# 000 borders logo

# JOB DESCRIPTION

|  |  |
| --- | --- |
| **1. JOB DETAILS** |  |
| **Job Title:** | Dental Nurse |
| **Responsible to:** | Dental Operational Team Leader |
| **Department & Base:** | Coldstream Dental Centre |
| **Date this JD written/updated:** | 16th March 2021 |
| **Job Reference number:** | 069626 |
| **2. JOB PURPOSE**    To support the clinical team in delivering dental care to priority group patients in the Public Dental Service, this includes maintaining the necessary equipment, records and paperwork to support patient safety. The Dental Nurse has a key role in encouraging good dental hygiene and ensuring the well being of the patient.  The Dental Nurse will be required to deal directly with the public and other health professionals demonstrating the standards required by NHS Borders and the GDC. | |
| **3. ORGANISATIONAL POSITION**  Clinical Service Manager Clinical Director Dental Services    Dental Services Manager  Dental Operational Team Leader  Dental Nurses  Trainee Dental Nurses | |

|  |  |
| --- | --- |
| **4. SCOPE AND RANGE**  The post holder will act as a member of the Public Dental Service and will primarily work with the dentist in the surgery but may be required to work at other NHS Borders hospitals or clinics as necessary. The post holder will be accountable to the Dental Operational Team Leader. The Dental Nurse will be expected to organise and manage caseload dictated by the service.  The Dental Nurse will be responsible for monitoring supplies and keeping a record of stock required and reporting to the Dental Operational Leader.  The Dental Nurse will be required to give advice to patients on oral hygiene and pre and postoperative care.  Accountable for risk assessment and awareness of procedures and policies to prevent injury or harm to self or others including COSHH. | |
| **5. MAIN DUTIES/RESPONSIBILITIES**     * Maintain, clean and sterilise dental instruments and support items, ensuring that the risk of cross infection is minimised/ eliminated. * Maintain adequate stock of emergency drugs, dental materials and instruments to deliver high quality patient care. * Collect, receive and prepare those patients who are to undergo treatment, including the completion or retrieval of any necessary paperwork, x-ray, or laboratory work, checking the patient’s identity. * Assist the dentist in charting the patient’s dental anatomy, pathology, and screening to enable delivery of dental treatment. * Preparation of any necessary filling materials, impressions and instruments. * To be constantly vigilant to make the patient as comfortable as possible and be aware of any adverse changes in the patients disposition during treatment. To prepare the patient to leave the surgery ensuring the patient has been given postoperative advice. * To arrange appointments or handling queries from patients in the surgery or on the telephone, triage of dental pain prioritising emergency cases. * To support the promotion of good oral hygiene and to make the patient aware of various dental procedures, offering advice they may need to take before or after any dental treatment. * To maintain and complete and submit GDS forms and ensure adequate clinical records, to enable retrieval of any patient or statistical data that may be required by the Patient Service Manager, Clinical Director and Dental Service Manager or Regional Dental Officer. * To participate in any vocational training scheme or general professional training scheme as may be organised for newly qualified dentists as required. * To undertake a commitment to support the dentist in making domiciliary visits and responding to dental emergencies, including participation in the out-of-hours emergency service. * To undertake an assessment of callers on the dental enquiry line presenting with a problem, referring the caller to an appropriate service or providing advice and guidance on self-care |
| 1. **SYSTEMS AND EQUIPMENT**   Prepare the surgery or unit for clinical duties, ensuring a supply of water, compressed air and suction. Check the function and maintain records of fixed or portable dental equipment including oxygen cylinders, emergency drugs and computer.  All NHS Borders policies, protocols and procedures for patient and staff care and well being are to be implemented and maintained.  Telephone and Mobile Phone  Fax Machine  Photocopier, Scanner, Printer, Computer  Dental Software Kodak R4, Microsoft office software.   * Intra Oral X-ray Machine * Dental Chair specialised equipment value over £30k * Curing light, apex locator * Decontamination equipment. * Cavitron scaler/ Titan air scaler * Hoist, manual handling aids * Velopex x-ray developer * Amalgamator * Digital camera * Inhalation Sedation equipment, Quantiflex MDM machine and its components. * Domiciliary equipment and emergency drugs. |
| **7. DECISIONS AND JUDGEMENTS**    The dental nurse must work within NHS Borders policy and protocol ensuring the confidentiality of the patient.  The anticipation of problems in the clinical setting and triage and planning of patient needs are the responsibility of the dental nurse with supervision from the dentist.  The dental nurse may provide clinical supervision to trainees and is responsible for the clinical workload and coordination of the surgery appointment books.  Planning of domiciliary visits to make use of the clinical time available and prioritising patient need is the responsibility of the dental nurse.  The dental nurse would use their initiative to make best use of time and resources to deliver high quality patient care.  The dental nurse is responsible for selling sundry items to patients and staff.  Judgements involving facts and situations are required to be analysed and act upon a wide range of complex clinical and non-clinical procedures and situations. |
| **8. COMMUNICATIONS AND RELATIONSHIPS**  Internal within NHS Borders, verbally, written and electronically.  External, verbally, written and electronically with   * Schools * Dental Laboratory * Nursing Homes/Care Homes * General Dental Practitioners * Patients/Carers, providing and receiving information requiring tact and persuasion. * Social Services * Dental Practice Board * General Public   The dental nurse has responsibility for motivation, negotiation and counselling of colleagues and patients.  Emotional demands of the job are that dental patients generally receive ongoing care usually on a six monthly basis; this increases the responsibility on dental staff.  A high proportion of patients have complex medical conditions, physical and learning disabilities, which intensify the communication skills required by the dental nurse**.** |
| **9. PHYSICAL DEMANDS OF THE JOB**  Manual handling skills for moving patients, domiciliary equipment and bulky items from stores.  Assembly of equipment, attaching umbilical services.  Standing for long periods of time holding instruments for the dentist during dental procedures.  Speed and accuracy in charting patients dental anatomy and pathology and chairside duties, frequently require high levels of concentration.  Occasional exposure to distressing or emotive cases and to interpret the needs of both patients and clinicians and be able to deal with them promptly and efficiently. |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  * Division of clinical time to deliver high quality patient care with limited time and resources. * Emotional and stressful dealing with patients who are anxious or in pain, which can often be displayed as aggression. * Constant enquiry face to face or on the telephone with patients who are seeking dental treatment or advice. * Potential of the exposure to blood borne viruses and infection and hazardous substances. * Completion of all necessary paperwork as well as clinical duties. |

This job description is not definitive and may be subject to

future amendments following negotiation and consultation.

**PERSON SPECIFICATION**

For the post of Dental Nurse

Below are the essential and desirable knowledge, training (including qualifications) and experience required to do this job.

|  |
| --- |
| ESSENTIAL    * Minimum of 3 O grade/Standard grades including English and Maths * Certificate in Dental Nursing/ NEB qualification * Registered as a DCP with General Dental Council * Excellent written and verbal communication and interpersonal skills * Ability to work on own initiative, and as part of a team, with a tactful and diplomatic approach in dealing with sensitive and confidential information. * Excellent organisational skills and the ability to prioritise workload, with a willing, flexible and enthusiastic approach to work. * Knowledge and experience of CDS/GDS/Hospital dental services. * Advanced knowledge of dental procedures and terminology |
| DESIRABLE  * Post holder should be willing to undertake any training that may be necessary to carry out the work effectively and efficiently * Class B Driving qualification * Up to date knowledge and experience of Microsoft Office (Word, Excel, Outlook) * Knowledge of dental practice software |

## 