second language • An articulate, clear and friendly communication style • A high level of written English comprehension and writing skills • The ability to work systematically and accurately in common desktop applications including booking and online appointment applications • Experience in the use of a variety of client software devices • A demonstrated ability to meet service objectives <p>Desired</p> <ul style="list-style-type: none"> • Experience in managing/implementing continuous quality improvement • Experience in a professional call centre environment
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Key Relationships to Nurture

Internal	External
Contact Centre Team Leader	Whānau/caregivers and guardians
Service Manager	Well Child Providers
Clinical Director	Other Health Professionals
Clinical Manager	Schools, agencies and other enquirers
Clinical Team Leaders	
Contact Centre Team	
Community Dental Service Staff	

This Statement of Accountability 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.