

## Special Care & Community Dental Service

### JOB DESCRIPTION

#### 1. JOB DETAILS

**Job title:** Bank Dental Nurse

**Accountable to:** Clinical Director

**Responsible to:** Dental Nurse Manager

**Professionally accountable** The Clinical Director.

**Location:** Westmorland General Hospital

#### 2. JOB SUMMARY

All staff are expected to work to the Trust Values:



**Kindness** – Kindness and compassion cost nothing, yet accomplish a great deal.



**Respect** - We are respectful to everyone and are open, honest and fair – respect behaviours.



**Ambition** – We set goals to achieve the best for our patients, teams, organisations and our partners.



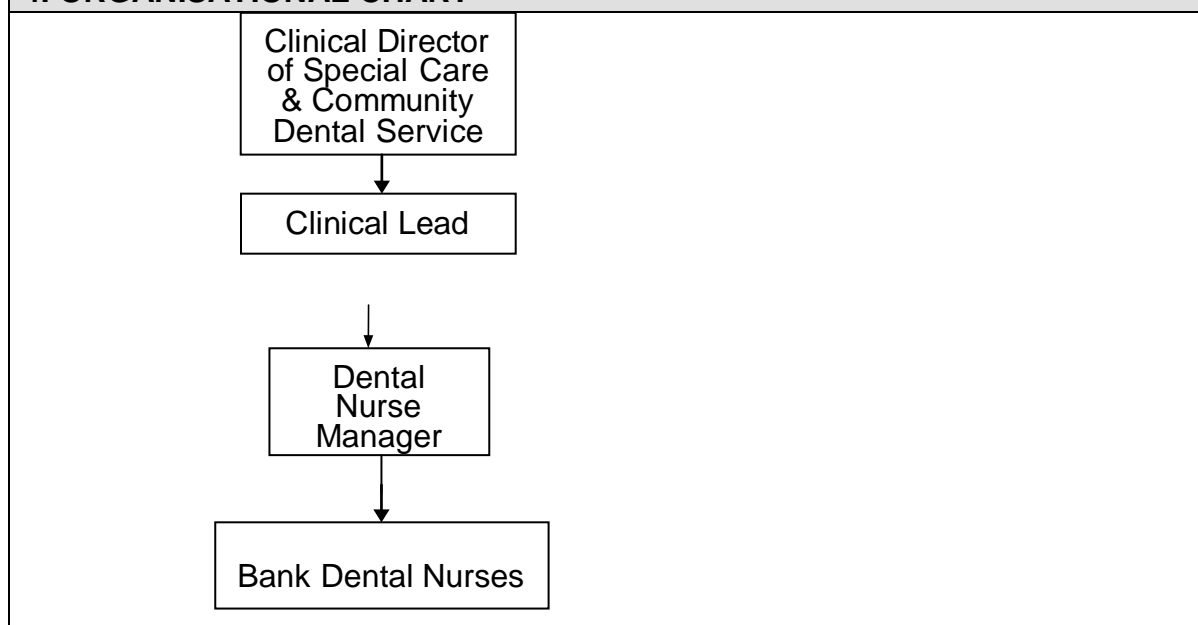
**Collaboration** – We are stronger and better working together with and for our patients.

- To provide clinical and clerical support to Trust employed Dental Practitioners Operating in the NCIC Emergency Dental Service.
- To be the link between the patient and the clinician.
- To prepare the surgery for the patient and assist the dentist in a range of emergency dental care.
- To undertake reception duties and carry out administrative and filing duties (either electronically or paper-based) within the Emergency Dental Service within South Cumbria

#### 3. ROLE OF DEPARTMENT

The service is engaged in the provision of access and Emergency Dental Care Which provides Out of Hours Emergency Dental Care to the patients of South Cumbria.

#### 4. ORGANISATIONAL CHART



#### 5. KEY WORKING RELATIONSHIPS

Daily communication with Patients and Carers to give information, appointments, advice and treatments information. Building up empathy and using tact, diplomacy and persuasion.

**Dentists** - Daily communication about treatments, organising daily workloads and patients lists.

**Dental Nurse Colleagues** - Daily communications giving each other support and advice to ensure good team relations.

**Dental Nurse Manager and Senior Dental Nurse** - Regularly for advice, information, support, and reporting incidents and problems.

**HUB** – single point of access for dental referrals.

**Infection Control Team** - Advice

**Estates Department** – Regularly for maintenance of equipment/ breakdowns

**Portering Department** –Transportation of instruments/opening and locking of departments

**General Practitioners** – Regularly for advice on patient medical history.

**FCMS Triage Nurses** - Daily for the appointment system.

**Decontamination Services** – To ensure supply of sterile instruments for clinics.

**Police Service.** Rarely to provide support with patients with difficult and abusive history.

## 6. DUTIES AND RESPONSIBILITIES OF THE POST

### Clinical Duties

- Prepares surgery and all clinical apparatus for clinical activity.
- Arranges appropriate instruments, medicaments and materials for clinical use which includes mixing dental materials – This requires handling of fine, specialised instruments and the manipulation and transfer of these instruments throughout all procedures. Assembly and dismantling of specialised equipment for use and cleaning. Reassures new patients. Anticipating the needs of the dental Practitioner.
- Receives patients, (this entails communicating complex information to patients who may have learning difficulties, disabilities, elderly people and children), ensures availability of clinical records. Checks patients' details and advises operator of any circumstances relevant to treatment.
- Prepares appropriate medicaments and ensures proper protection and comfort of patients.
- Provides close support to clinician and patient throughout procedures, including debris evacuation, instrument handling, preparation and delivery of materials and monitors patients' well-being.
- Provide basic advice on oral hygiene and pre and post-operative care
- Supervises recovery of patient and discharge.
- Clears surgery, including safe disposal of all waste material.
- Arranges for cleaning and sterilising all instruments and work areas.
- Prepares solutions and processes dental X-ray films.
- Ensures clerical procedures, including clinical records and any statistical returns are completed and filed correctly whether electronically or paper-based.
- Ensures that stock levels held at surgery level are adequate and in date for all potential procedures, including emergency situations, and to generate requests for re-supply of materials and equipment.
- Observes all working policies for Health and Safety, Control of Infection and Quality Assurance within the department.
- Frequent lifting and handling heavy boxes and equipment in the clinical environment.
- Frequently treating patients with facial cancers and disfigurements.
- Frequently standing and sitting for long periods of time.
- The post holder may come into contact with contaminated body fluids and blood and are required to provide close nursing support to patients who present inoculation risk to the Dental Team i.e. HIV or Hep C carriers.
- Participates in audits and surveys on an occasional basis.
- Some moderate physical effort is required in the positioning of patients and movement of trolleys (pushing heavy trolleys).
- Is required to concentrate for periods of up to one hour during long periods of treatment.
- Frequent exposure to distressing situations i.e.: distressed anxious patients, oral cancer patients and patients with challenging behaviour.
- In the absence or malfunction of a computerised system retrieve clinical records and radiographs for clinical sessions.

- In the absence or malfunction of a computerised system file records.
- Deal with incoming and outgoing correspondence.
- Compile electronically, or manually if necessary, day lists of patients to promote the efficient running of clinical sessions.
- To collect any due NHS GDS fees from patients, provide receipts for such and to bank cash at appropriate intervals.
- Follow and comment on clinic Policies.
- Provide on the job support and clinical supervision to less experienced Staff.
- Any other appropriate administrative or clinical duties as determined by the Clinical Director to ensure the efficient and effective running of the Dental Service.

#### Additional Duties

- Act as local intelligence to develop, collate and regularly update local Information databases.
- Assist in the development and maintenance of information databases to:
  - Monitor the numbers of patients using local dental services
  - Identify any access issues and alerting the Partnership Trust of any operational or capacity problems

### **7. WORK SETTING AND REVIEW**

Works with a Dentist as part of a team but competent within own professional role. Advice and support may be sought from Dental Nurse Manager. Work is reviewed and feedback provided via supervision and appraisal processes.

### **8. INDIVIDUAL RESPONSIBILITIES**

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

### **9. CONFIDENTIALITY**

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

### **10. HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

## **11. RISK MANAGEMENT**

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

## **12. EQUALITY AND DIVERSITY**

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

## **13. SAFEGUARDING**

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

## **14. INFORMATION GOVERNANCE**

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

## **15. GREEN STATEMENT**

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

## PERSON SPECIFICATION

### POST TITLE: Dental Nurse Band 4

| Factor                             | Essential   | Desirable  |
|------------------------------------|---|--|
| Knowledge, Training and Experience | <ul style="list-style-type: none"> <li>National Certificate NEBDN or equivalent education, e.g. NVQ Level III Oral Healthcare.</li> <li>Current GDC Registration held or currently enrolled on a training course</li> </ul>   | <ul style="list-style-type: none"> <li>Science-based subject at GCSE.</li> <li>Applied IM&amp; T.</li> <li>ECDL.</li> <li>First Aid/Basic life support training.</li> <li>Knowledge of the Special Care Dental Service Pathway and Criteria.</li> <li>Knowledge of Local Protocol for accessing Emergency Care via Dental Direct and Triage system.</li> </ul> |
| Skills and Aptitudes               | <ul style="list-style-type: none"> <li>Able to follow instructions</li> <li>Able to maintain basic records</li> <li>Demonstrates willingness to learn new skills</li> <li>Understanding of dental and medical emergencies</li> <li>Able to work as a team</li> <li>High level of communication skills</li> <li>Ability to plan own daily workloads as part of a team</li> <li>Manual Dexterity skill</li> <li>Alert</li> <li>Sympathetic</li> <li>Reliable</li> <li>Ability to work under pressure</li> <li>Confidence to deal with difficult or aggressive patients.</li> <li>Professionalism</li> <li>Empathetic and able to work with people with compromised physical or mental capacity</li> </ul> | <ul style="list-style-type: none"> <li>Knowledge of computer IM &amp; T systems for dental practice administration, e.g. SOEL Health.</li> <li>Understanding of local dental services.</li> <li>Additional communication skills e.g. Makaton, sign language.</li> </ul>  |
| Personal Circumstances             | <ul style="list-style-type: none"> <li>Flexible and Adaptable</li> <li>Ability to travel round Cumbria sites.</li> </ul>  |  |

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|--------------------|--|--|
| Other requirements | <ul style="list-style-type: none"> <li>Equality and Diversity (<i>from KSF core dimension 6- one to be selected</i>) Act in ways that support equality and value diversity (Level 1) Support equality and value diversity (Level 2)</li> <li><i>For all with managerial responsibilities:</i> Promote equality and value diversity (Level 3)</li> <li>Develop a culture that promotes equality and values diversity (Level 4)</li> </ul> |  |
|                    |  |  |

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.