

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Clinic Head Dental Nurse

Responsible to: Divisional Nurse Manager

Department: OMFS/Orthodontic Clinic

Location: Raigmore

Operating Division: Surgical Specialities

Job Reference: **SSSARAIGDENT12: Clinic Head Dental Nurse**

No of Job Holders: 1

Last Update: March 2013

2. JOB PURPOSE

Provide professional leadership and management of dental support staff within the clinics. Allocate duties to dental support staff to assist with the delivery of patient care. Ensure clinics runs smoothly and all protocols and procedures are adhered to. Carry out dental nursing and administration duties in support of Dentists, Therapists and Hygienists.

3. DIMENSIONS

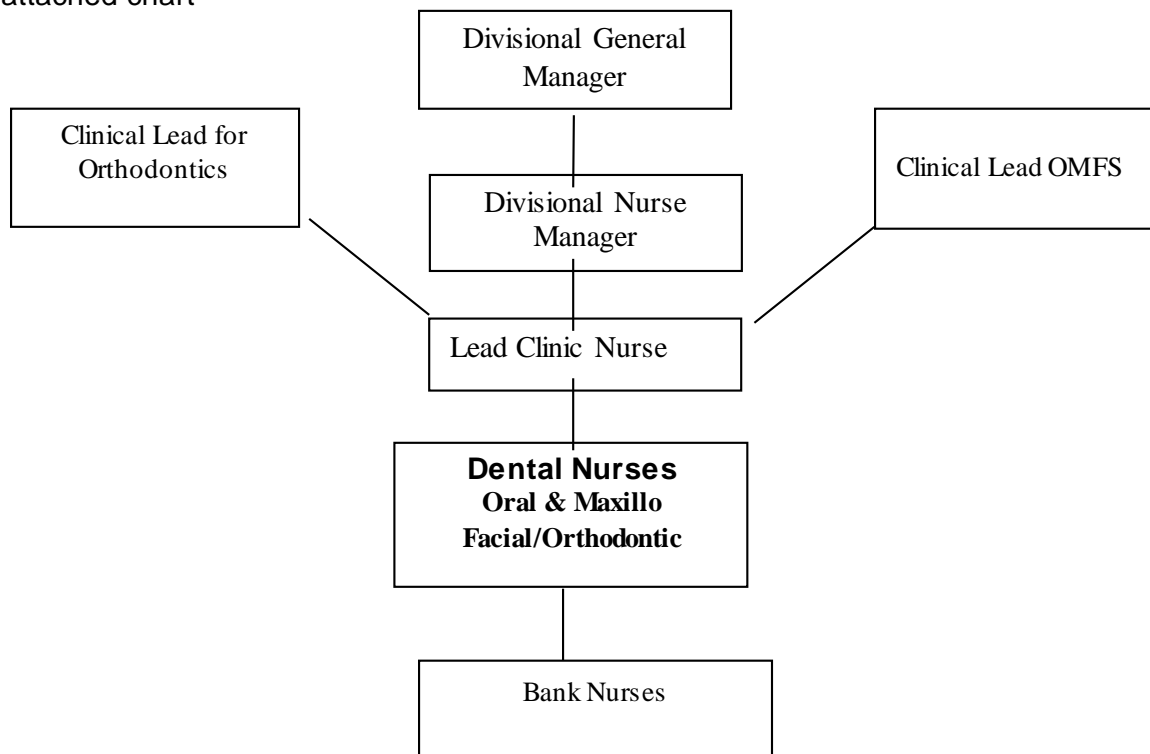
Management and professional leadership of the dental support staff within the clinic. First point of contact for all staff queries. The post holder is responsible for ensuring that support staff in the clinic adhere to all protocols and procedures and that the clinic runs smoothly. See attached list for specific dimensions for each post.

Provision of routine and emergency dental care to a wide range of adults and children. Some of these patients may have limited mobility, communication difficulties or learning disabilities.

Although based at one clinic the post holder will be required to work flexibly across both the OMFS and Orthodontic clinic. Work can be in a variety of settings where required, including single and multiple OMFS and Orthodontic clinics.

4. ORGANISATIONAL POSITION

See attached 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 OMFS/Orthodontic services.
- the delivery of the epidemiological function through the National Dental Inspection Programme
- the delivery of specialist services (e.g. general anaesthetics & sedation)
- the delivery of care in a variety of settings (e.g. Inverness Dental Clinic, theatre)

6. KEY RESULT AREAS

Managerial

Managing Staff

- Provide professional leadership and management of all dental support staff in the clinic.
- Organise the support staff rota to ensure adequate staffing levels are in place to support the dentists and hygienists in the clinic. Forward rota to Divisional Nurse Manager to provide them with an overview of staffing and dentist/hygienist locations for the area.
- Alter rota on a daily basis in response to changes in staff situation. Ensure relevant staff are kept up to date.
- Take calls from staff phoning in sick and redeploy staff as appropriate.
- Monitor the workload and staffing levels in clinics on a regular basis in order to identify any need for adjustment of the establishment. Discuss this with the Divisional Nurse Manager who will consider submitting a request to the Operational Manager for additional resource.
- Participate in the recruitment and selection process for support staff.
- Undertake and agree Personal Development Plans (PDPs) for the dental support staff in the clinic ensuring that these reflect both the needs of the service and the individual. Review these at least annually.
- Ensure all support staff are up to date with respect to mandatory training as defined in NHS policies, e.g. fire safety, basic life support, moving & handling, violence & aggression.
- Inform Divisional Nurse Manager of staff development needs to allow a training plan to be developed for the area.
- Agree development and training activities for each individual, taking into account staffing levels and individual PDPs. Authorise requests within the parameters agreed with the Divisional Nurse Manager, and pass completed booking forms on to the relevant body once approved.
- Keep an up to date record of all training and development activity undertaken by dental support staff within the clinic.
- Lead on local clinic induction for all new support staff.
- Supervises work of qualified and unqualified dental nurses within the clinic, providing feedback as required.
- Ensure dental support staff work within NHS Highland policies and procedures, the GDC code of professional conduct, and maintain standards of time keeping, performance and dress.
- Ensure that staff in designated clinic carry out the following:
 - Infection Prevention and Control Policies
 - safe storage, labelling and uplift of all waste in compliance with departmental policies
 - full compliance with all decontamination processes within NHS Highland policies and procedures
 - All relevant NHS policies
- Respond to issues of poor performance referring to the Divisional Nurse Manager and/or Human Resources team where appropriate. Refer significant performance issues to Divisional Nurse Manager for further management.
- Complete and authorise leave applications; annual leave, time off in lieu (TOIL) and study leave, taking into account staffing numbers and service requirements. Liase with Divisional Nurse Manager

to ensure adequate cover is available prior to authorising leave. Keep an up to date record of all leave authorised.

- When staff sickness absence exceeds acceptable levels, meet with support staff in line with the Promoting Attendance policy.

Managing Resources

- Responsible for the co-ordination of Health & Safety within the clinic. Maintain the Safety Management System. Work with support staff to ensure compliance with Health & Safety policies and procedures e.g. Risk Assessment, COSHH, Personal Protective Equipment.
- Compliance with Ionising Radiation Medical Exposure Regulations (IRMER).
- Check that dates for emergency drugs kits have not expired and that they are accessible in all clinics.
- Responsibility for ensuring weekly checks of resuscitation kits and oxygen cylinders are carried out. Order replacement oxygen cylinders when the level falls below 25%. Ensure all staff in the clinic are familiar with the kits and are able to operate the oxygen cylinder.
- Point of contact for any external audits, e.g. PCAT decontamination audit. Put all necessary local arrangements in place and provide necessary data.
- Ordering and stock control of all dental materials. Responsible for ensuring that agreed stock levels are maintained and thereby minimise waste and avoid disruption of service.
- Authorised signatory for consumables, equipment and lab orders to a value of £400. Co-ordinates and signs off yearly stock take in the clinic
- Responsible for ensuring laboratory work is dispatched and has been disinfected according to established protocols. Ensure all laboratory work is labelled and that all dockets are retained to enable them to be checked off against monthly invoices.
- Correlate lab invoices to lab accounts before authorising for payment. Investigate any discrepancies and contact lab and finance directly to resolve.
- Ensure that all clinical equipment is adequately maintained, notifying the correct NHS department promptly with regard to faults or problems. Keep a record of equipment that has been sent for repair and liaise with the Estates Department with regard to progress. Arrange for temporary replacement where necessary. If equipment is irreparable make a request to the Divisional Nurse Manager for a replacement.
- Inform Dental Services Support Officer in advance regarding the required locations of the dental mobile van(s) for the clinic's visiting service(s) to inform the bank driver rota. Keep Dental Services Support Officer up to date with any changes.
- Arrange date for regular clinic meetings. Prepare agenda, ensure meeting is chaired and minutes are taken and circulated.

Dental Nursing

Clinical

1. Provide assistance during all procedures, providing support to the Clinician and Dental Hygienist / Therapist

Assist in supervision of the patient until the patient is fit to leave premises.

From Clinician instruction advise patients on details of treatment and aftercare within level of knowledge.

Charting the patient's oral health status from the Clinician / dental hygienist's instructions.

2. Provides chair side assistance to Oral & Maxillo Facial clinical staff involving:

- i) High Risk patients (HIV, MRSA, Hepatitis B, CJD)
 - ii) Special Needs patients (patients with mental, physical or learning difficulties).
 - iii) Patients who have physical illness.
- a) Assists maxillary and mandibular fixation of wires where fractures have occurred.
 - b) Assists with patients undergoing minor oral surgery under local anaesthetic, biopsies, Apicectomies and surgical removal of impacted teeth.
Assists monitors and supports patients during IV Sedation.
Assists in the supervision of all patients until the patient is fit to leave the department.
Post op instruction to patient after minor oral surgery procedure.
 - c) Carries out simple dressings and removal of sutures and remove of cannula after IV sedation.
 - d) Assists and supports all patients attending new and review clinics giving reassurance and explanation.
 - e) Provides chair side assistance for patients who have sustained facial injuries, and transferred from A&E Department.
 - f) Assisting Dental Hygienist when required.
 - g) Assists in Orthodontic Clinic when necessary.
 - h) Prepares surgeries and provides chair side assistance at specialist clinics (usually held monthly)
 - i) Restorative Consultant from Aberdeen
 - ii) Joint ENT / Oral Surgery Clinic
 - iii) Joint Skin / Oral Surgery
 - iv) Joint Orthodontic / Oral Surgery
 - i) Escorts sick or anxious patients to other departments.

3. Liases with other departments

- a) Liases with Haematology, taking blood samples to the Haematology department for various tests, the results of which need to be known immediately while the patient is still at clinic e.g. INR checks to see if we can carry out Oral Surgery procedures on patient.
- b) Liases with Medical Illustration, assisting in the taking of photographs i.e. holding retractors, measuring, depressing tongue while giving constant reassurance to the patient.
- c) Liases with Cytology re fine needle aspirations.
- d) Liases with all other relevant departments in the interests of continuity of patient care.

4. Out with Oral & Maxillo Facia/Orthodontic Department

- a) At times provides assistance to Oral & Maxillo Facial team in wards where patients are confined to bed – carrying out emergency dental treatments, impressions etc.

- b) Occasionally assists Oral Surgeon in general theatre.
- c) Occasionally assists Oral Surgeon in the mortuary with dental charting to identify a body.
- d) Occasionally assist Oral Surgeon with domiciliary visits.

5. General Administration

- a) Assists with all aspects of Health & Safety to ensure that the Oral Surgery Safety Management System is constantly up to date.
- b) Maintains records system as per department policy.
- c) Assists with surgical coding.
- d) Maintains records of annual leave, study leave, sick leave etc.

6. Teaching & Supervising

- a) Supervises and instructs new dental nurses in oral surgery procedures.
- b) Annual Fire lecture attendance.
- c) Gives practical instruction to trainee dental nurses.
- d) C.O.S.H.H
- e) Instructs junior medical and dental staff on the running of the department and on the relevant policies and procedures.
- f) Labelling and dispatch of specimens for laboratory examination and bloods.

7. Professional Development

- a) Maintains professional development through PDP, study days etc.
- b) Attends and contributes to regular meetings within the department.
- c) Attends and contributes to relevant, external to department, meetings.

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7a. EQUIPMENT AND MACHINERY

Specialised Dental Equipment and instruments

Autoclave – little sister

Ultrasonic – bath

Dental Chart

Dental Birnn Air Drill System

Velopex (machine)

Suction Unit

Oxygen cylinders – flow meters

Operating table chair

Pulse oximetry

Thermometer (first temp GENIUS)

Blood pressure gauge

Cyro / Therapy equipment – Nitrous oxide

Diatherapy Machine

Operating light

Light curing light

7b. SYSTEMS

1. Maintains patient records in accordance with NHS Highland standards.
2. Ensures correct use of computerised systems e.g. PAS, PECOS System ordering on computer, check blood pressure / results and reports, get information on internet for COSHH.
3. Participates in Personal Development Plans.
4. Works within the Department policies and procedures.

8. ASSIGNMENT AND REVIEW OF WORK

1. Works with Consultant and Dental colleagues.
2. Clinical workload is patient driven, average number per session 24.
3. **Post holder works within the protocols of the department and in conjunction with Dental colleagues.**
4. Post holder is expected to anticipate problems / requirements and resolve these in a pro-active, independent manner.

9. DECISIONS AND JUDGEMENTS

1. Responsible for ensuring the department, equipment and instruments complies with Health & Safety and Control of Infection guidelines.
2. Is expected to use own initiative and to refer to dental team when required.
3. Respond to suggestions from staff and colleagues, constructive criticism support.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

1. Balancing the demands of routine clinical commitments with unforeseen or unplanned events around the Key Result Areas of this role e.g. cancelled clinics, missing case notes.
2. Dealing with patients who are anxious, drug addicts, prisoners or patients in pain and who may in some instances be aggressive.
3. Ensuring that all documentation procedures and protocols are complied with between patients when there is pressure on clinic time and there are other patients waiting.

11. COMMUNICATIONS AND RELATIONSHIPS

1. With all colleagues within the department. Pass on information to colleagues and patients, staff meetings, audit.
2. Explains procedure, advises and supports patients, relatives, carers through investigation and treatment, some patients may have communication difficulties.

3. **Communicate and relationships.**

Reception and Secretarial staff – liaise about patient appointments, referral letters, patients medical notes and results, taking phone calls from the above staff when they are unable to deal with certain queries.

Dental lab staff – Bringing lab forms and carries out cross infection procedures before taking impressions into Lab with date of patient returns. Sterilising wires, screws, impression plates for dental technician. Order lab materials.

A&E Staff – Sending round A&E patients with facial injuries, updating staff on phone and dealing with frantic relatives and friends.

Ward Staff – Arranging for patients to come from wards for dental care, communicating with staff about health and fitness of patients to come down to the department.

Haematology Lab Staff – Taking INR blood samples up to lab and arranging INR to be done urgently.

Pharmacy Staff – Re ordering supplies, queries with prescription, updating drug cupboard emergency tray.

TSSU – If we have problems with trays and instruments or any high risk trays we speak over the phone and inform urgent collection if required.

Medical Illustration – Arranging photographer to come round for photographs. Going to office to look for photographs which are not filed in medical notes.

Porterfield Prison – Staff Nurse and Prison Officers in relation to prisoners attending clinic.

Police – Wishing to speak to Oral Surgeon regarding patients and reports.

Porters – Arrange transport of patients to and from Wards.

Medical Physics – Equipment repairs and new equipment checked and coded.

Pre op Nurses – Arranging patient and medical notes to go round to clinic to check they are medically fit for theatre appointment, general anaesthetic and operation.

Theatres – Arranging equipment and material to go up to department.

Ambulance transport – Arranging patients to be collected from department.

Consultants – ENT	Joint clinics with oral surgery
Dermatology	
Orthodontics	
Restorative	

SHO's – Request from ward SHO's with information on dental care of patients.

ECG – Taking patients round to the department for further tests to be carried out.

Estates – Equipment maintenance issues.

Finance – Budget and invoice issues.

Stores – Ordering queries, late delivery and urgent orders.

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

Managerial (at least 20%)

- The post holder will be required to work effectively in a team environment and have empathy with other staff members, whilst working within a consistent framework and ensuring others do the same. They will be required to speak to staff with regard to areas of poor performance or to manage conflict, and this can be emotionally and mentally challenging.
- Influencing members of the support staff team to accept and apply required working practices, which is very challenging.
- Managing multiple demands on post holder's time, ensuring that work is prioritised and core requirements (e.g. adequate staffing levels) are met while responding to immediate needs of staff.
- Post holder requires to maintain concentration for long periods of time while undertaking planning and administration tasks (e.g. organising staff rotas, reviewing training needs).
- Supporting members of staff through difficult and emotional periods of their life
- 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. The post holder may be required to participate in discussions with patients with respect to their treatment. Patients may be distressed, in pain or aggressive.

Dental Nursing (up to 80%)

Physical

1. Standing and bending throughout the day, when assisting Clinicians and SHO's with minor oral/orthodontic surgery. During clinic sessions often in a restricted position.
2. Assisting some patients onto treatment couch who may have physical and/or learning disabilities. Helping in and out of wheelchairs.
3. Daily checks of equipment, sterile instruments and trays for each case. Make sure everything required is available at hand and no time wasting

4. Moving & handling instruments, equipment, supplies daily.
5. Fine motor skills and dexterity required during procedures, manipulating dental materials and fine instruments.

Mental

1. Concentration is required when assisting Consultant Oral Maxillo Facial/orthodontic Surgeon, Staff Grade, SHO's and GPTs, ensuring smooth and timeous running of clinic, pre-empting problems arising with clinical and staffing issues.
2. Supporting and reassuring anxious patients.

Emotional

1. Dealing with patients with terminal illness/severe disfigurement, supporting them during examination and treatment.
2. Dealing with patients who are distressed, in pain or aggressive.

Environmental

1. Contact with body fluids, blood, saliva, continuously throughout the shift.
 2. Contact with vomit, air born infections on a daily basis.
- Complying to department cross infection protocol.

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

1. National Examination for Dental Nurses / Modern Apprenticeship Dental Nursing Level 3.
2. Clinical experience within dental surgery with a good knowledge of a range of dental procedures and Maxillo Facial procedures.
3. Proven good communication and managerial skills.
4. Evidence of ongoing professional development, PCD courses.

Administrative Knowledge

1. Use of computers to access patients details, check appointments and lab results e.g. Blood tests.
2. Use of intranet site to keep up with policies and relevant information.
3. Participate in department audits (e.g. cross infection control).
4. Manage Dental Nurse leave (annual, sick and study leave).
5. Keep records of stock levels in surgeries.

- 6. Knowledge of department budget.
- 7. Attending regular staff meeting.
- 8. Accessing computer for blood results etc.
- 9. PECOS system for ordering.

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:

