

<b>Position holder</b>	Dental House Officer/Dental Registrar
<b>Reports to</b>	Director for Whanau and Communities Clinical Director for Oral Health Services
<b>Department / Service</b>	Oral Health Services
<b>Purpose of the position</b>	<ul style="list-style-type: none"> <li>▪ To support and work with the hospital dental specialist teams to provide timely and appropriate assessment/treatment of patients presenting with acute, urgent and/or serious dental and/or oral and maxillo-facial conditions.</li> <li>▪ To provide dental advice and treatment of eligible hospital inpatients who require a dental opinion and/or urgent intervention.</li> <li>▪ To provide hospital outpatient dental care to eligible patients.</li> <li>▪ To provide general dental care to patients with behavioural difficulties and special needs.</li> <li>▪ To carry out assessments and assist with treatment, of children, adolescents and adults requiring a general anaesthetic to facilitate their care.</li> <li>▪ To provide general dental care to children and adolescents in a variety of locations throughout Hawke's Bay that is beyond the scope of practice and experience of Dental Therapists or Oral Health Therapists.</li> <li>▪ To work within a multidisciplinary team, with other agencies and health professionals to provide continuity of care.</li> <li>▪ To contribute to the training of other professional team members.</li> <li>▪ To participate in Audit, Peer Review and other activities, that promotes the concept of Clinical Governance and quality, at local, regional and when appropriate national level.</li> <li>▪ To actively participate in or support Te Whatu Ora - ` Hawke's Bay Public Dental Service current or future epidemiological research, oral health surveys or other research from time to time</li> <li>▪ To present a research project or case presentation to colleagues or a conference.</li> <li>▪ To provide accurate and full clinical records ensuring that acceptable standards of data protection and confidentiality are maintained in accordance with the Privacy Act.</li> <li>▪ To understand and adhere to Health and Safety, Cross Infection Control and other professional, service and organisational policies, guidelines and codes of practice.</li> <li>▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within Oral Health Service.</li> <li>▪ Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans.</li> <li>▪ To recognise and support the delivery of the Hawkes Bay Health sector vision</li> </ul>

## Working Relationships

Internal	External
<ul style="list-style-type: none"> <li>▪ Clinical Director – Oral Health</li> <li>▪ Director for Whanau and Communities,</li> <li>▪ Deputy Director for Whanau Communities,</li> <li>▪ Dental Registrars</li> <li>▪ Community Dentist</li> <li>▪ Senior Dentist</li> <li>▪ Oral and Maxillofacial Surgeons</li> <li>▪ Clinical Team Leader, Oral Health</li> <li>▪ Dental/Oral Therapists and Dental Assistants</li> <li>▪ Charge Dental Assistant</li> <li>▪ Support and Administration Staff</li> <li>▪ Other hospital services related to Dental Department</li> <li>▪ Hospital Medical and Support staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Private Dental and Medical Practitioners</li> <li>▪ Public Health Nurses</li> <li>▪ Other Health Professionals</li> <li>▪ Relevant Community Groups</li> </ul>

## Dimensions

<b>Expenditure &amp; budget / forecast for which accountable</b>	Nil
<b>Challenges &amp; Problem solving</b>	Ability to problem solve, to work without direct senior dentist supervision but with access to senior staff for consultative oversight, ability to work within an on call roster providing 24 hour cover on a rostered and rotating basis
<b>Number of staff reports</b>	Nil
<b>Delegations &amp; Decision</b>	Nil
<b>Other Indicators</b>	Any other quantities that indicate the size of the role e.g. size of the area, number of stakeholders

## Key Accountabilities

CLINICAL GOVERNANCE	
<p><b>Tasks:</b></p> <ul style="list-style-type: none"> <li>▪ To understand the various components of Clinical Governance and deliver quality clinical care that is timely and appropriate for each individual patient.</li> <li>▪ To follow professional codes of conduct as prescribed by the New Zealand Dental Association, Dental Council of New Zealand, National Radiation Laboratory and Te Whatu Ora - ` Hawke's Bay.</li> <li>▪ Ensure that the policies and procedures of Te Whatu Ora - ` Hawke's Bay Oral Health Services are carried out, including compliance with the statutory requirements and Te Whatu Ora - ` Hawke's Bay policies.</li> <li>▪ Clinical Practice delivered in a sound ethical and cultural environment.</li> <li>▪ Ability to work effectively with a prescribed workload including on call duties.</li> </ul>	<p><b>How it will be measured:</b></p> <p>Review and monitored by Clinical Director for Oral Health Services and Director for Whanau and Communities.</p>

CONTINUING EDUCATION	
<p><b>Tasks:</b></p> <ul style="list-style-type: none"> <li>▪ Fulfill Continuing Professional Development and registration requirements in line with those specified by the Dental Council of New Zealand, the New Zealand Dental Association and the National Radiation Laboratory.</li> <li>▪ Maintain and acquire up-to-date knowledge and clinical skills relevant to the fields of hospital, community, special needs and public health dentistry.</li> <li>▪ To prepare and deliver high quality and relevant professional development sessions to Dental/Oral Health Therapists and Assistants when requested.</li> </ul>	<p><b>How it will be measured:</b> Review and monitored by Clinical Director for Oral Health Services and Director for Whanau and Communities.</p>

TEAM WORK	
<p><b>Tasks:</b> To work as a functional member of the team and achieve Hawke's Bay District Health Board Oral Health Services objectives.</p>	<p><b>How it will be measured:</b> Review and monitored by Clinical Director for Oral Health Services and Director for Whanau and Communities.</p>

### Key Competencies

COMMUNICATION	
<p><b>Tasks:</b></p> <ul style="list-style-type: none"> <li>▪ To communicate and interact effectively with all patients, parents, caregivers and the wider community</li> <li>▪ To develop good professional relationships with medical and dental practitioners and other relevant health professionals throughout Hawke's Bay.</li> </ul>	<p><b>How it will be measured:</b> Review and monitored by Clinical Director for Oral Health Services and Service Director for Communities, Women and Children.</p>

ORAL HEALTH PROMOTION	
<p><b>Tasks:</b> To actively promote with a positive and innovative attitude sound dental health prevention and promotion messages ensuring that bicultural awareness is maintained at all times.</p>	<p><b>How it will be measured:</b> Review and monitored by Clinical Director for Oral Health Services and Service Director for Communities, Women and Children.</p>

CLINICAL RECORDS	
<p><b>Tasks:</b></p> <ul style="list-style-type: none"> <li>▪ Clinical records are maintained to an acceptable standard in accordance with current professional standards and appropriate information systems are used correctly.</li> <li>▪ To follow Hawke's Bay District Health Board Oral Health Services procedures in regards to output and outcome measurements, including the requirements of fee claiming under the various public dental service contracts for treatment completed.</li> </ul>	<p><b>How it will be measured:</b> Review and monitored by Clinical Director for Oral Health Services and Director for Whanua and Communities.</p>

## OCCUPATIONAL HEALTH & SAFETY

### Tasks:

- Displays commitment through actively supporting all health and safety initiatives.
- Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision.
- Ensures own and others safety at all times.
- Complies with policies, procedures and safe systems of work.
- Reports all incidents/accidents, including near misses in a timely fashion.
- Is involved in health and safety through participation and consultation.

### How it will be measured:

- Evidence of participation in health and safety activities.
- Demonstrates support of staff/colleagues to maintain safe systems of work.
- Evidence of compliance with relevant health and safety policies, procedures and event reporting.

## CUSTOMER SERVICE

### Tasks:

- Open and responsive to customer needs.
- Demonstrate an understanding of continuous quality improvement.

### How it will be measured:

- Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers.
- Identifies customer needs and offers ideas for quality improvement.
- Effective management of customers/situations.

## HONOURING TREATY OF WAITANGI OBLIGATIONS

### Tasks:

- Demonstrates understanding of the principles of the Treaty of Waitangi.
- Ensure the principles of partnership, protection and participation are applied to day to day work.
- Ensures procedures do not discriminate against Maori.

### How it will be measured:

Evidence of the principles applied in work practice.

## Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
<b>Treaty of Waitangi Responsiveness</b> (cultural safety)	Demonstrates the ability to include cultural safety of the health consumer when relating to care and processes within the Service. Demonstrates ability to apply the Treaty of Waitangi within the Service.
<b>Qualifications</b> (eg, tertiary, professional)	New Zealand Bachelor of Dental Surgery. or Recognised qualifications by DCNZ. Registered Practitioner with DCNZ with current Annual Practicing Certificate. Current New Zealand driver's licence.
<b>Business / Technical Skills</b> (eg, computing, negotiating, leadership, project management)	<ul style="list-style-type: none"> <li>▪ Effective organisational and administration skills, with the ability to achieve results and outputs required.</li> <li>▪ Positive attitudes to the policies of the Te Whatu Ora - ` Hawke's Bay Oral Health Services.</li> <li>▪ Sensitive to the cultural issues in the planning and delivery of Oral Health Services.</li> <li>▪ Evidence of relevant clinical experience.</li> <li>▪ Knowledge and experience in interacting within a team environment.</li> <li>▪ Knowledge of and empathy for all ethnicities.</li> <li>▪ The Treaty of Waitangi and its application to the health setting.</li> <li>▪ Privacy Act (1993) and Health Information Privacy Code (1994).</li> <li>▪ Health and Safety in Employment Act (1992).</li> <li>▪ Professional appearance and a pleasant positive co-operative manner.</li> <li>▪ Commitment to a client orientated approach to the planning and provision of dental services.</li> <li>▪ Ability and confidence to develop effective working relationships on an individual, multi-professional and team basis with all levels of staff</li> </ul>
<b>Experience</b> (technical and behavioural)	Shows commitment to, and demonstrates the behaviours of the health sector: <ul style="list-style-type: none"> <li>▪ Tauwhiro (delivering high quality care to patients and consumers)</li> <li>▪ Rāranga te tira (working together in partnership across the community)</li> <li>▪ He kauanuanu (showing respect for each other, our staff, patients, and consumers)</li> <li>▪ Ākina (continuously improving everything we do)</li> </ul>
Desirable	
	<ul style="list-style-type: none"> <li>▪ Knowledge of the New Zealand Health Service and the implications for the delivery and development of public dental services.</li> <li>▪ Clinical experience within a public health setting.</li> <li>▪ Understanding of the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996).</li> <li>▪ Understanding of the New Zealand Council of Healthcare Standards.</li> </ul>

## Recruitment Details

<b>Position Title</b>	Dental House Officer/dental Registrar
<b>Hours of Work</b>	80 – 89.8 hours per fortnight, with rostered and rotating on call hours.
<b>Salary &amp; Employment Agreement Coverage</b>	In accordance with the Resident Doctors' Association and Te Whatu Ora - ` Hawke's Bay Multi Employer Collective Agreement (MECA) according to qualifications and experience.
<b>Date</b>	October 2022

# Our shared values and behaviours



## 1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

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| <p><b>Welcoming</b></p> <ul style="list-style-type: none"> <li>✓ Is polite, welcoming, friendly, smiles, introduce self</li> <li>✓ Acknowledges people, makes eye contact, smiles</li> </ul> <p><b>Respectful</b></p> <ul style="list-style-type: none"> <li>✓ Values people as individuals; is culturally aware / safe</li> <li>✓ Respects and protects privacy and dignity</li> </ul> <p><b>Kind</b></p> <ul style="list-style-type: none"> <li>✓ Shows kindness, empathy and compassion for others</li> <li>✓ Enhances peoples mana</li> </ul> <p><b>Helpful</b></p> <ul style="list-style-type: none"> <li>✓ Attentive to people's needs, will go the extra mile</li> <li>✓ Reliable, keeps their promises; advocates for others</li> </ul> | <ul style="list-style-type: none"> <li>✗ Is closed, cold, makes people feel a nuisance</li> <li>✗ Ignore people, doesn't look up, rolls their eyes</li> <li>✗ Lacks respect or discriminates against people</li> <li>✗ Lacks privacy, gossips, talks behind other people's backs</li> <li>✗ Is rude, aggressive, shouts, snaps, intimidates, bullies</li> <li>✗ Is abrupt, belittling, or creates stress and anxiety</li> <li>✗ Unhelpful, begrudging, lazy, 'not my job' attitude</li> <li>✗ Doesn't keep promises, unresponsive</li> </ul> |
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## 1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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| <p><b>Positive</b></p> <ul style="list-style-type: none"> <li>✓ Has a positive attitude, optimistic, happy</li> <li>✓ Encourages and enables others; looks for solutions</li> </ul> <p><b>Learning</b></p> <ul style="list-style-type: none"> <li>✓ Always learning and developing themselves or others</li> <li>✓ Seeks out training and development; 'growth mindset'</li> </ul> <p><b>Innovating</b></p> <ul style="list-style-type: none"> <li>✓ Always looking for better ways to do things</li> <li>✓ Is curious and courageous, embracing change</li> </ul> <p><b>Appreciative</b></p> <ul style="list-style-type: none"> <li>✓ Shares and celebrates success and achievements</li> <li>✓ Says 'thank you', recognises people's contributions</li> </ul> | <ul style="list-style-type: none"> <li>✗ Grumpy, moaning, moody, has a negative attitude</li> <li>✗ Complains but doesn't act to change things</li> <li>✗ Not interested in learning or development; apathy</li> <li>✗ "Fixed mindset, 'that's just how I am', OK with just OK</li> <li>✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done</li> <li>✗ Nit picks, criticises, undermines or passes blame</li> <li>✗ Makes people feel undervalued or inadequate</li> </ul> |
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## 1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

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| <p><b>Listens</b></p> <ul style="list-style-type: none"> <li>✓ Listens to people, hears and values their views</li> <li>✓ Takes time to answer questions and to clarify</li> </ul> <p><b>Communicates</b></p> <ul style="list-style-type: none"> <li>✓ Explains clearly in ways people can understand</li> <li>✓ Shares information, is open, honest and transparent</li> </ul> <p><b>Involves</b></p> <ul style="list-style-type: none"> <li>✓ Involves colleagues, partners, patients and whanau</li> <li>✓ Trusts people; helps people play an active part</li> </ul> <p><b>Connects</b></p> <ul style="list-style-type: none"> <li>✓ Pro-actively joins up services, teams, communities</li> <li>✓ Builds understanding and teamwork</li> </ul> | <ul style="list-style-type: none"> <li>✗ 'Tells', dictates to others and dismisses their views</li> <li>✗ Judgmental, assumes, ignores people's views</li> <li>✗ Uses language / jargon people don't understand</li> <li>✗ Leaves people in the dark</li> <li>✗ Excludes people, withholds info, micromanages</li> <li>✗ Makes people feel excluded or isolated</li> <li>✗ Promotes or maintains silo-working</li> <li>✗ 'Us and them' attitude, shows favouritism</li> </ul> |
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## 1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

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| <p><b>Professional</b></p> <ul style="list-style-type: none"> <li>✓ Calm, patient, reassuring, makes people feel safe</li> <li>✓ Has high standards, takes responsibility, is accountable</li> </ul> <p><b>Safe</b></p> <ul style="list-style-type: none"> <li>✓ Consistently follows agreed safe practice</li> <li>✓ Knows the safest care is supporting people to stay well</li> </ul> <p><b>Efficient</b></p> <ul style="list-style-type: none"> <li>✓ Makes best use of resources and time</li> <li>✓ Respects the value of other people's time, prompt</li> </ul> <p><b>Speaks up</b></p> <ul style="list-style-type: none"> <li>✓ Seeks out, welcomes and give feedback to others</li> <li>✓ Speaks up whenever they have a concern</li> </ul> | <ul style="list-style-type: none"> <li>✗ Rushes, 'too busy', looks / sounds unprofessional</li> <li>✗ Unrealistic expectations, takes on too much</li> <li>✗ Inconsistent practice, slow to follow latest evidence</li> <li>✗ Not thinking about health of our whole community</li> <li>✗ Not interested in effective user of resources</li> <li>✗ Keeps people waiting unnecessarily, often late</li> <li>✗ Rejects feedback from others, give a 'telling off'</li> <li>✗ 'Walks past' safety concerns or poor behaviour</li> </ul> |
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### **Te Whatu Ora - Hawke's Bay**

Te Whatu Ora - Hawke's Bay provides and funds health services for the population of Hawke's Bay covering a region stretching from the north of the Mahia Peninsula to just south of Porangahau. Hawke's Bay district covers 14,164 square kilometres and accounts for 5.1 percent of New Zealand's land area. In the west the district is bounded by the Ruahine, Huiarau and Ahimanawa ranges and the Pacific Ocean is in the east.

The population is approximately 160,000 and tends to be older than the national average. Hawke's Bay has a higher proportion of Māori (26%) compared to the national average and a lower proportion of Pacific people (4%).

### **The Hospital**

Hawke's Bay Fallen Soldiers Memorial Hospital is the regional base hospital for Hawke's Bay. Situated in Hastings. It is one of the largest provincial hospitals in New Zealand. It is a 300 bed accredited public facility providing acute and elective care for the region. The hospital is a modern facility, with excellent Intensive Care, Emergency Department facilities, and modern scanning equipment.

### **Hospital Dental and Maxillofacial Surgery Services**

Hospital dental and maxillofacial surgery services are provided from two facilities of 2 chairs each located at Hawke's Bay Fallen Soldiers Memorial Hospital in Hastings and the Napier Health Centre. The facilities are up to date and provide a good environment for delivering oral health services.

The department currently has two dental registrars, three senior dentists including the clinical director, a sole oral and maxillofacial surgeon and currently two locum oral and maxillofacial surgeons. Two local general dentists support the on-call roster and is involved with the department's continuing education. The service provides approximately 3500 outpatient appointments, 320 dental admissions and over 100 maxillofacial admissions per year.

The service is closely aligned to the community oral health service provided by over 20 dental and oral health therapists to over 30,000 children and adolescents. Dr Helen Lloyd is the clinical director for both services.

### **The Work**

Dental registrars are primarily involved with providing dental care for medically compromised and disabled patients referred to the service from with the hospital, or from primary care and with supporting the oral and maxillofacial service. They provide an acute service to the emergency department including a first on call response roster (generally one week night a week, and 1:4 weekends).