

Community Dental Service

Job Title: Dental Services Manager/Clinical Director
Band: Band C Dental Service Manager
(Pay scale 15-18 complexity high – Wales CDS T&C 2017)
Responsible to: Primary Care and Community Divisional Manager
Accountable to: Primary Care and Community Assistant Medical Director
Base: Llanfrechfa Grange, Llanfrechfa, Cwmbran

Job Purpose:

- To provide clinical leadership to all staff in CDS Directorate.
- Management of the service, its staff and infrastructure to ensure the delivery of service programmes.
- To contribute towards the Quality and Clinical Governance agenda and together with the Medical Director and Integrated Oral and Dental Services Group (IOHG), to help develop and implement the operational plans of the service programme areas.
- To take responsibility for performance management, including appraisal and job planning of Community Dental Service/General Dental Service clinicians as appropriate.
- Will be responsible for CDS and programme area budget.
- To provide clinical care in accordance with a Band C (Specialist) or Band B job description and Welsh Government (WG) policy.
- To contribute strategically as a member of the Primary Care and Community Division senior management.
- Work with Primary Care and Community Divisional Manager to take forward the CDS agenda in line with Welsh Government strategic policy.
- To facilitate for CDS and dental OOH national and Health Board's Quality and Clinical Governance requirements.
- Maintain the role of the ABUHB Community Dental Service in accordance with WHC(2022)- 022 – Role of the Community Dental Service and Services for Vulnerable People and its subsequent iterations. To ensure collaboration with other relevant agencies to the IOHG and CDS action plan
- Be responsible for the ABUHB Oral Health Promotion programmes such as Designed to Smile, Gwen am Byth
- Ensure that CDS continues to research agenda and national dental epidemiology.
- To ensure facilitation of administrative, clinical and organisational change as required.
- Be responsible for the provision of CDS training (staff, students, dental core trainees, dental care professionals, specialist trainee(s) and others) in liaison with other agencies as required.

Duties and Responsibilities

Clinical:

- Provide the range of clinical duties normally expected of a Band B or Specialist Band C Dentist.
- Lead on the triage, manage and adjudicate clinical referrals in association with colleagues.

Communication:

- Communicate with patients, families/carers, user groups and organisations on complex clinical issues, addressing difficult situations.
- Communicate with clinical teams, peers and others in a professional and appropriate manner regarding a range of clinical and/or leadership situations.
- Communicate with other health, educational and social care professionals as required.
- Communicate and/or direct colleagues/staff/students in a range of teaching and clinical situations in a professional manner to inspire confidence, motivation and teamwork enabling staff and students to benefit from a positive learning experience.
- Ensure patient engagement and the use of satisfaction surveys.

Management and Leadership:

- Be responsible for the CDS operational implementation of policy and strategic planning.
- Operational management of multiple sites and staff groups across.
- Line manage senior CDS staff.
- Respond to incidents, concerns and Duty of Candour as required with the Putting Things Right team.
- Organise and provide management oversight to training programmes, as relevant in liaison with other senior colleagues.
- Liaise with other health professionals, agencies, the media, and the public, as required, observing Health Board policy.
- Facilitate and monitor the achievement of service contracts.
- Lead on governance and risk issues, escalating as appropriate.
- Lead on business planning and marketing of services.
- Provide relevant data analysis, interpretation, and production of reports, as required.
- Lead on the collection, collation, and verification of service data as appropriate and produce reports as required.
- Participate in, facilitate, or lead clinical research as part of an approved funded research project falling within own competency.

Professionalism:

- Provide advice and support to colleagues applying sound ethical and professional principles.
- Be responsible for and conduct appraisals and job plans of CDS staff as delegated within line management structure.
- Manage underperformance of staff in accordance with Health Board policy.

DEPUTY CLINICAL DIRECTOR - BAND C	
ESSENTIAL	DESIRABLE
Qualifications	
<ul style="list-style-type: none"> • Registration with General Dental Council • Bachelor in Dental Surgery or equivalent • Proven maintenance of postgraduate continuing professional development • Post graduate qualification (MSc or equivalent) relating to a relevant clinical discipline, Dental Public Health and/or research • Leadership course 	<ul style="list-style-type: none"> • GDC Specialist Registration relevant to post • Membership of a professional organisation/learned society relating to the clinical specialist/specialised area of work • Leadership or management qualification • Clinical Education/Teaching qualification
Experience	
<ul style="list-style-type: none"> • Extensive experience in Senior position in CDS • NHS experience • Operational management of dental teams • Teaching, training, supervision/mentorship of other grades of staff and/or students • Analysis and interpretation of data and evidence of production of reports • Leading in quality improvement projects • Membership of national/international committees • Multiagency working • Ability to appraise others and advise on career development when conducting PADRs 	<ul style="list-style-type: none"> • Organisation of Sedation and or GA service • Experience of Direct Access in relation to Dental Care Professionals • Dental Public Health experience / involvement in national public health initiatives at a senior level • Quality Improvement and/or Research experience • Publication in a relevant professional journal • Project management
Personal Skills	
<ul style="list-style-type: none"> • Organisational skills • Leadership skills • Good interpersonal and communication skills • Ability to organise a clinical service • Able to prioritise tasks and organise work to meet deadlines 	<ul style="list-style-type: none"> • Ability to communicate theory and nurture skills in others • Research skills • Ability to identify and deal with poor performance in accordance with national and Health Board policies

<ul style="list-style-type: none"> • Innovative • Ability to influence others to support a vision and key goals to deliver desired outcomes • Good presentation skills 	
Personal Aptitude	
<ul style="list-style-type: none"> • Compassionate leadership skills • Willing to commit to achieve results and meet deadlines • Sets high standards and motivated to achieve them • Flexible approach to changing priorities and work systems • Ability to work autonomously whilst being aware of own limitations 	<ul style="list-style-type: none"> • High degree of professionalism
General	
<ul style="list-style-type: none"> • Ability to drive and travel to venues 	<ul style="list-style-type: none"> • Fluency or good knowledge of the Welsh language • Fluency in another modern language (other than English or Welsh)

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