

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Clinical Coach – Dental/Oral Health Therapist
Reports to	Clinical Manager, Canterbury Community Dental OPH&R
Location	Christchurch (Burwood Hospital, Support West Coast)
Department	Canterbury Community Dental Service
Date	05-10-2026
Salary band (indicative)ⁱ	PSA Allied, Public Health, Scientific and Technical SECA Designated Band A
Children's Worker roleⁱⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Dental/Oral Health Therapist Clinical Coach provides practical clinical education in the workplace, demonstrating effective, evidence informed and culturally safe practice. They work closely with new graduate, junior, new employees, and returning to practice Dental/Oral Health Therapy to build confidence and skill in their practice.

They will closely support Dental Assistants (DA) to support understanding of DA scope and ensure that they are working within this scope to support best patient outcomes.

They will also be able to work with Dental/Oral Health Therapist who need to refresh their clinical skills or knowledge.

The Clinical Coach works in a supernumerary capacity and is responsible for promoting a learning environment within the clinical setting that encourages and supports development of clinical skills and knowledge, reducing staff stress, streamlining processes and supporting clinical staff to feel connected to wider healthcare system objectives.

Key Result Area	Expected Outcomes / Performance Indicators
Key Accountabilities	• Takes a supportive role in enabling and motivating Dental/Oral Health Therapists to develop skills and confidence and is available for clinical support and advice in all areas of Dental Therapy and Dental Hygiene scope of practice. • Works with Dental/Oral Health Therapists to identify and support the achievement of their individual clinical learning needs and develops a support plan with the staff member and their Clinical Team Leader • Role models clinical excellence and culturally safe clinical practice • Is a recognised clinical resource for all staff, particularly those new to the clinical area. • Works in a supernumerary capacity to ensure that adequate time and resource is available to meet the needs of learners. • Identifies Māori and Pacific Dental/Oral Health Therapists who may require additional cultural support and connects them with the appropriate support and with peers. • Identifies and leads programmes that can improve the transition of new graduate and returning Dental/Oral Health Therapists into confident practitioners in the clinical setting. • Enhances training for Dental Assistants, develops and maintains delegation frameworks and maximises utilisation of Dental Assistants across the Community Dental Service
Education & Development	• To provide professional development/training opportunities for individuals • To be involved in relevant inter-disciplinary or Community Dental specific in-service workshops • To oversee and coordinate the competencies and education programs for the new Dental/Oral Health Therapists and Dental Assistants • To participate in professional supervision both as supervisor and supervisee. • To participate in an annual performance review per Health NZ – Waitaha Canterbury and Allied Health guidelines, with the aim to complete objectives in the following year. • Supervision, both as supervisor and supervisee, will occur regularly as per the Allied Health - Continuing Competency Framework requirements with reference to the Guidelines of Expectations of Professional Practice. • Maintains and develops own expertise and knowledge in Oral Health Therapy practice through continuing professional development. • Pro-actively participates in own performance development and review. • Develops and sustains productive working relationships with the multi-disciplinary team to facilitate best practice. • Ensures alignment with Allied Health strategy and Organisational objectives. • Health Practitioners Competency Assurance Act (HPCAA) (2003) requirements and Dental/Oral Health Therapist

	professional standards are met with respect to Dental Council NZ policy where requirements for Annual Practice Certificate (APC) are kept current and APC is renewed on an annual basis. • Responsibility is taken for own learning by recognising personal training and skill needs and then by undertaking professional development activities on an ongoing basis. • Participation in peer review occurs
Continuous improvement and risk management – Quality Assurance	• Practices in accordance with legal, ethical, culturally safe and professional standards. • To be involved where necessary, with development and execution of training for individuals prior to or during a performance improvement process. • To be actively involved in quality initiatives including service evaluation, planning, review and development. • To contribute to review/update of orientation manual as required. • To contribute to continuous quality improvement to achieve best care for everyone. • To promote and incorporate Waitaha – Canterbury values during coaching interventions as necessary. • Demonstrate clinical leadership in identifying and proposing quality improvements
Administration	• Time management will allow for cluster meetings, in-services, business meetings, lectures, ongoing education and approved research. • Statistics will be collected as per organisation directive and will be completed according to expected timeframes.
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. • To communicate effectively with colleagues thus facilitating optimum outcomes. • To ensure effective liaison with staff to co-ordinate services to enable coaching opportunities. • To collaborate with and support senior staff in their roles and work with them to identify coaching needs for Community Dental staff, both collectively and on an individual basis. • To network with other health professionals to ensure continuity and enhanced service for patients.

	- To ensure referrals for Oral Health will comply with Dental Therapy scope of practice and with Health NZ Waitaha - Canterbury policy requirements. - To ensure that written documentation will comply with Health NZ Waitaha- Canterbury clinical documentation policy and with current Dental Council New Zealand Standards of Practice requirements.
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Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	- Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. - Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. - Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	- 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	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - 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

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Refer to the Clinical Manager:

- Role expectations, personal training and development requirements.
- Refers matters pertaining code of conduct violations, and ongoing concerns around practitioner
- competency
- 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
• AHS&T colleagues regionally, nationally and internationally • Nursing and medical colleagues • Other health service providers • Tertiary training providers • Support services/ NGOs • Professional & regulatory bodies • Government Agencies • Patients and their families/whānau • Directors of Allied Health (WC and rest of the South Island) • AH professional colleagues from other DHBs/organisations. • Canterbury Clinical Network, Primary Care Providers and Health of the Older Persons workstream • Unions • SI Workforce Development Hub • Workforce development agencies i.e., Te Pou, Careerforce etc. • Peers across other DHBs & PHOs • Other relevant stakeholders	• Allied Health staff • Executive Director of Allied Health, • Scientific & Technical (Canterbury and West Coast) • Director of Allied Health OPH&R • Directors of Allied Health CDHB/WC • Director of Nursing, nursing leaders and staff across CDHB • Allied Health Clinical Managers • Allied Health Team Leaders • Nurse Educators/Specialists • People & Capability Team

About you – to succeed in this role

You will have

Essential:

- Bachelor of Oral Health Therapy or Bachelor of Dental Therapy with no exclusions.
- Experience in implementing Te Tiriti o Waitangi in action.
- New Zealand Registered Dental/Oral Health Therapist with a current annual practicing certificate (inclusive of diagnostic radiography in Dental Therapy Practice and removal of the stainless-steel crown exclusion)
- Current and clean full divers' license

Desired:

- Five years post-graduate experience, at least three in the inpatient setting, with significant experience in Dental Therapy Scope (especially with birth – year 8 cohort)
- Clinical Coaching or education/teaching qualification/experience
- Adult learning qualification/experience
- Knowledge and experience in use of Titanium

- Experience in developing teams, building and sustaining relationships.

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Knowledge of supervision and adult education models
- Good understanding of principles of skill sharing and clinical delegation of tasks, including to unregulated workforce.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.