



**Registered Dental
Nurses (Relief)**

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Welcome from Michael Dickson, Chief Executive

Thank you for your interest in this position.

Considering a move to somewhere like Orkney can feel like a daunting decision, what will it be like? Where will I live? What about Schools and childcare? Why should I come to Orkney?

We have tried to answer some of these questions and give you some information about living and working in Orkney and further details about NHS Orkney. I hope that you find this pack useful and it helps you come to the conclusion that you should apply to work with us.



NHS Orkney is committed to the delivery of high-quality, safe, and effective care for all that need us. We are proud to employ about 700 staff across our community, primary and secondary care services.

NHS Orkney has seen significant changes in how we deliver services to our community with a real focus on providing care in Orkney and ideally in their own home. The pace of change will continue to accelerate driven by the committed staff who are keen to adopt new and innovative ways of working without losing what is special to working in Orkney, our community. I am committed to working in an open, honest and transparent way that supports staff to innovate, be bold and be brave knowing that not everything we do turns out as we intended, and it is important that we learn from these events so we can continue to improve what we do. NHS Orkney has a clear set of core values and these drive all we do:

- Care and Compassion
- Dignity and Respect
- Quality and Teamwork
- Openness, Honesty and Responsibility

The final thing I would like to say to any prospective applicant is that Orkney occupies an enviable location at the north of Scotland with breath taking beaches, hills, mountains and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, with an open and vibrant community it is the perfect location to provide a safe and welcoming home. This, along with Orkney's direct flight connections to other major cities in Scotland, means the area can offer employees plenty of opportunities for those in pursuit of finding the right work-life balance.

Michael Dickson
Chief Executive
NHS Orkney



Job Advert



Registered Dental Nurses (Relief)

Public Dental Service

The Balfour, Kirkwall / Garson, Stromness

Band 4 £25,023 - £27,296 including Distant Islands Allowance pro rata per annum

Bank contract – as and when required

Are you a Registered Dental Nurse whose practice meets current GDC registration requirements? If so NHS Orkney wishes to increase the registered Dental Nurse bank and would like to hear from you.

You will join a team of Dental Care Professionals (DCPs) responsible for providing a high standard of nursing assistance/patient care and administration duties. Assuring quality standards associated with NHS Orkney Dental Services.

Applications are sought from individuals who are qualified in dental nursing. You should have the ability to work as part of a team, have excellent communication skills and enjoy dealing with the public. You must be able to work on a flexible basis and have the ability to adhere to strict confidentiality.

For an informal discussion please contact Jennifer Watt, Dental Nurse Team Lead on email jennifer.watt4@nhs.scot or telephone 01856 850658

This post is subject to a PVG Scheme Record check

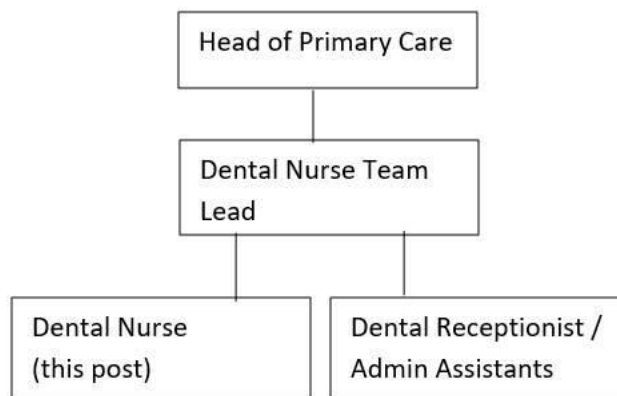
Job Description

1. Job Details	
JOB TITLE	Qualified Dental Nurse
SERVICE	Primary Care
DEPARTMENT	Dental
GRADE	Band 4
LOCATION	The Balfour and Garson Dental Clinic
REPORTING TO	Dental Nurse Team Lead

Job Purpose

The post holder will be one of a team of Dental Care Professionals (DCPs) responsible for providing a high standard of nursing assistance/patient care and administration duties. Assuring quality standards associated with NHS Orkney Dental Services.

2. Organisational Chart



3. Scope and Range

Working as part of a team providing NHS dental cover to a population of 20,000 people at one of four dental clinics. Offering general dental treatment to registered patients plus a variety of other services including;

Emergency treatment to unregistered patients and visitors, domiciliary visits, Consultant Oral Surgery, Restorative and Orthodontic Services, dental treatment for Special Care Patients and the Dentally Anxious, preventative treatments, Childsmile, Caring for Smiles and National Dental Inspection Programmes.

4. Main Duties/Responsibilities

Take part in continuing education and personal development, and training as appropriate in line with personal appraisal.

Have a working knowledge of the resuscitation equipment and associated pharmacy.

To implement all the agreed staff and clinical policies and procedures including Risk Management, Control of Infection, COSHH, Health and Safety and safe Clinical Waste disposal. At all times being aware of Health and Safety issues and maintain strict confidentiality for both patients and staff.

Assist in training new dental nurses/receptionists.

The ability to multitask efficiently

Clinical

Prepare surgery and necessary instruments for each patient

To assist the patient into the surgery and into the dental chair being aware of any known health or mobility issues

To re-assure the patient before, during and after all dental procedures

To chart the dentition and to have knowledge of numerous ways of recording this

To aid the dentist, providing a clear and safe operating field, by means of retracting soft tissues and aspirating oral fluids

To mix dental filling materials

To assist during endodontic treatment of patients

To assist in the denture making process and preparation of crowns/bridges, ensuring all lab work has been completed for each appointment

Cleaning and sterilising of instruments and surfaces

Disposal of sharps and contaminated waste

Processing of radiographs

Maintaining stocks of materials

To assist at all dental clinics and in hospital operating theatre when required

Chaperone dentists and patients at all times

Take part in the on-call dental service

Administrative/Reception

Manning of reception desk

Ensuring the medical history is entered in records

Advise clinical staff of patient's arrival

Answering phone and dealing with patients in person

Provide reception triage

Making of appointments

Explaining of treatment plans to patients
Providing estimates
Invoicing and taking of payments from patients
Daily adding up of cash and reconciling of cash sheet
Ordering of stores and checking of deliveries
Collating of internal mail and external post for collection
Implementing patient travel fund
Sorting and distribution of incoming mail
Checking off laboratory work upon receipt
Photocopying, faxing and filing
Maintaining an accurate record system including x-rays and patient documentation
General Administrative duties

5. System and Equipment

In office

Windows XP or 7
R4 – patient appointment and record system
Outlook NHS email system
Excel – local timesheets
Microsoft Word – word processing
Photocopier
Shredder
Fax machine
Answering machine
Printer
Telephone/intercom system
Streamline card payment system

In surgery

Amalgam separator
Amalgamator – automatic amalgam mixer
X ray processor
Record daily and weekly maintenance checks and report any faults
Light cure gun
Chair side system

Compressor

Emergency resuscitation kits – attend routine Dental ILS training including the use of these kits

6. Decisions and Judgements

Reception

During the day these would include making appointments in the dentists' diaries to fit in with appropriate clinics and rosters.

Giving advice to patients with regard to toothaches etc over the phone and at reception.

Dental triage necessitating prioritisation of the patients' needs with regard to the clinical availability.

Assist non-clinical receptionists in triage queries.

Chairside Assistance

Anticipation of dentist/clinician's requirements while ensuring the smooth running of the surgery which includes maintaining stock, appropriate instrument levels and implementing strict infection control

Informing the dentist immediately of any changes in the patient's wellbeing or demeanour

Implementing strict infection control

Appropriate maintenance of stock and instrument levels

7. Communications and Relationships

Important areas of communication would include those with work colleagues in the Dental Department and other dental clinics in Orkney.

Communicating with patients and/or their carers by using the phone, at reception and in the surgery. Reassuring patients, putting them at their ease, explaining their treatment plans and answering their queries when they are worried, unsure or in pain

Liaising with schools e.g. to arrange NDIP or Childsmile

Making travel arrangements within and out with Orkney for staff and patients

Arranging referrals, clinics, appointments and follow up for NHS specialists and consultants

Liasing with laboratories

Ordering from suppliers both within Orkney and off the island, by phone, fax or email

Phoning, faxing and emailing various NHS Orkney Departments

Inputting patient data into R4 database, keeping them up-to-date and accurate

Attending weekly local and monthly dental departmental meetings in order to maintain and build good communication with all other members of the dental department in NHS Orkney

Processing referrals from General Dental and Medical Practitioners including forwarding referrals to other departments and consultants

8. Physical Demands of the Job

Dental nursing requires the post holder to be fit and able to carry out the duties often in an awkward stooped position for prolonged periods of time. It is in the post holders interest to take advantage of the courses on manual handling, back care and 4 handed dentistry to make sure the post holder is carrying out the duties in the best possible position. However there will be instances due to the needs of the patient that a difficult position may need to be adopted by the operator.

Physical skill

High manual dexterity for clinical work

Keyboard dexterity for data handling and clinical records

Driving skills to drive vehicle to outlying areas

Physically able to travel to domiciliary visits on the mainland and in the isles using the most appropriate transport

The working day can be 9.5 hours long. The post holder must be physically able to sustain concentration for this length of day.

Some of the dental clinics are on more than one level and consequently a lot time is spent using the stairs throughout the working day. Stores have to be constantly carried around to the various levels

Due to the nature of the equipment and location of surgeries staff experience extremes of temperature which considerably contributes to the physical demands of the job.

In the office the patient records and the appointment books are computerised and subsequently a lot of time is spent in front of the monitor using the mouse, the keyboard and very often the telephone.

Taking part in the On-Call service, after working a full day, can be tiring.

9. Most Challenging/Difficult parts of the Job

One of the most challenging parts of the job in the surgery would include:

Working to a tight time schedule, ensuring the dentist/clinician has the assistance, materials and instruments required, whilst not compromising cross infection control or patient safety in a clinical environment.

Staffing difficulties often require provision of cover for other surgeries and clinics where various dental services are provided. This requires dental nursing staff to be extremely flexible and adaptable as this cover is often at short notice.

In the office one of the most difficult parts of the job is dealing with patients who show annoyance or aggression.

Dealing with the dentally anxious individuals

10. Knowledge Training and Experience Required to do the Job

A qualification in dental nursing, SVQ level 3, NVQ level 3 or the National Examining Board for Dental Nurses National Certificate, is required. Compulsory registration with the General Dental Council will necessitate participation in verifiable CPD.

Attendance to compulsory NHS Orkney training.

Job Description Agreement

Job Holder's Signature	Date:
Head of Department Signature	Date:

Person Specification

Job Title: Qualified Dental Nurse
Department: Dental
Location: The Balfour and Garson Dental Clinic

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Previous experience with computers, their packages and office equipment</p> <p>Previous experience in similar type post. (If qualified)</p>	Previous experience in similar type post
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<p>National Dental Nursing Examining Board Qualification or Dental Nurse SVQ level 3 (if qualified) inc mandatory GDC CPD</p> <p>Educated to Standard grade level or above</p> <p>Be prepared to undertake the Dental Nurse SVQ training and qualification</p>	Other relevant training or qualifications in care or administration
KNOWLEDGE AND SKILLS	<p>Ability to work to a high level of manual dexterity.</p> <p>Awareness of the importance of Confidentiality of patient information.</p> <p>Excellent written and oral communication skills</p> <p>Awareness of the importance of Infection Control</p> <p>Ability to work as part of a team</p> <p>Computer Literate</p>	
DISPOSITION	<p>Reliability</p> <p>Ability to work under pressure with understanding and compassion</p> <p>Ability to cope with change</p>	Ability to use own initiative
OTHER	Be able to work on the rota for the on-call service (If qualified)	Driving Licence

	<p>Be able to work on a flexible basis You may be required to rotate to various dental bases to provide cover when required</p>	
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Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Kirkwall are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to www.orkney.com or www.orkneycommunities.co.uk and learn more about NHS Orkney at www.ohb.scot.nhs.uk.



Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

ork.recruitment@nhs.scot

Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>