

## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

Job Title: Oral Health Educator / Dental Nurse

Responsible to: Senior Dental Nurse

Department: Dental Services

Directorate:

Operating Division: South East Highland CHP (Hosted Service)

Job Reference: SEHIGHCOMMDENT20

No of Job Holders: 7

Last Update: July 2009

### 2. JOB PURPOSE

To deliver Oral Health Education to support the implementation of the NHS Highland Toothbrushing Programme, Healthy Eating policy and Children's Dental Hygiene Scheme.

### 3. DIMENSIONS

Provision of Oral Health Education to nursery and primary school age children, their carers, teachers and other school staff. This may be in a variety of settings, but predominantly in the school and nursery environment.

***Further information to be provided on a separate sheet with regard to specific dimensions for each post:***

Number of schools –

Number of nurseries –

Approximate number of children -

#### **4. ORGANISATIONAL POSITION**

See attached organisational chart.

#### **5. ROLE OF DEPARTMENT**

The Dental Department assists NHS Highland in the maintenance and improvement of the oral health of local communities within the area through:

- the implementation of the Highland Oral Health Strategy
- the delivery of routine and emergency dental services to local communities
- the delivery of the epidemiological function through the National Dental Inspection Programme
- the delivery of the national toothbrushing programme to all nurseries and designated primary schools
- the delivery of specialist services (eg general anaesthetics & sedation)
- the delivery of care in a variety of settings (eg domicillary care & care from mobile surgeries)
- participation in community wide oral health initiatives

## **6. KEY RESULT AREAS**

### **Oral Health Education (During School Term)**

- Plan and deliver oral health education and training to teachers, auxiliaries and pupils to enable the introduction of the NHS Highland Toothbrushing programme in nurseries and designated schools.
- Plan, prepare and provide Oral Health Education sessions for pupils in nurseries/schools.
- Plan timetable of visits to nurseries / schools to ensure that they have support and supplies to effectively deliver the toothbrushing programme within their nursery/school. Distribute toothbrush / toothpaste packs as required, as part of the Children's Dental Hygiene Scheme.
- Monitor all nurseries / schools to ensure compliance with agreed protocols. Respond to areas of poor performance and refer to Toothbrushing Co-ordinator when required.
- Following dentist referral, provide one-to-one Oral Health Education sessions and specialist clinics for high-risk patients and their parents/guardians (e.g. pre and post G.A, anxious patients etc). Provide advice tailored to the individual with regard to diet, use of fluoride etc in order to encourage a change in behaviour and improve Oral Health.
- Promote oral health policy aims and objectives through participating in oral health promotion events and input to community groups e.g. Parent and Toddler, Breakfast clubs, Guides, Brownies, Ante/Post-Natal Groups etc.
- Represent and promote Oral Health issues in relevant groups and committees in own area of responsibility (e.g. Schools Nutrition Action Group).
- Provide data and statistical returns on oral health activities to the Highland Toothbrushing co-ordinator, and others on an ad-hoc basis as required.
- Attend regular team meetings led by the Highland Toothbrushing Co-ordinator
- Ensure effective stock control of supplies for the Toothbrushing Programme in designated area
- Assist in the delivery of duties to carry out Oral Health Improvement Programme, for example applying of fluoride varnish with the appropriate training where required.

### **Dental Nursing (During school holidays only, or more frequent if post is split OHE / Dental Nurse) Clinical**

- Chairside assistance during all procedures, providing support to the dentist and dental hygienist
- Assist in supervision of the patient until the patient is fit to leave premises.
- From dentists instruction advise patients on details of treatment and aftercare within level of knowledge.
- Charting the patient's oral health status from the dentist's / dental hygienist's instructions.
- Preparation of filling materials, instruments, equipment, dressing and syringes.

- Safe disposal of hazardous and clinical waste in appropriate container. Includes soft waste contaminated with body fluids (e.g. paper towels, swabs), sharps, waste amalgam, and x-ray developing fluid / fixative. On some sites collection of waste may be infrequent, requiring liaison with the relevant staff to ensure the safe storage of waste until collection.
- Process and mount x-ray films where required, assisting the Dentist during the taking of x-ray films.
- Completion of standard operating procedures in accordance with the NHS Highland X-ray Quality Assurance programme.
- Cleaning and sterilisation of instruments and maintenance of clinical environment adhering to Departmental and NHS Highland protocols and procedures. Ensuring that prescribed standards of decontamination are met and all documentation completed.
- Inspection of surgery equipment and instruments ensuring that they are maintained in line with standard operating procedures.
- Assist the dentist in the organisation of domiciliary visits, liaising with community nursing staff where appropriate and preparing equipment and materials in advance. Provide support to the dentist during domiciliary visits.
- Adherence to Moving and Handling protocols when assisting patients during procedures, in order to minimise risk to staff and patients

#### Administrative

- Deal with patient telephone enquiries, issue and arrange appointments, maintaining confidentiality at all times.
- Ensure patients with dental emergencies receive appropriate prioritisation, as per the NHS Highland Dental Services emergency protocol
- Organise paper and electronic records and filing associated with the delivery of Community Dental Services, General Dental Services and the National Dental Inspection Programme.
- Recording of daily treatment and completion of day book/sheets and attendance forms.
- Recording, calculation and handling of patient fees, receiving payment and banking where required.
- Where necessary complete paper work for referral of patient accounts to the Finance Debtors Department.
- Dealing with the paperwork associated with dental laboratory work and orders.
- Dealing with other general paperwork relating to the Salaried Dental Service and the Community Dental Service.

#### Managing Resources

- Day to day ordering and stock control of all dental materials. Carry out stock audits where required.
- Ensure that all dental equipment is maintained, notifying the correct NHS department promptly with regard to faults or problems

## General

- Work placement support and guidance to Trainee Dental Nurses working in the clinic. Provision of observational feedback to the Trainee's SVQ Assessor as requested.
- Participation in on-call rota for Out of Hours during weekends.
- Provide cover for staff absences (planned and unplanned) in clinics within daily travelling distance of base. Flexible working practices are required as some requests can be at short notice.
- Setting up water, electrical and drainage connections for dental mobiles. Disposing of clinical waste from holding tanks.

## 7a. EQUIPMENT AND MACHINERY

- Oral Health promotion material; display boards, banners, models, visual aids, sound equipment etc. Puppet show booth and associated equipment.
- Post involves significant amount of driving
- Specialised Dental Equipment and instruments; autoclave, ultrasonic, washer/disinfector, dental cart, aspirator, LA syringes/cartridges, oxygen cylinders, velopex, amalgamators, x-ray machine, light curing lamp, sharps and emergency equipment / drugs
- PC/Lap top, printer, mobile telephone, answering machine, fax machine, photocopier
- Dental mobile units

## 7b. SYSTEMS

- Working knowledge of Microsoft Office systems (e.g. Word, Outlook, Power Point) where appropriate
- Working knowledge of the electronic Practice Management System for Primary Care Dental Services.
- Working knowledge of the administration systems associated with the delivery of Community Dental Services and General Dental Services.

## 8. ASSIGNMENT AND REVIEW OF WORK

- Post holder has the freedom to organise and carry out day-to-day workload, working on his or her own initiative without direct supervision. There is a significant degree of lone working.
- The overall programme of work is assigned and overseen by the NHS Highland Toothbrushing Co-ordinator.
- Supervision for Dental Nursing is more direct and the Dentist / Hygienist reviews standards and performance on a day to day basis.

- The Senior Dental Nurse reviews overall standards and performance against agreed protocols, in conjunction with the Toothbrushing Co-ordinator where appropriate. The post holder reviews their development needs annually with the Senior Dental Nurse, as part of the NHS Highland Personal Development Planning and Review policy.

## **9. DECISIONS AND JUDGEMENTS**

- The Toothbrushing Co-ordinator assigns schools and nurseries to each Oral Health Educator, however the post holder decides when to visit and how frequent these visits should be. Statistical information (e.g. reports from the National Dental Inspection Programme) is used in order to inform decision-making. The post holder co-ordinates all visits to schools in their area, liaising directly with teaching staff.
- Deciding on the best way in which to convey the Oral Health educational message, taking into account the age, background and understanding of the audience. Planning the presentation / lesson in advance, and altering it to suit during the presentation, dependent upon audience understanding and interest.
- Stock ordering and control; ensuring that adequate levels of stock are maintained at all times bearing in mind available storage space.
- Allocate appointment times, including the prioritisation of emergencies. This is often under significant pressure from patients who may be in pain and/or have been waiting a considerable length of time.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

### **Oral Health Education**

- The post involves a significant degree of lone working, with no direct support or supervision, and the post holder can feel quite isolated. Post holders are based throughout the Highlands and do not have regular direct contact with each other or the Toothbrushing Co-ordinator and Senior Dental Nurse. They are usually based within a team of dental support staff but the majority of work is away from base. It can be difficult to maintain motivation.
- Promoting and delivering the toothbrushing programme within schools where the teachers have many competing demands on their time and resources, and may not be supportive of the programme.
- Dealing with anxious parents of high-risk children, who find it difficult to accept that they have a role in changing their child's behaviour.

### **Dental Nursing**

- Managing patients whom are anxious or in pain and whom may in some instances be aggressive.
- Prioritisation of patients in a very busy service where the expectations of the public are high.
- Ensuring that all decontamination procedures and protocols are complied with between patients when there is pressure on surgery time and there are patients waiting.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

The post holder will be expected to communicate:

Verbally, face to face and by telephone, with the following groups on a daily basis:

- Schools / Nurseries: Head teachers, teachers, auxiliary staff, parents and children (including special needs) to advise and promote good oral health care
- Toothbrushing Programme: Toothbrushing Co-ordinator, Oral Health Educators
- Dental Clinic: Patients, relatives and carers to organise and advise on dental care. The dentist / dental hygienist in order to provide chairside assistance and organise dental care for patients. Clinic Head Dental Nurse and Dental Support Staff.
- Other Dental Staff: Senior Dental Nurse

On a weekly / monthly basis, as required :

- Other departments within NHS Highland; Dental Helpline, Dental HQ, other dental clinics, hospital services
- Support departments; e.g. Estates, Finance, Stores
- Other External agencies; e.g. Health Visitors, District Nurses, Midwives, Nursing Homes, Dental Directory

The ability to persuade and influence individuals in order to change their attitudes and behaviour with regard to oral health is a key requirement of this post. The post holder must be able to deliver an educational message to a wide range of individuals, external to the NHS. This includes teachers, who have many competing priorities and limited time in order to achieve these, and nursery / primary school age children, who may have a limited understanding with regard to oral health. This is achieved through the delivery of presentations, visual and written, during oral health education sessions.

When dental nursing the post holder is required to communicate with patients who may not readily understand or accept instructions, e.g. young children, the elderly, adults with learning difficulties. The post holder must be able to develop a good relationship with patients in order to reassure them about their dental treatment.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Oral Health Education**

- Persuading and motivating teaching staff, parents and carers to ensure that the improvement of children's Oral Health is a priority. This can be mentally and emotionally demanding, particularly where there is resistance to participating in the Toothbrushing Programme.
- Capturing the interest of children of various ages in their own oral health in order to influence them to change their behaviour. This requires enthusiasm and innovative thinking. Some children demonstrate challenging behaviours, which can make this more difficult.

- The moving and handling of stock items and oral health promotion materials can be awkward and is very physically demanding. Items are often large, bulky and heavy. Typically this involves carrying large boxes, display boards and other items from the car via reception to a classroom during each visit to a school or nursery.
- This post involves a significant amount of driving in all weathers and often to remote and rural locations. The post holder works on their own, spending the majority of their time away from their base clinic. This may lead to them feeling isolated.
- The majority of work is carried out in non-NHS premises that can be unsuitable for the task, e.g. school toilets that often smell, confined spaces, rooms without sinks.

### **Dental Nursing**

- Assisting the dentist to manage and reassure patients whom are anxious and/or in pain. The post holder may work with a variety of patient groups, some of which can be physically and emotionally challenging. For example patients with learning difficulties, or supporting the treatment of patients whom are in a wheelchair.
- Providing chairside support during routine clinical procedures including endodontics, surgical extractions and complex restorative procedures. Anticipating what the dentist requires during the procedure and being actively involved (i.e. 4-handed dentistry). Significant concentration is required.
- Carrying out exposure prone procedures, minimising the level of exposure by using appropriate protective equipment. This includes sharps, bodily fluids, bacterial loaded aerosol (caused by invasive work), radiation and toxic chemicals.
- Gaining visual access to the patient's mouth can be physically demanding. The post holder may be required to stand in a certain position for prolonged periods of time (up to 30 minutes).
- Setting up and working in a dental mobile in all types of weather including cold and difficult conditions. Connections for mobile units are not always easily accessible. Working within the confined space of a dental mobile is often demanding.
- Required to assist the dentist in managing a medical emergency, which may on occasions involve resuscitation of a patient. This is a rare event.

### 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- National Examination for Dental Nurses / Modern Apprenticeship Dental Nursing SVQ Level 3
- NEBDN Oral Health Education Certificate
- At least 12 months clinical experience within a dental surgery
- Experience of administration associated with primary care dental services.
- Up to date in respect of NHS Highland mandatory training relevant to the post; Resuscitation, Moving and Handling, Violence and Aggression, Fire Safety.
- Current knowledge of Dental Cross Infection Control and up to date training in the use of autoclaves.
- Experience of working as part of a team
- Experience of caring for others
- Well developed communication (written and oral), interpersonal and presentation skills. Able to communicate effectively with a wide range of individuals; adults and children
- Current driving licence is essential

### 14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

PRINT NAME:

Head of Department Signature:

PRINT NAME:

Date:

Date: