

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

Title	Dental Assistant (kaiāwhina)
Reports to	Clinical Team Leader (Daily Basis) Clinical Manager
Location	Community Dental Service – Canterbury & South Canterbury
Department	Older Person's Health and Rehabilitation (OPH&R)
Date	November 2025
Job band (indicative)	Allied, Public Health, Scientific & Technical Collective Agreement Dental Assistants Core Scale – Group B Step 3 – Step 7 (\$72,074 - \$86,719) * <i>*Pro-rata for part-time</i>

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:

To assist and work in conjunction with the clinical team in delivering high quality dental care to the children (preschool, primary, intermediate children, and any others who may be deemed appropriate from time-to-time) in Canterbury and South Canterbury. Provide clinical and administrative assistance to support efficient and effective operation within the clinic and across the service. Work closely with colleagues, caregivers, school staff, other Health NZ services, and others as may be identified from time-to-time.

Key Result Area	Expected Outcomes / Performance Indicators
Administration/Organisation Systems	• All administrative clinic requirements are met, and a record is kept of all clinic activities in conjunction with community clinic colleagues. • Data is accurately entered on the electronic computer systems, excluding treatment data which is to be entered by the Dental/Oral Health Therapist as part of their clinical compliance. • All electronic records are maintained and are up to date. • All enrolments and withdrawals are actioned. • Daily clinic schedules are developed and loaded into electronic appointment book in conjunction with the Dental Therapist and your community clinic colleagues.

	• Networks are established with school staff, and this is evident through up-to-date school calendars, rolls, admissions, withdrawals and contact information being available to your community clinic. • All equipment and supplies are maintained, ordered, stored, and rotated to ensure availability for clinical treatment and in order to avoid outdated supplies in conjunction with community clinic colleagues
Clinical systems	• Ensures a suitable flow of patients are maintained for clinic and mobile situations. Instrument treatment trays are set up in accordance with service policy. • Practice Four Handed Dentistry with the clinician for each procedure. • Level 1 dental vans are organised for provision of screening and prevention work in conjunction with school availability and community clinic requirements. • Level 1 dental van are positioned/returned and setup/packed down in conjunction with the Dental/Oral Health Therapist (or school staff depending on the situation) as per planned schedule. • Level 1 dental van are restocked and cleaned in conjunction with the Dental/Oral Health Therapist after use. • X-rays are processed accurately and available to the clinician for reading. • Working knowledge of dental instruments, materials and dental terminology/abbreviations.
Infection, Prevention & Control (IP&C)	• Compliance with the Infection, Protection and Control (IP&C) Standards for Community Dental Service, Health NZ and/or Dental Council NZ • To be actively involved with audits of IP&C management • Working with Dental Therapist and IP&C staff to implement changes as required
Development (Personal and Professional)	• Attend and actively contribute and participate in team/service meetings as documented in minutes. • Evidence of input into the review and development or procedure and Quality Improvement Processes (QIP) • Actively participate in and complete an annual success and development plan and career progression when identified. • Provide peer/colleague support. • Participation in performance management in accordance with P&C policy

	• Skills and knowledge updated as relevant to the position. • Update, establish and maintain a personal portfolio
Te Tiriti o Waitangi	• 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 by improving attraction, recruitment, retention, development, and leadership.
Equity	• 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	• 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. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	• 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. • 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.

Health & safety	• 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. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture. • Reports hazards, accidents or incidents as per Health NZ policy in timely manner. • Attend and/or complete all relevant Health and Safety training. • Complete the equipment logs, and review equipment maintenance requirements. • Monitor clinic cleaning daily to ensure cleaning standards are met and audits of cleaning are carried out in conjunction with community clinic colleagues
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are 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 [Clinical Team Leader - Daily]

- Role expectations, personal training and development requirements.
- Changes that may impact your ability to perform your role.
- Leave request.
- Rostering – location of work (i.e., unplanned leave cover).
- Any work practice you are unsure and need to seek advice.

Relationships

External	Internal
• Patients and their whanau • School Staff • Communities • Well Child Providers • Support workers • Students	• OPH&R Community Dental Service • Dental/Oral Health Therapists, Clinical Team Leader, Clinical Manager, Service Manager • Central Coordination Team (Logistics Coordinator, Administration/Fleet Support, Regional Adolescent Coordinator) • Community Dental Service Contact Centre

About you – to succeed in this role.

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- Current Class 1 Drivers Licence
- Knowledge of Microsoft Office and Outlook
- Have worked in a Windows/Mac environment with key board skills to a level of at least 25 words per minute.
- NCEA Level One, or equivalent (i.e., life skills)

Desired:

- Previous dental assisting experience/qualification
- People management skills in appointment focused setting
- Previous experience in a child centred environment
- Completed New Zealand Certification in Dental Assistants (NZQA Level 3) or equivalent.
- Previous knowledge and experience using Titanium dental software.

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.

Desired:

- Demonstrates innovation and proactiveness within clinic daily.
- Demonstrates excellent organisational and communication skills.
- Demonstrates flexibility, adaptability and openness to change

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.