#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Registered Dental Nurse  Responsible to: Dental Team Leader  Accountable to: Dental Team Manager  Department(s): Dental  Directorate: Salaried Primary Care Dental Service  Operating Division: West Lothian Community Health Care Partnership  Job Reference: 156773  No of Job Holders:  Last Update (insert date): 24.03.10 |

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| 2. JOB PURPOSE |
| The post holder will work as part of a team of Registered Dental Nurses and provide full surgery and administrative support to all clinicians. The post will include all the duties normally expected of a Registered Dental Nurse in terms of chair/bedside, surgery and theatre clinical assistance, to enable clinicians to carry out a high level quality of patient care.  The Registered Dental nurse is responsible for assisting in the provision of comprehensive and complex range of clinical treatment |

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| **3. DIMENSIONS**  This large, managed service delivers dental treatment, oral health education and advice in a broad variety of settings across Lothian, including the following:   * Unscheduled Dental Care Centres * School Dental Clinics * Health Centres * Mobile Dental Units * Hospitals * Care Homes * Day-care Centres * Resource Centres * Drop-in-Centres for drug users and homeless people * Domiciliary Care   The post-holder will be given a base clinic on appointment but may be required to work at any location and to any client group in Lothian as the needs of the service dictate. The demands of these care settings are such that the post-holder will be required to relate professionally across a multi-disciplinary team in healthcare, social care and educational settings.  In individual clinical settings, the post-holder will be responsible for ensuring stock supply and sale of oral health products and for handling and recording cash transactions.  They will be responsible to the referring clinician and both responsible and accountable to the Assistant Clinical Directors of the services in which they are working and to the Clinical Director of the Salaried Primary Care Dental Service. |

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| 4. ORGANISATIONAL POSITION |
| DCP Manager  Dental Team Manager  Dental Team Leader  Registered Dental Nurse  Trainee Dental Nurse  Clinical Support Worker  Specialist Dental Nurse |

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| **The Role of the Salaried Primary Care Dental Service is to:**   * + Promote oral health.   + Monitor the oral health of the population of Lothian.   + Inspect selected populations for oral disease.   + Provide training for all members of the dental team both pre and post qualification.   + Provide dental services, including specialist services, for all those who cannot obtain this from general dental practice:   **The Salaried Primary Care Dental Service provides care to the following patient groups**:   * + Adults and children with a physical or learning disability who have difficulty accessing care in general dental practice.   + Adults and children with any medically compromising condition which results in difficulty accessing care in general dental practice.   + Adults with a drug or alcohol abuse problem whose condition makes it difficult for them to access care in general dental practice.   + Any child whose family cannot or will not take them to a dentist.   + Anyone with mental illness who has difficulty accessing care in general dental practice.   + Any patient in hospital.   + Anyone in a care home who has difficulty accessing care in general dental practice.   + Anyone whose fear of dentistry discourages them from seeking dental treatment.   + Homeless people who have difficulty accessing care in general dental practice.   + Anyone with a need for urgent dental treatment for the relief of an acute condition who has no immediate access to care in a general dental practice |

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| 6. KEY RESULT AREAS |
| **Clinical Duties**  **Registered Dental Nurse will carry out the full range of clinical duties as currently described by the General Dental Council’s curriculum framework for professionals complementary to dentistry. Treatment may be provided within a dental surgery, mobile dental unit, hospital environment or on a domiciliary basis.**   * Risks assess the clinical environment to ensure that it is fit for purpose and ergonomically sound. * Preparation of the clinical environment. Assemble Dental equipment and lay out instruments to reflect the anticipated clinical procedure. * Carry out efficient aspiration of the oral cavity during clinical procedures to ensure a dry field. * Assist with the pre and post operative care of patients undergoing surgical procedures with either local anaesthetic, general anaesthetic or iv/sedation. * Anticipate the requirements for the dental procedure and be responsible for preparing and mixing a varied complex range of dental materials. * Provide oral instruction to the patient under the direction of the clinician imparting the required knowledge to enable the patient to improve their Dental health * Support the patient during treatment by reassurance, empathy and encouragement. * Responsibility for the triage of patients.   **Maintenance**  **Responsible for daily testing of general and specialised equipment.**   * Carry out daily sensitometry testing of radiographic equipment to comply with clinical legislation under health and safety e.g. IR(MER) 2000 * Monitor the chemicals used to develop radiographs and change chemicals and development fixer tanks when needed. * Demonstrate a firm understanding of radiographic / digital software. * Responsible for ensuring the clinical environment is maintained to the required standard including all specific dental equipment for the safety of patients, staff and visitor and in accordance with the NHS Lothian policies and procedures including control of infection. * Ensure emergency equipment is regularly checked and maintained to be able to deal with any medical emergency. * Logging faults with dental equipment ensuring that they are dealt with by the appropriate personnel in a timely and proficient manner.    Patient management. **The Post Holder will provide support to the patient this includes giving encouragement, emotional and physical support and continuous reassurance responding to their anxieties and keeping them informed of procedures to encourage a sense of well being to enable treatment to be carried out to a high standard.**   * Responsibility for the triage of patients and arrival at a suitable clinical outcome. * Select suitable behaviour techniques to help reduce an individual’s dental anxiety. * Responsible for the continued monitoring of the patient during the dental procedure. * Recognise and respond to a range of medical emergencies. * Use manual handling skills and knowledge to ensure safe transfer of patients, and Transport of equipment. * Communicating with patients for whom English is not a first language and is not easily understood. * Establish, develop and maintain good relationships with clients, carers, relatives, fellow health, and welfare professionals who are involved in care delivery to affect the highest standards attainable in good dental health care. * Deal with enquiries or complaints from patients and their carers/parents and other Health Care Professionals, escalating where necessary. * Be familiar with all local, regional and national policies, procedures and guidelines pertinent to all staff (within area of responsibility ) ensure compliance with their contents in the pursuit of the highest standards of patient care. * Respond to queries from other professional groups or individuals providing them with timely and pertinent feedback. * Liaise with other multi professional agencies to provide appropriate specialist advice for clients with complex medical health and dental problems.   **Decontamination**  **The Registered Dental nurse has responsibility for ensuring adherence to a strict linear system for the decontamination of the clinical environment ensuring compliance with all NHS Lothian Health and Safety, Control of Infection and Risk Assessment policies and procedures.**   * On a daily basis comply with stringent cleaning and testing of sterilisers, washer disinfectors and ultrasonic equipment. Monitor and record the findings complying with NHS Lothian Infection Control and Health and Safety guidelines. * Comply with SPCDS/ NHS Lothian decontamination guidelines on dental unit to ensure waterlines are Bio-film free. * Ensure instruments are decontaminated (cleaned, disinfected and sterilised) and properly maintained and stored. This may involve liaising with HSDU (Hospital sterilisation decontamination unit) for central decontamination of instruments * Organise all dental laboratory work including dentures, orthodontic appliances and crown and bridge work. Disinfecting, packaging and arranging collection and return of these items.   **Administrative and Clerical Duties.**  **The post Holder will participate in the maintenance of an efficient clerical and administrative system. Record and report prospective and retrospective accounts of clinical activity and data, to be available as required, presented clearly and forwarded timeously to other relevant personnel.**   * Adhere to NHS Lothian Policies regarding Data Protection and Patient confidentiality * Monitor and maintain stock levels of dental materials for therapeutic use. * To maintain a supply of oral hygiene products and materials, recommended for sale to the individual patients and to liaise with other dental staff in maintaining correctly priced, adequate levels of stock for sale. * Monitor and order supplies, materials and drugs within a budget required for the clinics and/or domiciliary equipment. Knowledge and skills to store these materials in accordance with COSHH (Control of Substances Hazardous to Health) guidelines. * Assist in the preparation for inspections of target populations including the transport and use of a lap top computer, and all equipment necessary to facilitate this activity. * Organise and maintain an efficient clerical and administrative system enabling essential records, paperwork and data to be collated, co-ordinating patient’s appointments, completion of GP17 Forms and forwarding for processing. Make full use of electronic patient information system (R4) so that clinical information is correctly recorded and patient ‘s appointments timeously sent out. * Prepare and administer NHS patient financial estimates/accounts, arrange collection of accounts from patients via cash/cheque/switch machine payments.   **Training and development**  **In compliance with Continual Professional Development (CPD) requirements as determined by the General Dental Council develop and maintain own Portfolio and in conjunction with Line Manager agree training needs.**   * Completion of mandatory training as laid down in the NHS Lothian guidelines * The Registered Dental Nurse will have attended the Longitudinal Dental Foundation Trainees training course. This enables the dental nurse to give additional support and advice to the (LDF).This will include liaison reporting and feedback to their assigned trainer**.** * Support the Trainee Dental Nurses by mentoring. Participate in the workplace assessment procedure and lead by example |

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| 7a. EQUIPMENT AND MACHINERY **Post holder is expected to have working knowledge of all general Dental hand instruments and equipment in addition to some more specialise items.** |
| |  |  | | --- | --- | | **General** | **Specialised** | | Curing Light | Velopex (developing x rays) | | Hoist | Autoclave | | Oxygen Equipment | Ultrasonic bath | | Dental chair /unit/operating light. Compressor. | Washer / Disinfector | | Wheelchairs | Cavitron | | Syringes and needles | Apex Locator (RCT TC) | | Handpieces | Wand (anaesthetic Syringe delivery) | | Assistina (pressurised oil machine for dental handpieces) | Amalgamator (for mixing only) | | Computer | Suction equipment | | Photocopier | Sedation Equipment R.A / I.V. | | Faxes | Emergency Drug Trolley / Kit | | Switch Machine | Xray machine and Digital x-ray equipment | |
| **7b. SYSTEMS** |
| **The post holder is responsible for:-**   * Understanding of clinical records to enable liaison with clinicians and multi-disciplinary teams. * Management of a recall system * Entering information for the National Dental Inspection Programme onto computer database. * Responsible for the completion of supplies and non stock requisitions for authorisation, (Pecos) * Manual/computerised maintenance of patients records (R4/Exact Systems), maintaining client data in a secure environment. * Storage and archive of patient records/orthodontic study models in accordance with NHS guidance and local protocols. Ensuring that the patient records and orthodontic study models are stored and disposed of in accordance with these guidelines * Processing and reporting of patient complaints/ adverse events, escalating to appropriate department, (Datix). * Collection of patient charges, calculate patients final account, take payment by use of switch machine / cash, and record in patients records / clinic ledger. * Responsible for daily compliance with Clinical Decontamination guidelines, and recording of autoclave systems. * Completion of monthly activity data for statistics. * Reporting of faulty equipment. * Telecommunication, security and alarm systems. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The Registered Dental Nurse will be assigned their duties and responsibilities by a Senior Dental Nurse. The type of duties carried out may vary in accordance with the day to day requirements of the service. * Review of work is measured against set objectives as agreed with line manager at PDPR meetings * Attendance at Dental Team meetings to discuss service objectives. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder is expected to work autonomously within clinics without the immediate presence of a line manager * Possessing the ability to prioritise work load. * Dealing with enquiries and complaints from patients, carers, and health care professionals. This * Includes the responsibility for the triage of patients. * Knowing when to seek further advice from a senior member of staff. * Requirement to anticipate the needs of both patient and clinician and be able to deal with them promptly and efficiently * To ensure delivery of care and compliance with patient confidentiality. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Working in a constantly changing clinical environment to successfully deliver courses of treatment to adults and children with severely challenging behaviour; these include highly complex care needs, complex medical histories, severe anxiety and patients with mental ill health, drug and alcohol dependence, physical and learning disabilities, the frail elderly, the pre-school child, victims of violence and other forms of physical abuse all leading to difficult and unpredictable conduct in the surgery. * Professional isolation in remote clinical settings, working as one of only two in a team in a restricted physical environment, such as a single dental surgery or Mobile Dental Units, in often inclement weather. * Communicating with patients for whom English is not the first language and is not easily understood. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| A Registered Dental Nurse will constantly communicate and liaise with patients, healthcare professionals and others.  The patients may have complex medical conditions and treatment plans as well as physical /learning disabilities and/or mental health problems that can be a barrier to care therefore excellent communication and interpersonal skills are essential.  **INTERNAL**   * Line Manager/Dental team members - work related issues * Support services manager - reporting of equipment breakdown * Office Manager - Administrative enquiries * IT department - computer advice/queries/ * Purchasing/stores - enquiries and ordering * Voluntary organisations including hospital transport * Other healthcare professionals -, referrals and information gathering and in an advisory capacity * Staff Representative – Information and advice * Training departments – Continuous Professional Development, mandatory staff training * Employee Relations – Information and advice   **EXTERNAL**   * Purchasing stores and equipment – enquiries and ordering * Patients and carers contact by telephone and mail regarding queries/referrals /appointments * Patients (domiciliary visits), contact by telephone and mail regarding queries/referrals/appointments * Other healthcare professionals (nursing homes), referrals and information gathering and arranging visits * Scottish Dental Practice Division – Queries relating to patients treatment, Prior Approvals and costs. * Education, * Mainstream/Special Care Schools, liaise with multi-disciplinary staff in order to arrange dates/accommodation to enable inspections, treatments to be carried out. * Communicating with patients for whom English is not the first language and is not easily understood. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | | | | |
| Demands of the job | Physical | Mental | Environmental | Emotional |
| The Registered Dental Nurse requires highly developed physical skills with a high degree of precision and manual dexterity. |  |  |  |  |
| Intensive and lengthy periods of concentration are required along with well developed hand-eye co-ordination. |  |  |  |  |
| There is a daily requirement to sit, stand or kneel and work for prolonged periods of time in a fixed position whilst assisting with precise clinical treatments.. |  |  |  |  |
| Continual repetition of health messages necessary to promote a behavioural change in non-motivated patients, carers or groups. |  |  |  |  |
| Stress of treating patients and communicating with their carers and relatives who are often anxious, may be abusive or unpredictable while maintaining a calm and professional manner. |  |  |  |  |
| Sensitivity to social, cultural, and intellectual diversity between patient groups, carers and relatives. |  |  |  |  |
| Occasionally being asked to work in clinics without administrative support |  |  |  |  |
| Frequently dealing with unpleasant oral conditions e.g. infection, halitosis and bodily fluids and patients with poor personal and domestic hygiene |  |  |  |  |
| Regular need to assist in delivery of care in non-clinical environments e.g. bedrooms, bathroom, kitchens and toilets. |  |  |  |  |
| Transporting equipment that can be bulky or heavy e.g. domiciliary/emergency dental equipment, inspection kits, x-ray machine, patient hoist/wheelchairs, and oxygen /nitrous oxide cylinders. Pulse oximeter. |  |  |  |  |
| Being made to feel unwelcome or being shown a lack of respect thus undermining professional confidence whilst assisting in carrying out treatment or OHP out with the surgery environment. |  |  |  |  |
| Stress of keeping to tight time schedule when driving between multiple locations. |  |  |  |  |
| Adapting to different clinical/care settings |  |  |  |  |
| Unpredictability of clinical day e.g. poor timekeeping and variable attendance rate by patients. |  |  |  |  |
| Responsibility for clinic in outlying areas. |  |  |  |  |
| A Registered Dental Nurse often assigned a student dental nurse or less experienced dental nurse which adds a training responsibility to that of delivering clinical care, thus magnifying time management issues |  |  |  |  |
| The nature of operative work in the oral cavity, especially with aerosol producing rotary equipment, entails a high degree of exposure to blood and saliva-borne viruses, bacteria and spores. | ✓ |  | ✓ |  |
| The post-holder is required to wear eye/face protection to prevent damage to eyes from debris and fluids and reduce inhalation of contaminated aerosol.  There is a requirement that all staff undertaking exposure-prone procedures should be vaccinated against Hepatitis B as well as being up to date with all recommended vaccinations as a matter of course. | ✓ |  | ✓ |  |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **The post-holder must be registered with the General Dental Council and maintain registration through ongoing commitment to fulfilling the Continuous Professional Development requirements stipulated by the GDC**.   * National Certificate for Dental Nurses or equivalent (SVQ Level 3 in Oral Healthcare), Dental Hospital Qualification. * Enhanced communication and excellent interpersonal skills. * Post Qualification in Special Care, in order to demonstrate underpinning knowledge of patients with complex medical conditions. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| Job Holder’s Signature:    Head of Department Signature: | Date:  Date: |