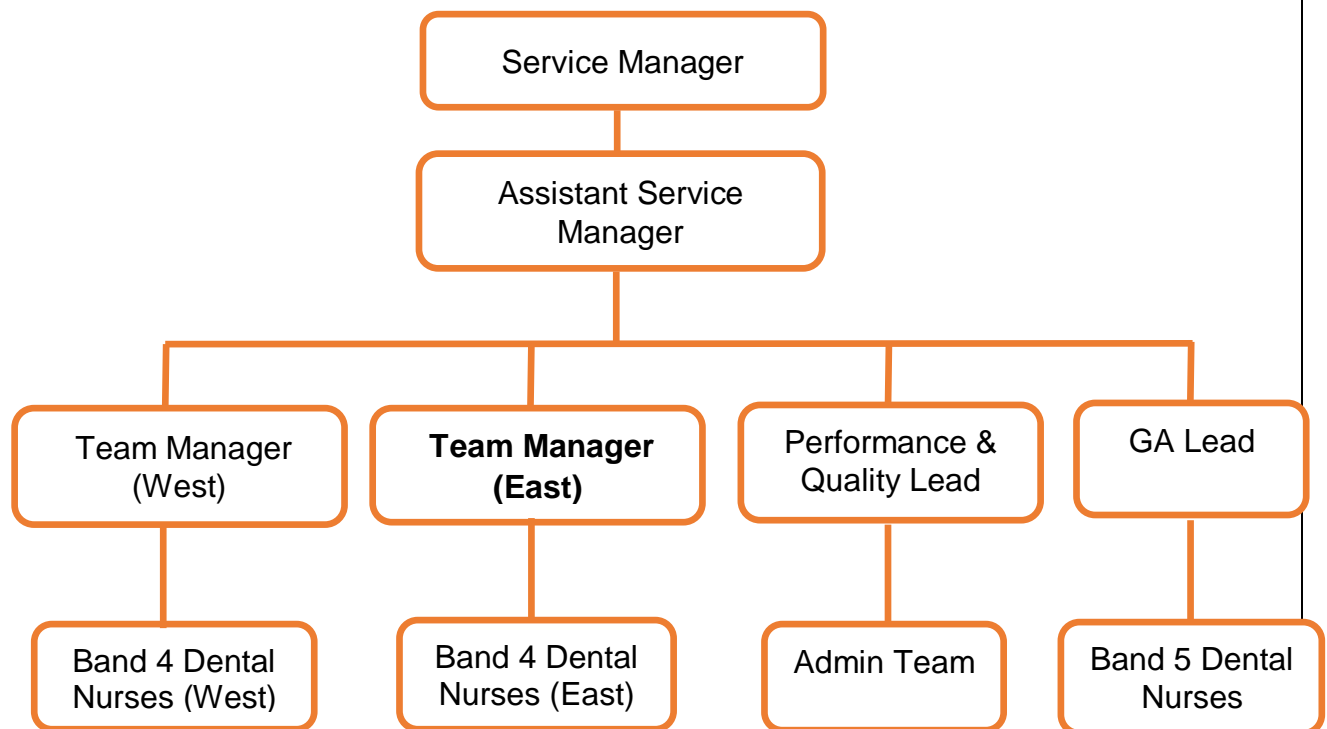


1. JOB DETAILS	
Job title:	Dental Team Manager
Accountable to:	Service Manager
Managerially (if required)	Assistant Service Manager
Professionally (Optional)	NEBDN Prof Code of Practice & Registration with GDC
Agenda for Change Band:	Band 6
Fixed term post: (delete if not applicable)	Permanent
Location:	York, but flexibility required to meet the needs of the service – requirement to work across the Vale of York and North Yorkshire Coast
2. JOB SUMMARY (A brief description of the main purpose of the post)	
<p>The post holder will support the Assistant Service Manager and Service Manager with the delivery of the Community Dental Service. They will provide operational management across the East Community Dental Service sites.</p> <p>The post holder will provide line management to the Band 4 Dental nurses in their defined locality. Additionally, the post holder will provide operational and HR leadership for the Dentists within their defined locality.</p> <p>The post holder will be responsible for the day to day operational management of the sites within their defined locality, including, managing any estates issues and stock levels.</p> <p>The post holder will create and deliver training to the Band 4 Dental Nurses, in accordance with the latest national guidance, to support high levels of quality and safety assurance.</p>	
3. ROLE OF DEPARTMENT (The function of the department in which the post holder works)	
<p>The Salaried Primary Care Dental Services sits within the Children's Countywide Community Care Directorate.</p> <p>The Salaried Primary Care Dental Service provides comprehensive clinical and administrative procedures for patients, both children and adults, including those who may have special needs, whom may have challenging behaviour, communication difficulties, dental phobias, sensitive and / or complicated medical histories.</p>	

4. ORGANISATIONAL CHART

(Including in diagrammatic form to whom the post is responsible to and any posts which are responsible to the post holder)



5. KEY WORKING RELATIONSHIPS

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

Internal

- All staff, Service Managers, Locality Managers & Team Leaders within Harrogate District Foundation Trust
- Children's Countywide Community Care Directorate
- Dental Clinical Lead
- HR and Finance Colleagues
- Staff side and Trade Union representatives

External

- Commissioning Teams
- Local Authority, Social Services and Education
- Primary Care Professionals & Independent Contractors
- Voluntary and Community Sector
- Service Users and Representative Groups, Community Groups
- Acute Hospital providers
- Other NHS / Private providers
- Deanery

6. DUTIES AND RESPONSIBILITIES OF THE POST

Communicate complex sensitive information to patients, including; anxious patients, paediatric patients and patients with additional needs.

Disseminate service information to the East Locality and the wider Community Dental Team

Plan and deliver regular training sessions to ensure high levels of quality and safety assurance, including, delivering regular training sessions through the Community Dental Service's (CDS) monthly staff meetings.

Analyse performance information for the East Locality and use this information to inform the day to day operational decisions.

Responsible for creating and adapting the team rotas to deliver the service within the East Locality.

Work within the agreed CDS Service Level Agreement (SLA) to deliver the service and escalate any issues with the delivery of the SLA to the Assistant Service Manager.

Able to assemble and safely use dental equipment. Able to provide guidance and training to the Community Dental Team about the current dental equipment.

Ensure all equipment is safe, maintained and available for use in the East locality, escalating any risk issues at the earliest opportunity to the Assistant Service Manager

Work with the Assistant Service Manager to review the equipment in the East Locality on an annual basis and feed into the wider CDS capital investment plan.

Provide pre and post-treatment advice to patients when required.

Make policy and service change recommendations to the Integrated Management Team about areas that impact beyond own area of responsibility, i.e Infection Control.

Responsible for the day to day operational management of the East Locality and to provide leadership cover to the West locality when required

Line management responsibility of the Band 4 Dental Nurses within the East Locality, including; recruitment, appraisals, capability management, sicknesses and training.

Responsible for authorising payroll timesheets for the East Locality.

Provide operational HR support to the line manager of the Dentists and Dental Therapists.

Manage the weekly staffing rotas for the East locality

Support the Band 5 nurses and the Integrated Management Team in delivering appraisals in the East Locality.

Ensure all Band 4 nurses within the East Locality are up to date with their statutory and mandatory training. Take action where required to improve compliance and escalate any concerns to the Assistant Service Manager.

Ensure all Band 4 nurses have appropriate up-to-date GDC registration and escalate any concerns to the Assistant Service Manager.

Responsible for ensuring the East Locality has the appropriate stock levels to deliver a sustainable service.

Provide and receive complex, sensitive information, requiring tact and persuasive skills.

Disseminate complex information to the Community Dental Team with appropriate communication styles

Record information appropriately and contemporaneously

Complete regularly clinical and activity audits and present the findings through weekly management meetings and monthly Quality of Care meetings as appropriate.

Work within occupational standards, policies and procedures.

Manage informal patient complaints sensitively and appropriately. Take delegated responsibility to investigate any formal complaints in conjunction with the Assistant Service Manager and Service Manager.

Manage any Datix's in conjunction with the Integrated Management Team

Provide day to day management of the estates within the East Locality, in accordance with the nationally health and safety guidance, ensuring problems are rectified and addressed

To be the local SALUS officer for the East Locality

Provide cover for the Dental Nurses in an emergency

To ensure that the clinics within the East Locality abide by service policies and procedures, including; decontamination processes, ionising radiation protection and quality assurance, SALUS and COSHH assessments and disposal of clinical and special waste.

To be an authorised signatory for the Community Dental Service within appropriate delegated limits

This job description is an outline only and is not definitive or restrictive in any way. It will be regularly reviewed and may be amended in the light of changing circumstances following consultation with the post holder.

7. WORK SETTING AND REVIEW

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

The post holder will be line managed by the Assistant Service Manager and is expected to prioritise and organise their own workload on a day to day basis. The post holder will meet with the Assistant Service Manager regularly to escalated any concerns or complex issues.

The post holder is expected to work autonomously and is accountable for their own professional practice.

The post holder is expected to work within clinical guidelines and ensure self development, working closely with the Assistant Service Manager and Service Manager, attending Service meetings as appropriate.

8. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

PERSON SPECIFICATION

POST TITLE: **Dental Team Manager**

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Post graduate level or equivalent practical experience NEBDN Dental Nursing certificate or equivalent Registered with the General Dental Council as a Dental Care Professional 	<ul style="list-style-type: none"> Evidence of management studies through short courses or postgraduate training. Additional post registration qualifications in one of the following: Sedation, Radiography or Special Care Dentistry
Experience	<ul style="list-style-type: none"> Experience of taking the lead on specific dental projects Experience of dental software systems Significant Community Dental Experience Experience of managing a team and resources Experience of recruitment processes and conducting appraisals General knowledge and understanding of the NHS and how the service links in with other agencies 	<ul style="list-style-type: none"> Experience in managing quality and safety assurance programmes Experience managing sensitive and complex Human Resource concerns
Knowledge	<ul style="list-style-type: none"> Developed interpersonal, communication (written and oral), persuasive and facilitation skills. Ability to work with and deliver within a fixed project timescale Well-developed workload management skills. Ability to develop an inclusive, team-based approach to problem solving and decision-making. Demonstrate willingness and ability to challenge existing practice. Analytical skills. Understanding of the Healthcare management environment, roles and responsibilities 	<ul style="list-style-type: none"> Ability to plan, track and report on data using SOEL Health Knowledge of national directives for the Community Dental Services
Skills and Aptitudes	<ul style="list-style-type: none"> Able to develop and sustain good relationships within own team and with other teams and service providers Passionate about service improvement and the benefits this can deliver to patient care. 	

	<ul style="list-style-type: none"> • Commitment to personal, staff and organisational development. • Confident public communication skills • Self-confident and emotionally resilient. • Able to follow Trust policies and procedures 	
Personal Circumstances	<ul style="list-style-type: none"> • Willing to be flexible and adapt to changing service needs • Good general wellbeing and ability to meet the demands of the post and work under pressure 	
Other requirements	<ul style="list-style-type: none"> • Satisfactory Occupational Health clearance • Satisfactory Enhanced DBS clearance • Ability to travel to other clinics/Localities 	

PERSON SPECIFICATION AGREEMENT

Post holder

Date

Line Manager

Date

Each of the above points should be considered in the light of minimum requirements listed in the job description.