

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Title	Team Leader – Dental Assistants		
Reports to	Practice Co-ordinator		
Location	Christchurch Outpatients		
Department	Hospital Dental Service		
Direct Reports	21	Total FTE	16.8
Budget Size	Opex	Nil	Capex
Delegated Authority	HR	Nil	Finance
Date	March 2026		
Job band (indicative)	PSA ALT Designated 2		

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:

The Team Leader for the Dental Assistants is responsible for the training, rostering and co-ordination of the dental assistants and ensure clinical supplies and equipment is available for each session.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> • Sufficient dental assistant staff are available for all clinical sessions. • Clinical supplies and equipment are available for each clinical session. • Maintain high standards of performance, work quality, safety and adherence of organisational policies and procedures. • Be engaged in the vision and goals of the Hospital Dental Service and the Canterbury health system. • Demonstrate professional behaviour and provide training to colleagues to support their ongoing learning.

	<ul style="list-style-type: none"> • Collaborate with the Practice Co-ordinator, Service Manager and Clinical Director to monitor and review processes and implement changes. • Ensure eligibility criteria for access to the service are applied consistently. • Ensure clinics are booked to maximise available appointments and staff. • Perform other duties as agreed with your line manager.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remain 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"> • Commit 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. • 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"> • Participates in Health and Safety matters and ensures the successful implementation of Health and Safety 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 in place and 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 Practice Co-ordinator:

- Staffing issues which require escalation
- Equipment purchases or replacement over \$2,000

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients, parents, carers and visitors to the service • Private dental and medical practitioners • Suppliers and contractors 	<ul style="list-style-type: none"> • Practice Co-ordinator • Clinical Director and Service Manager of Hospital Dental • Hospital Dental staff • Oral & Maxillofacial Surgery staff • Clinical teams throughout the hospital • Occupational Health & Safety • Infection Prevention & Control

About you – to succeed in this role

You will have

Essential:

- Comprehensive experience working as a Dental Assistant
- Have proven staff management experience
- Excellent organisational and time management skills
- Excellent interpersonal and communication skills
- Experience working with electronic patient management systems
- Experience in continuous quality improvement
- Excellent understanding of Infection Control practices in a clinical setting

Desired:

- NZDA Certificate in Dental Assisting (or similar)

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.