



Job Description

Job Title - Ingoa Tūranga Mahi:	Dental Assistant / Service Coordinator
Reports to - Rīpoata ki	Practice Manager
Service - Ratonga:	Dentistry
Direct Reports - Rīpoata Tika	N/A
Location - Wāhi:	140 Hobson Street, HomeGround

Te Tāpui Atawhai – Auckland City Mission

Background - Ko wai mātou

Te Tāpui Atawhai – Auckland City Mission supports Aucklanders in greatest need. Our services have evolved as the city’s social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all.

Since our doors opened more than 104 years ago, this has been our ‘why’. We offer support for however long and in whatever way needed – for some people that’s simply accessing one of our many services, for others that’s a complex journey with our full support.

The Mission, known as Te Tāpui Atawhai since July 2021, sees its Māori name as symbolising a commitment to understanding and addressing the impact of colonisation and contributing to the nation's healing process and acknowledging that existing economic, health, and social inequities for Māori are caused by breaches of Te Tiriti which are on-going.

Te Tāpui Atawhai is committed to upholding Te Tiriti o Waitangi, doing so is core to achieving our organisational mission and vision. Underpinning our work and foundational to our mission, vision and values as a Tangata Tiriti organisation. This commitment is demonstrated in everything we do as an organisation, and we are committed to fostering a diverse and inclusive workplace where staff feel valued and respected.

Dentistry

The Dentistry is a new initiative at Auckland City Mission, providing essential dental care to those who need it most.

The clinic will be coordinated by a Dental Assistant/Service Coordinator and staffed by volunteer dentists from across Auckland, offering treatment to vulnerable individuals who may otherwise go without care.

By removing financial and accessibility barriers, the clinic aims to improve oral health and overall well-being for the community. This service reflects the Mission’s commitment to holistic healthcare, ensuring that dental care is available to those who need it most.

Position Purpose - Te Kaupapa o Te Tūranga

The Dental Assistant / Service Coordinator is responsible for the operational delivery of the service on a daily basis as well as providing chair side assistance, ensuring that both kaimahi and whānau have all necessary support and guidance for the safe and effective delivery of dental services. This role includes coordination and rostering of volunteer dentists alongside administration, KPI's, and procurement.

Key Responsibilities – Ngā Kawenga Matua

Operational effectiveness

- Role modelling a culture that embeds the Mission's values of Manaakitanga, Atawhai, Rangapū and Manatika/Mana Orite and demonstrates through actions commitment to Te Tiriti o Waitangi.
- Ensure that effective clinical and cultural processes and practices are followed to support the delivery of services to people with complex needs. Ensure processes are documented, understood and adapted as necessary.
- Be a strong champion of Te Tiriti o Waitangi and actively seek to embed Te Tiriti approaches in service delivery and coordination.
- Provide support and coordination to the volunteer dentists.
- Dental materials and supplies are reordered within the guidelines of the practice so that adequate stocks are maintained to ensure consistent availability in the dental surgery.
- Provide timely and insightful reporting on operational delivery and service efficacy.
- Manage patient appointments using EXACT dental software.
- Manage volunteer rostering using Better Impact.
- Work closely with other departments within Auckland City Mission to facilitate client referrals.
- Producing various reports for analysis of service.

Ensure a safe working environment

- Materials, supplies, equipment, instruments and records are prepared and available for clinic the following day.
- Immediately prior to each appointment the surgery is set up with correct instruments, equipment, records, materials and supplies for the following patient.
- Has read, understood and keeps up to date with the practice's Occupational Health and Safety Guidelines for emergencies.

Assist dentists chairside

- Dental chairside assistance is provided to the dentist and patient throughout the entire appointment.
- The dentist's procedures for positioning the patient, equipment and materials are followed, and the dentist's instructions are followed or the needs are anticipated during the procedure.
- Dental recording and charting are accurately completed from the dentist's instructions.

Infection prevention control

- Hands are washed before and after each patient and fresh gloves used for each patient.
- Instruments and equipment are cleaned, sterilized and set up ready for use according to the practice's cross infection control procedures, and used supplies disposed of safely.
- The primary and secondary work zones of the dental surgery are cleaned and disinfected between patients according to the practice's cross infection control procedures.
- At the end of the day the surgery is cleaned, chair maintenance is completed, windows and blinds are closed and locked, equipment is turned off and the practice is locked.

Professional reputation

- A neat and tidy appearance is always maintained. In particular, hair below the collar should be tied back and jewellery should not prevent the practice's cross infection control procedures being undertaken.
- Positive interaction should be maintained at all times with patient, families, staff of the practice and all people who interact with the practice.
- Willingness to undertake other appropriate tasks delegated by the dentist or practice manager.
- Seminars, staff meetings and training are attended as required.

Clinical Assurance

- Ensure all clients receive a high standard of care, consistent with best practice and the agreed model of care.
- Ensure all staff are well trained and aware of service delivery models and its operationalisation into day-to-day service delivery.

Compliance

- Lead a culture of positive health and safety practice and meet requirements of health and safety policies.
- Ensure the service delivery and staff conduct adheres to Mission policies and procedures.
- Infection Prevention and Control

**Qualifications, Experience, Knowledge and Skill Requirements
Ngā Whēako – Ngā Tohu Mātauranga**

The skills, experience and knowledge outlined below may be obtained from a number of different experiences. For example, from paid work, voluntary work, work undertaken within your Church, Marae, or from specific iwi/whānau responsibilities. The list below outlines transferable skills, knowledge and experience we are seeking for this role.

If qualifications are required for the role, they are also outlined below. If no qualifications or preferred qualifications are outlined, we will consider equivalent experience for the role.

Essential - Ngā Pūkenga Nui	Role-specific - Tūranga Motuhake
<ul style="list-style-type: none"> • Experience as a dental surgery assistant. A dental surgery assistant's certificate (NZDA or similar) would be an advantage. • Able to accept responsibility and set priorities for dental surgery assistant tasks. • Evidence of inter-personal and communication skills (written and oral). • Reputation for dependability and drive for achieving goals successfully. • Excellent team building, collaboration and partnering skills, with aptitude for getting things done through both formal and informal channels. • Reputation for personal integrity and reliability. • Commitment to the Auckland City Mission brand and culture. • Commitment to embodying the principles of the Te Tiriti o Waitangi in organisational practice. • An appreciation of the multi-cultural nature of both New Zealand and the Mission's staff, volunteers and clients • Willingness to advocate for improved social conditions and a fair sharing of the community's resources (social justice). 	<ul style="list-style-type: none"> • Significant, proven coordination experience • Understanding of complex cultural, social and economic diversity • Experience working with people experiencing coexisting issues including trauma. • Experience of implementing operational processes and continuous process improvement • Experience of managing health and safety risks in complex environments • Working knowledge of Infection Prevention and Control policies and procedures

Why join us? – Haere mai
<p>Cultural Respect: Be part of an organisation that values and integrates te ao Māori into its core values and operations.</p> <p>Career Growth: Access to professional development and internal career progression opportunities.</p> <p>Supportive Environment: Engage with a diverse network of colleagues and participate in culturally enriching events and activities.</p> <p>OUR MISSION - Tō Mātou Kaupapa.</p> <p>We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.</p> <p>OUR VISION - Tō Mātou Kitea</p>

A Tāmaki Makaurau where everyone can thrive.

OUR IMPACT STATEMENTS

- Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau.
- Everyone has access to enough good kai to sustain them and their whānau needs.
- Health care is accessible for all, including people living with the effects of trauma, mental unwellness and substance abuse.