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| **1 JOB IDENTIFICATION** |
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| Job Title: | **Dental Practice Advisor**  |
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| Responsible To: | **Clinical Director – General Dental Services** |
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| Department(s): | **Dental Services** |
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| Directorate: | **South Lanarkshire Health and Social Care Partnership**  |
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| Operating Division: | **Primary & Urgent Care Services** |
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| No. of Job Holders: | **2 (including this post)** |
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| Last Update: | **January 2024** |
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| **2. JOB PURPOSE** |
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| * To contribute to and promote the improvement of overall quality of care in general dental practice.
* To provide advice regarding all elements of governance ensuring best practice is followed.
* To act in a support and advisory capacity (including clinical advice) to general dental practitioners;
* To advise Lanarkshire and Health and Social Care Partnerships on all matters relating to the general dental service and to work in close liaison with other professional staff.
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| **3. DIMENSIONS** |
| The post holders core responsibilities and functions include: * Advice to Health and Social Care Partnerships.
* Advice to Health Boards.
* Support to General Dental Practitioners.
* Improving Standards/Practice Development.
* Liaison with the Public Dental Service.
* Liaison with Dental Public health
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| **4. ROLE OF DEPARTMENT** |
| **Department of Primary Care** The Department of Primary Care is responsible for the planning, delivery and monitoring of all services provided by the Independent Contractor Groups (GPs, Dentists, Opticians and Community Pharmacy), and the appropriate use of contractual mechanisms to achieve this. This covers all matters of clinical governance, probity, and discipline, alongside service and infrastructure development. **General Dental Service**The remit of the GDS is to manage the arrangements which the NHS Board is required to make with dental practitioners for the provision of general dental services, including the establishment, maintenance and publication of the Dental List ( i.e. the List of General Dental Practitioners and Salaried General Dental Practitioners who are entitled to provide general dental services) to ensure that;* the Board’s statutory obligations in respect of the provision of general dental services are effectively discharged
* adequate access to general dental services is available for the population of Lanarkshire
* only those dental practitioners who are appropriately qualified and eligible are included in the Dental List

**Public Dental Service**The Service is responsible for the delivery of Complimentary Dental Services which includes specialist treatment on referral, access services for Priority Groups (including Prisoners), weekday emergency dental services, National Dental Inspection Programme in Schools, Oral Health Promotion, and Childsmile programmes. |
| **5. MAIN DUTIES AND RESPONSIBILITIES** |
| * Provide support and advice to GDPs and others by a variety of informal contacts – including pre-inspection visits to assist in helping practitioners to meet required standards;
* Ensure the appropriate clinical governance is being adhered to and maintained within the service, outlining any key risks and issues from a clinical perspective, escalating where necessary and ensuring consistency across the service.
* Provide advice in the development of governance strategies
* Respond to appropriate requests for pastoral support/professional advice to GDPs where there are concerns over clinical or service quality issues.
* Ensure information is kept safe and secure across the service
* Provide support to GDPs to enable continuous improvement of the quality of clinical practice whilst ensuring adherence to governance standards. This should encompass guideline implementation, dissemination of best practice, audit, contributing to the identification of training needs and liaison with postgraduate networks. Practice development should also include the education and training of professions complementary to dentistry and practice staff and would address issues of practice infrastructure.
* As far as possible, gain a detailed local knowledge of General Dental Practice in the area in order to support and facilitate continuous practice quality development;
* Carry out examinations at the request of GDPs or where clinical advice is required
* Participate in the Scottish DPA network and link with other key professional groups including Dental Reference Officers, Dental Advisers, Consultants in Dental Public Health and others;
* Produce reports as required to the Area Dental Professional Committees, Health Boards and Health and Social Care Partnerships
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| **6a. EQUIPMENT AND MACHINERY** |
| Whilst the post holder is expected to have a sound working knowledge of all equipment, machinery and systems used in the department, they may not have daily personal involvement. Examples of equipment and machinery used are:-* Personal computer/laptop and printer(daily);
* Shredder;
* Laminator;
* Overhead projector;
* Photocopier;
* Telephone- landline and mobile (daily).
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| **6b. SYSTEMS** |
| Examples of systems used are:* Internet and Intranet
* Microsoft Office software
* Personnel filing system
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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| The post holder will be required to collate information from several different sources, and prepare reports in different formats for each of the stakeholder groups. You will be expected to adapt the information and delivery to each of these groups as to ensure that the tone and complexity of the information is easily understood by everyone.Report any clinical and professional concerns to the Primary Care Manager – GDS and Clinical Director relating to General Dental Services |
| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is expected to communicate with a wide range of senior clinical and non-clinical staff across NHS Lanarkshire and with senior officials in external organisations in the public and private sectors. Excellent communication skills are required to inform others. The post holder is expected to have strong presentation skills and to be able to express a view convincingly and coherently, both verbally and in writing. There is a need to develop consistent and structured pathways for communication in Scotland – not only between DPAs but also with other stakeholders.* Post holder should participate in regular meetings with DPAs in Scotland and other National Groups as required e.g. Dental Reference Officers

Examples of the main contacts are:**Internal*** Director of Dentistry
* Clinical Director for GDS
* Primary Care Team
* Consultant in Dental Public Health
* Clinical Director, Public Dental Service
* Area Dental Professional Committee
* Health and Social Care Partnerships
* Administrative Teams

**External*** NHS Education for Scotland (NES)
* Health Improvement Scotland (HIS)
* General Public/Patients
* The Scottish Dental Practice Board/PSD
* Other Health Boards
* Chief Dental Officer
* Dental Practice Adviser National Group
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| **9. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Effort/Skills:*** Leadership skills including influencing, well developed listening and interpreting skills
* Well developed planning, organisational, communication and interpersonal skills
* Good keyboard skills and competent use of word processing, excel, power-point, search engines and-mail packages.
* Numerical, statistical and analytical skills

**Mental Effort/Skills:*** Mental dexterity in dealing with a vast range of complex data, policy, strategy and information.
* High levels of concentration required during preparation of reports, responses and briefings in relation to complex documentation and issues.
* Ability to multi-task and cope with, and respond to, frequent interruptions.
* Attention to detail and ensuring the production of accurate work, given that there is frequent interruption and a varied and unpredictable work pattern.
* Retention and communication of knowledge and information
* Workload is subject to a high degree of unpredictability and work requires to be reprioritised on a daily basis. Due to the nature of the work, urgent enquiries may result in a change of task to deal with critical issues.

**Emotional Effort/Skills:*** Post holder’s judgement in dealing with a wide range of people mainly at a senior level within and out with the Directorate.
* Variety of issues and their sensitive/confidential nature requires good coping skills and a high degree of tact and diplomacy,
* Ability to maintain focus and continuity in complex issues over extended periods.
* Ability to prepare comprehensive and accurate information which is accessible and easily understood.
* Ability to assess timescales, recognise the implications and prioritise work accordingly

**Working Conditions:*** Able to travel to attend meetings and meet with staff at other sites
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| **10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Qualification and Training**Essential:* BDS or equivalent
* Active in post graduate education

**Experience**Essential:* Extensive experience of General Dental Practice
* Maintains active participation in clinical dentistry
* Undertakes to spend the majority of clinical time in GDS after appointment
* Working across organisational and professional boundaries
* Currently listed with NHS Lanarkshire for the provision of General Dental Services.
* Current practice principal or past experience as a principal.

Desirable :* Working in NHS/GDS practice for at least 65% of the time
* Registered for 10 years or more
* Experience of working with directors and other senior managers

**Knowledge:**Essential:* Knowledge of the health and care sector
* Awareness of political context of NHS
* Key legislation and guidance affecting the NHS
* Principles of governance and public accountability
* Innovative approach
* Good communication and organisational skills
* Detailed knowledge and awareness of practice inspection legislation and best practice

**Analytical Skills and Judgement**Essential:* Friendly and Approachable
* A positive and enthusiastic approach to general practice
* High professional values
* Well-developed problem solving and analytical skills.
* Ability to analyse and interpret complex information
* High skilled written and verbal communications with ability to communicate with sensitivity, empathy and tact when dealing with stressful or challenging situations.
* Good interpersonal skills including diplomacy and discretion.
* Effective team worker.
* Excellent time management and prioritisation skills.
* Ability to self-generate and prioritise own workload.
* Ability to work in a rapidly changing environment.

**Other** Essential: * Positive approach to work and the challenges of new opportunities
* No conflicts of professional interest
* No adverse disciplinary record
* No evidence of poor clinical quality from DRO examinations
* Minimum complaints against the practice
* Full Driving Licence
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| **13. JOB DESCRIPTION AGREEMENT** |
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| Job Holders Signature: |  |
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| Head of Department Signature: |  |
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