

 HAWKE'S BAY District Health Board Whakawāteatia	POSITION TITLE	Oral Health Team Coordinator		
	DIRECTORATE	Whānau and Communities	DEPARTMENT	Community Oral Health Service
	REPORTING TO (operationally)	Manager Oral Health & Child Development Services	REPORTING TO (professionally)	Professional lead
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role delivers Team Coordination within the Community Oral Health Service in the Hawke's Bay District Health Board (HBDHB)			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ The coordinator provides support to the Manager Oral Health Services by taking on delegated leadership and operational tasks for the team or service. ▪ To ensure provision of safe and clinically effective comprehensive assessment and intervention for tamariki / tangata whaiora and their whānau within the Oral Health Service ▪ To ensure and prioritise a focus on patient safety and quality of care and processes within the Oral Health Service for tamariki / tangata whaiora and their whānau ▪ Delivery of organisational KPI's including relevant Ministry of Health (MOH) target, financial budgets and service plans. ▪ To role model and contribute to the delivery of the Hawke's Bay Health sector vision, values and behaviours. 			
KEY DELIVERABLES	<p>Leadership and Management - Te Ārahi me te Whakahaere</p> <ul style="list-style-type: none"> ▪ Demonstrates ability to organise workload and accept responsibilities for work outcomes. ▪ Utilises information available to prioritise client/patient/ Tangata whaiora and their whanau referred into the service to enable appropriate allocation of referrals and workload across the teams. ▪ Models, fosters and develops an environment of team work with positive working relationships and dynamics. ▪ Leads, attends and contributes to relevant department, clinical and team meetings. ▪ Demonstrates effective negotiation and conflict management skills within the workplace ▪ Provides feedback to staff using coaching and relationship centred practice strategies to support sound effective and competent performance. ▪ Directs and delegates day to day deployment of staff as required in the role, including work to Dental assistants and support staff ▪ Completes tasks delegated by the Manager such as recruitment & orientation, staff performance reviews, performance management, clinical assurance and complaint management. ▪ Initiates and Provides reports to Manager in relation to team/service area. ▪ Carries out and supports others with assessment and management of risks for example, clinical, financial, reputational etc. ▪ Actively represents the service at relevant department, clinical and team meetings, leading and facilitating such meetings as required and completing follow up actions and responsibilities. ▪ Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of tamarikj/tangata whaiora and their whānau ▪ Clearly communicates the role of the Oral Health Service and set expectations and boundaries of service delivery. ▪ Actively participates as a member of the Oral Health Leadership team, contributing to the achievement of strategic direction for the service. ▪ Contributes within Whānau and Communities leadership as required <p>Clinical Practice - Te Mahi Haumanu</p> <ul style="list-style-type: none"> ▪ Provides day to day clinical leadership and coordination of the service in community oral health This includes effective and equitable allocation of resources, caseload management and provision of clinical advice, support and guidance to others. ▪ Takes professional and organisational responsibility for managing a caseload of tamariki/tangata whaiora and their whānau with increasing complexity, be able to independently adapt and make complex decisions regarding Dental therapy intervention. ▪ To manage, maintain and improve the dental health of a group of tamariki/tangata whaiora and their whānau. ▪ The dental care and intervention needs of the tamariki/tangata whaiora and their whānau are assessed and met by appropriate preventative, educative and treatment measures according to individual needs in partnership with the tamariki/tangata whaiora and their whānau with the clinical advice of the wider team when indicated. ▪ Dental therapy practice and dental care delivery is of high quality and based on an up to date knowledge and practice. ▪ Demonstrates provision of culturally safe and bicultural practice with tamariki/tangata whaiora and their whānau. 			

- Demonstrates an awareness of health inequalities, with evidence of implementing actions within clinical practice towards reducing these for the tamariki/tangata whaiora and their whānau.
- Role model's relationship centred practice and demonstrates effective communication to establish a therapeutic relationship and focus on the agreed goals with patients/ clients/ tangata whaiora, their whānau and IPP and/or MDT team, including the wider health team and external agencies. This includes relaying complex, sensitive and contentious information.
- Completes health record documentation consistent with legal, professional and organisational requirements within the working day.
- Recognises and implements evidence-based practice for oral health services alongside relevant clinical policies and practice guidelines.
- Provides teaching and coaching with tamariki, their whānau and other professionals to promote health literacy ensuring engagement, participation and understanding alongside accurate and consistent dental health messages
- Demonstrates awareness of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision.
- Identifies unmet needs of patients/clients/tangata whaiora and their whānau and identifies potential solutions and consideration needed by the wider team to address these.
- Engages in teaching and coaching with patients/clients/tangata whaiora, their whānau and other professionals to promote health literacy ensuring participation, engagement and understanding.
- Demonstrates an understanding of the roles and contributions of the members of the wider health teams, collaborating with the Oral Health Service.
- Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe interventions for tamariki/tangata whaiora and their whānau while maintaining service delivery.

Teaching and Learning - Ako Atu, Ako Mai

- Maintains competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This must comply with professional registration requirements.
- Supervises, educates and enhances the learning opportunities and clinical practice education of staff and students.
- Facilitates and is involved in the orientation and training of newly appointed staff and actively role models and promotes the values and behaviours of the Hawke's Bay District Health Board
- Completes mandatory training as applicable for the role.
- Leads, contributes to and participates in training within the team/service.
- Maintains an awareness of current research and evidence based practice developments in the clinical field and contributes to improving and implementing changes in practice.
- Provides, contributes to & participates in coaching, mentoring and clinical support and/or professional supervision.
- Participates constructively in own and others annual performance review and associated clinical assurance activities.

Service Improvement and Research - Te Whakapai Ratonga me te Rangahau

- Initiates and participates in quality improvement activities, including research components to develop and improve service delivery.
- Actively participates in projects /development /working groups / clinical networks beyond the team or service, to identify and implement service improvements.
- Leads and participates in quality improvement activities to develop and improve service delivery, clinical practice or professional standards. This may include new care pathways / treatment protocols, interventions, standards of practice etc.
- Leads / participates in planning for required changes, implementing new systems/procedures and evaluation of effectiveness.
- Initiates, develops and /or participates in regional / sub regional professional networks and relevant activities as appropriate to area of work.
- Contributes to annual planning process, including identifying gaps in service and participating in work activities that may result from the planning process.
- Practises in a way that utilises resources (including staffing) in the most cost-effective manner to facilitate the optimal tamariki / whānau outcomes.
- Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children's Act 2014, Privacy Act, ACC service specifications etc.).

HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> ▪ Not to do anything that puts your own H&S at risk ▪ Not to do anything that puts others H&S at risk ▪ To follow all health and safety policies and procedures ▪ To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Oral Health Service ▪ Whānau and Communities Leadership Team, including Oral Health Clinical Director ▪ Allied Health Professionals, Professional Advisor & Director of Allied Health ▪ Te Wāhanga Hauora Māori HBDHB ▪ Other teams relevant to supporting the Tangata Whaiora and whānau journey including Public Health Nurses, Population Health Oral Health Advisor and the Adolescent Oral Health Coordinator 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Tamariki, whānau & tangata whaiora ▪ Education Providers, Schools and Early Childhood Centres including Kohanga Reo ▪ Community Services and Agencies ▪ All other Health Providers, including PHO, GPs Plunket, Tamariki Ora, Dentists & Māori Health Providers ▪ New Zealand Dental Council
DELEGATION AND DECISION	<ul style="list-style-type: none"> ▪ Active participation in service area decision making including initiatives to strengthen interventions and engagement practices with Māori, (whānau, hapū and iwi) and integrating Māori models of healthcare 	
HOURS OF WORK	80 per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the Allied, Public Health and Technical Multi Employer Collective Agreement (MECA) steps 9 - 10 according to qualifications and experience pro-rated for hours worked.	
DATE	November 2021	
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Ensure smooth and effective pathway for tamariki / rangatahi / whānau /kaumata/kuia referred to the service to ensure barriers to services are reduced ▪ A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi ▪ Active participation in service area decision making including initiatives to strengthen interventions and engagement practices with Māori, (whānau, hapū and iwi) and integrating Māori models of healthcare ▪ Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways 	

ESSENTIAL CRITERIA

Qualifications

- Registered Oral Health Therapist or Dental Therapist holding a current Annual Practising Certificate

Experience

- Expectation of at least 5 years clinical practice.
- Recent clinical experience and knowledge of Community Oral Health Services.
- Leading and facilitating clinical improvement
- Demonstrated experience in service, quality or process improvements
- Commitment to quality and excellence

Business / Technical Skills

- Proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current full NZ driver's license. (delete if not a community role or relevant)

Leadership Competencies

- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly

Key Attributes

- Excellent oral and written communication skills.
- Ability to work independently but ask for supervision when required.
- Sensitive to cultural issues with an understanding of the implications for service delivery.
- Enthusiasm, initiative and flexibility.
- Focus on delivering high quality intervention for the tamariki/tangata whaiora and their whānau
- Self-motivated in developing clinical and professional practice of self and others.
- Ability to organise, set priorities and monitor performance
- Clean current full New Zealand driver's licence with ability to drive a car
- Proficiency in Microsoft Office, (ie Word, Excel, Outlook, PowerPoint, Internet resources and e-mail).
- Ability to contribute positively to the interprofessional /multidisciplinary team.
- Evidence of work ethic in line with the HBDHB values

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

Physical requirements for role:

Agility:

- Able to kneel • Able to squat • Able to raise arms above head • Able to reach arms out in front • Fitness • Able to walk up 2 flights of stairs without stopping

Strength:

- Able to do at least 3 half press ups (i.e. on knees)

Vaccination status for role

All staff must be vaccinated for Influenza and COVID-19
Recent Additional vaccinations are required for Clinical Staff

DESIRABLE CRITERIA

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Adult Teaching experience / qualification
- Member of NZ Dental Association



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.