

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

Title	Clinical Team Leader		
Reports to	Clinical Manager		
Location	Canterbury & South Canterbury		
Department	OPH&R – Community Dental		
Direct Reports	Dental/Oral Health Therapists & Dental Assistants		
Job band (indicative)	Allied Public Health, Scientific & Technical Collective Agreement Designated A Step 1 – 3 (\$111,240 - \$117,420)		

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 provide professional and clinical leadership and support to the Community Dental Service Team
- To maintain a designated clinical case load as agreed with the Clinical Manager and Service Manager
- To support the operational delivery of designated services and be responsible for assisting the respective Clinical Manager with the development, provision and monitoring of quality cost-effective clinical services
- To work in partnership with the Clinical Manager to recruit, enable and extend the workforce to meet current and future service demands.
- To assist the Clinical Manager by accepting delegated responsibility for projects and roles as required

Key Result Area	Expected Outcomes / Performance Indicators
Provides professional and clinical leadership and support to staff	<ul style="list-style-type: none"> • Provides clinical leadership and support to Dental/Oral Health Therapists and Dental Assistants. • Delegated accountability for the daily coordination of a team of Community Dental Service staff • Builds a culture of excellence in professional conduct, personal responsibility and accountability, leading by example. • Fosters staff participation within interdisciplinary team environments which encourage and support service team

	<p>approaches to achieve a high level of clinical effectiveness, productivity and efficiency.</p> <ul style="list-style-type: none"> • Fosters an environment and culture that supports innovation and creativity in practice, continuous quality improvement, research teaching, supervision and training and development of staff. • Ensures that competency requirements, professional and credentialing standards and supervision requirements of staff are met. • Maintains and develops professional networks with stakeholders e.g., relevant regulatory and professional bodies, and tertiary education providers. • Proactively enables training, support and development of the staff to ensure there are appropriate competencies and skill mix across the professional group to deliver service requirements.
Maintains a designated clinical caseload as agreed with the Clinical Manager	<ul style="list-style-type: none"> • Undertakes a clinical case load as agreed with the Clinical Manager and Service Manager. • Fulfils responsibilities for own performance appraisal and clinical supervision. • Maintains a wide general knowledge of all clinical areas to whom services are provided and of contemporary professional practice. • Acts as a resource providing accurate advice to the professional workforce and across Community Dental Service regarding professional practice, standards and policies.
Supports the operational delivery of designated services with the Clinical Manager and Logistic Coordinator	<ul style="list-style-type: none"> • Ensures the provision of high-quality services within the team, aligned with professional standards and evidence-based practice, and models of care across OPH&R. • Promotes effective interdisciplinary approaches to patient care and organisational management to ensure patient outcomes are maximised. • Provides accurate, timely and appropriate advice to the Clinical Manager on service provision and clinical matters e.g., clinical risk and patient safety, changes in clinical practice relevant to clinical responsibilities of staff. •
Assists the Clinical Manager with the development, provision and monitoring of quality cost-effective Clinical services	<ul style="list-style-type: none"> • Participates and contributes to quality improvement activity, including peer review, clinical audit and research. • Assists the Clinical Manager with the development and maintenance of quality management systems to optimise the quality of patient care. • Ensures that staff are supported to participate and contribute to quality improvement activity, clinical audit, research, accreditation and peer review within the respective profession and across interdisciplinary teams and that learnings are shared and applied. • Assists in the interpretation and application of information and data to facilitate patient flow and achieve service deliverables.
Works in partnership with the Clinical Manager and other Clinical Team Leaders to recruit, enable	<ul style="list-style-type: none"> • Supports and assists the Clinical Manager with the recruitment, selection, induction, training and development of the professional workforce. • Supports and assists the Clinical Manager with performance appraisals, coaching and mentoring of staff.

and extend the workforce to meet current and future service demands	<ul style="list-style-type: none"> • Ensures professional supervision of staff is undertaken as required by the profession and the Health NZ Waitaha Supervision Policy. • Supports career growth and development of staff aligned with the Career Framework and Allied Health Success and Development • Provides teaching to students and colleagues in other disciplines as required. • Assists the Clinical Manager with the coordination of student training in a supportive learning environment with appropriate clinical supervision.
Clinical Team Leader will undertake other duties as reasonably requested by the Clinical Manager and Service Manager from time to time	<ul style="list-style-type: none"> • Leads and /or coordinates any specified projects/portfolios as delegated by the Clinical Manager within the profession and/or Allied Health across Older Persons Health & Rehabilitation. • All other duties are carried out in a professional, efficient and effective manner.
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 by improving attraction, recruitment, retention, development, and leadership.
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.
Culture and People Leadership	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals.

	<ul style="list-style-type: none"> Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
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. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures 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. Leads, champions, and promotes 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 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 Manager]

- Role expectations, personal training and development requirements
- Changes that may impact your ability to perform your role.
- Leave request
- Clinical matters that involve risk and safety
- Any work practice you are unsure and need to seek advice

Relationships

External	Internal
<ul style="list-style-type: none"> Patients/clients and their families and whanau Allied Health Colleagues from other Health NZ services and/or organisations Tertiary education providers 	<ul style="list-style-type: none"> OPH&R Community Dental Service Team Clinical Manager (Community Dental Service) Service Manager (Community Dental Service)

<ul style="list-style-type: none"> • Other relevant stakeholders (e.g. suppliers, funding agencies) • Private Sector Practices • Primary Care Health Professionals and Students 	<ul style="list-style-type: none"> • Director of Allied Health • Clinical Director • Public Health Dentist • Dental/Oral Health Therapists and Dental Assistants • Administration and support team (Community Dental Service) • H&S Quality, IP&C, P&C, ISG
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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.
- Qualification in Dental Therapist / Oral Health Therapy recognised by the Dental Council NZ, and a current practicing certificate.

Desired:

- Demonstrate broad experience as a Dental/Oral Health Therapist
- Experience in an Allied Health Leadership Position
- Has or is working towards a postgraduate qualification relevant to the profession

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:

- Experience with clinical teaching/supervision, training and development of staff
- Experience with project and quality improvement

- Demonstrated use of audit and evaluation
- Experience in the application of technology, information systems, research and innovation that has resulted in improved clinical practice and service delivery models

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.