

## 1. JOB IDENTIFICATION

**Job Title:** Emergency Dental Services Co-ordinator / Dental Nurse cover

**Department(s):** Public Dental Service

**Job Holder Reference:** ADMIN005DENT Amended 29/1/15

**No of Job Holders:** Various

## 2. JOB PURPOSE

Assist Primary Care, Dental Services to meet its business needs and stated objectives by providing a quality service for its customers and promoting preventative measures in the wider industry as expressed in the Scottish Government paper, 'Modernising NHS Dental Services in Scotland. This will be achieved by:

- giving appropriate advice to patients and arrange treatment appointments following requests for emergency and urgent dental treatment as per current SDCEP guidance.
- co-ordinating dental emergency appointments.
- maintaining activity databases and providing statistical information from these.
- responding to enquiries from the public about availability of NHS dental treatment in Dumfries and Galloway, and give information and advice.
- ensuring the patients journey is enhanced within the service at all times.
- providing effective chairside support.
- adhering to all Policies and guidance in respect to the health, safety and well-being of the patient and clinical staff within the clinic.
- using NHS 'code of positive behaviour' when dealing with colleagues, customers and the public.

## 3. ORGANISATIONAL POSITION

- a) Managed by Senior Dental Nurse responsible for SEDS.
- b) Reports to Dental Director, Dental Services Manager and Senior Dental Nurses.
- c) Liaison with all Dental Services staff.

## 4. SCOPE AND RANGE

- Weekday SEDS is provided to all unregistered dental patients in Dumfries & Galloway. Access to emergency dental care is directed to and provided at DGRI and Galloway Community Hospital. Urgent care is directed and provided to either Independent Dental Practices or the Public Dental Service.
- Public Dental Service for Dumfries & Galloway provided across multiple sites.

## 5. MAIN DUTIES AND RESPONSIBILITIES

### Emergency Dental Services Co-ordinator

- Responding to enquiries about emergency, urgent and routine dental care from patients, Public and NHS24.
- Giving appropriate advice to patients and arrange treatment appointments following requests for emergency and urgent dental treatment as per current SDCEP guidance.
- Allocation of urgent appointments, including requests forwarded by the Emergency Department.
- Co-ordinating with dental practices, staff and patients about urgent dental treatment appointments.
- Giving advice about the availability of NHS dental treatment and other general enquiries, including charges, complaints, emergency clinics, access to NHS dental registration etc.
- Liaison with NHS24 and "on-call" dentists.
- Maintain activity databases for weekday SEDS, providing statistical information to either Senior Dental Nurse or Dental Services Manager.
- Manage activity databases for weekend SEDS, providing statistical information to either Senior Dental Nurse or Dental Services Manager.
- Working within the Code of Positive Behaviour.

### Dental Nurse cover

- Set up surgery to standards directed by Senior Dental Nurse and all relevant Policies, Guidelines and Procedures e.g. Decontamination.
- Ensure cross infection and Health & Safety instructions as directed by NHS, local agreement or manufacturers guidance are followed at all times.
- Provide a standard of excellence to the Dentist, Therapist or Hygienist during clinical sessions that will ensure an enhanced patient journey.
- Update patient records as directed by the Dentist, Therapist or Hygienist.
- Provide advice and guidance to patients on restorative and emergency issues.
- Monitor stock levels, requesting replacement through Senior Dental Nurse whilst taking account of finance responsibilities.
- As part of segregation of duties, check reconciled cash takings and bank monies in accordance with NHS Policies.
- Provide reception support in relation to booking appointments as requested.

## 6. SYSTEMS AND EQUIPMENT

### Systems

- Computer - Citrix, e-Mail, Kodak Practiceworks R4 (clinical patient information system) and e-KSF.
- e-Mail - Contacting other members of NHS Dumfries and Galloway.
- e-KSF - Updating ones own record in connection with reviews and personal development.

### Equipment

- Telephone - taking calls from patients and dental staff.

- Telephone answering machine and voicemail - retrieving messages when telephone line busy.
- Fax machine - sending non-confidential data to individuals who do not have access to email.
- Photocopier - copying various correspondence / forms.
- Printer - printing.
- Dental equipment held in clinics; e.g. hand pieces, x-ray etc.

## **7. DECISIONS AND JUDGEMENTS**

- Prioritising of emergency dental treatment requests across DGRI and Galloway Community Hospital.
- Prioritising of urgent dental treatment requests across available practices.
- Giving appropriate advice to people with clinical dental problems, supported by NHS 24 algorithm.
- Co-ordinating appointments across available practices.
- Judgement on advice to be given on routine dental matters, including availability of NHS dental treatment.
- Whether patient needs support and / or comfort.
- When re-usable equipment has reached end of useful life.
- Guidance taken from Senior Dental Nurse when required.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

- Dealing with telephone enquiries from people suffering from dental pain.
- Dealing with enquiries from the general public regarding NHS dental care in the area.
- Contact with dental practices about dispersal of urgent treatment requests.
- Contacts with NHS24 regarding service.
- Reporting to Senior Dental Nurse or Dental Services Manager on volume of calls, activity etc.
- Dentist / Therapist / Hygienist - Liaison and supporting.
- Dental laboratories - dentures, appliances and delivery issues.
- Patients, parents, members of the public, schools, Health Services staff, Social work etc. - encouraging, informing, comforting.

## **9. PHYSICAL DEMANDS OF THE JOB**

- Ability to use computer while also speaking on telephone.
- Sitting at computer for long periods while word processing, data inputting, emailing etc.
- Car driver - visits to peripheral clinics are variable (clinic times of working should be maintained, where possible).
- Awkward positioning - when providing chairside assistance: infrequent.
- Manual handling - patient and equipment: infrequent.
- Continual concentration while providing chairside support.

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

- Handling telephone contact with patients and public who may be angry, argumentative, overwrought or in pain.
- Handling several tasks simultaneously, e.g. talking on the telephone and using computer.
- Accuracy of typing and recording information.
- Dealing with demanding patients.
- Keeping the clinic running when clinical procedures don't go to plan.

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

- Knowledge of NHS treatment, regulations and charges.
- Intermediate computing skills, including Excel and Access, and email system.
- Excellent communication and relationship skills.
- National Examination Board for Dental Nurses Certificate of Dental Nursing or equivalent or participation in training programme towards attainment of this.
- Knowledge of Kodak R4 advantageous but not essential.
- Knowledge / training in cross infection control, Health & Safety, First Aid and confidentiality.

### 12. 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:**

**Date:**

**Head of Department Signature:**

**Date:**

**NHS DUMFRIES AND GALLOWAY**

**PERSON SPECIFICATION**

**JOB TITLE: DENTAL NURSE**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><u>Qualifications</u></p> <ul style="list-style-type: none"> <li>- National Certificate for Dental Nurses or equivalent (SVQ/NVQ).</li> <li>- Registration with GDC as Dental Nurse.</li> </ul>	<ul style="list-style-type: none"> <li>- ECDL or equivalent.</li> <li>- Cleanliness champion.</li> <li>- Post certificate Sedation qualification or equivalent; or a willingness to achieve this.</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>- Experience working in NHS, GDS or PDS dental practice, including recent chair-side assistance to dental clinicians.</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of National Dental inspection Programme.</li> <li>- Experience of Special Care patients.</li> <li>- Experience of domiciliary care and care of elderly.</li> </ul>
<p><u>Knowledge/Skills</u></p> <ul style="list-style-type: none"> <li>- Sound knowledge and understanding of Health and Safety commitments e.g. cross infection etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Use of computerised dental patient information systems (R4).</li> <li>- Understanding the remit and role of the Public Dental Service.</li> </ul>
<p><u>Personal Characteristics</u></p> <ul style="list-style-type: none"> <li>- Excellent communication skills.</li> <li>- Calm under pressure or with demanding / difficult patient.</li> <li>- Good problem solving skills.</li> <li>- Able to work as part of a team or on own initiative.</li> </ul>	