

## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

Job Title: Dental Hygienist

Responsible to: Lead Dental Care Professional Clinical

Department(s): Oral Health Services

Directorate: Primary Care – hosted service

Operating Division: Corporate Service

Job Reference: 188268

No of Job Holders: 4

Last Update (insert date): 01/06//2021

### 2. JOB PURPOSE

The post-holder is responsible for providing a comprehensive range of clinical dental hygiene treatments under instruction and on referral from clinicians within the Oral Health Service to secure the dental health of these patients.

The post-holder is responsible for planning and undertaking all permissible therapeutic interventions within the GDC Scope of Practice for Dental Hygienists, planning and providing extensive Oral Health promoting activities to a range of client groups and individuals.

### 3. DIMENSIONS

#### Staffing Responsibility:

No staff management responsibility, however will demonstrate own work to students and new staff.

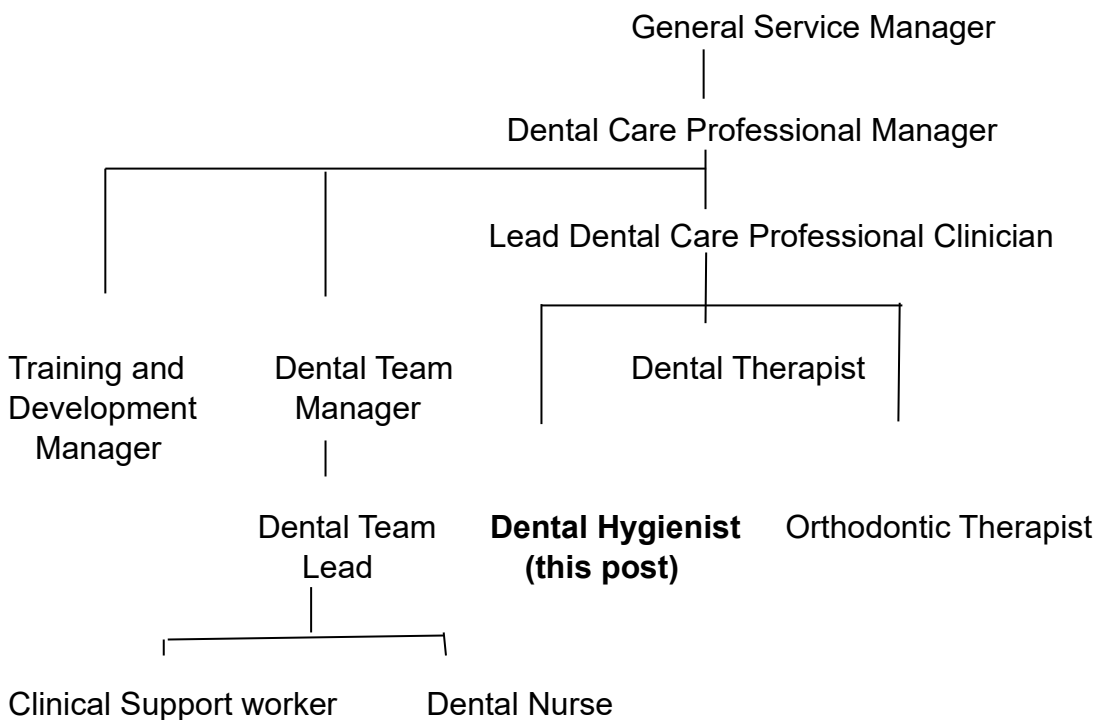
#### Financial Responsibility:

Participate in stock control over Oral Health promotion material and order and monitor stock levels e.g. surgery stock levels, oral hygiene materials.

The post holder will work within the Oral Health Services at sites across Edinburgh, East, West and Midlothian.

The post holder will be given a base clinic on appointment but will be expected to work at any location in Lothian as the needs of the service dictate. The post-holder may also be required to cover the roles and responsibilities of other OHS colleagues where it involves the scope of practise of a Hygienist.

### 4. ORGANISATIONAL POSITION



## 5. ROLE OF DEPARTMENT

The Oral Health Services, who are a hosted service under Primary Care, provides clinical care, education and training for all Dental Personnel covering approximately 450 employees, and which covers 40 sites throughout Lothian. Service outcomes are to provide dental care for patients who cannot get this from General Dental Practice (GDP) (independent contractors). GDPs and General Medical Practitioner's (GMP's)

The Oral Health Services provide Consultant led primary and secondary specialist dental care for the population of the Lothian's.

The role of the Service is defined by Scottish Government as:

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.

Acceptance of Referrals from General Dental Practitioners.

Patients who require more complex and specialised treatments.

Provide training and clinical supervision for under-graduate and post-graduate students wishing to specialise within an area of expertise.

These groups are those with:

a physical or learning disability who have difficulty accessing care in general dental practice.

complex specialist treatment which is unable to be provided in a general dental practice.

any medically compromising condition which results in difficulty accessing care in general dental practice.

drug or alcohol abuse problem whose condition makes it difficult for them to access care in general practice.

Anyone with mental illness who has difficulty accessing care in general dental practice.

Any patient in hospital.

Children in an additional learning need school.

Anyone in prison.

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.

Anyone who requires access to specialist services - restorative, oral surgery, oral medicine, paediatrics and orthodontics.

## 6. KEY RESULT AREAS

1. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.
2. Carry out the full range of hygiene treatment currently permitted under the General Dental Council regulations which may be provided within a dental surgery or on a domiciliary basis e.g provision of specialist periodontal invasive therapy and monitoring periodontal disease and caries using diagnostic indices.
3. Make informed clinical judgments and decisions during delivery of care, planning the personalised care of patients to ensure the appropriate and timely treatment taking into consideration their individual complex medical and social needs to select suitable behaviour-management techniques to help reduce an individual patient's dental anxiety.
4. Interpreting clinical information e.g periodontal charts and radiographic images to determine disease level to formulate care plans.
5. Communicating with a range of patients and their carers to explain their complex treatment needs and to obtain valid consent.
6. Undertake detailed medical histories for all patients including close liaison with the referring dentist and general medical practitioner if appropriate.
7. Provide Oral Health Education at chairside, including dietary, oral hygiene and smoking cessation advice to improve the patient's and carers knowledge and enable them to make choices to improve their own oral health and that of their family, using a selection of appropriate teaching aids and patient 'motivators' to demonstrate oral hygiene techniques clearly.
8. Contributing to the supervision of dental nurses and support workers in clinical and nonclinical settings to ensure compliance with local and national guidance including clinical guidelines, infection control and health and safety issues.
9. Work as part of the multidisciplinary team, , fostering good interdepartmental relationships and helping to achieve high morale for patients and staff and continuous quality improvement.
10. To participate in planning, developing and providing extensive Oral Health Promoting (OHP) activities to a range of client groups and individuals across a variety of settings.
11. Obtain and develop Oral Health Promotion materials for use in one to one discussions and group activities in order to increase recipients' level of knowledge to effect

behavioural change.

12. Plan and carry out, in conjunction with the Oral Health Promotion team, wider Oral Health Promotion activities both inside and out with the organisation aimed at improving the knowledge and understanding of oral health issues in the Lothian population.
13. To participate in the maintenance of an efficient clerical and administrative system, by recording and reporting prospective and retrospective accounts of clinical activity and data, to be available as required, presented clearly and forwarded timeously to others within the service.
14. Order and monitor stock levels e.g. surgery stock levels, oral hygiene materials To monitor stock levels of dental materials for therapeutic use and liaise with dental nursing staff in order to maintain these.
15. Participate and disseminate best practice through clinical audit, research and presentations both internally and externally, as appropriate.
16. To understand and observe local and national standards, including clinical guidelines, policies for infection control, and relevant health and safety issues e.g. IR(ME)R2000. Adhering to and implementing all current guidance and policies into clinical practise.

## **7a. EQUIPMENT AND MACHINERY**

Responsible and knowledgeable in the safe use of all clinical and non-clinical equipment used within the area ensuring this is checked and maintained and where problem are identified these resolved so that all equipment is fit for purpose.

Dental chairs, dental delivery units, dental aspirator units and dental cabinetry.

Dental suction motor.

Air-compressor for power to the dental chair and delivery unit.

Subsonic, ultrasonic and airflow scaling equipment. Autoclave and accessories.

Radiographic exposure units, radiographic 'wet' films, intra-oral digital radiography sensors, radiographic 'wet' film processing equipment and film viewers.

Computers, dental software applications, 'office' software applications, e-mail and the internet.

Cameras and intra-oral camera.

Medical emergency equipment including Oxygen cylinders, an automated external defibrillator, drugs and other resuscitation equipment.

Portable and integrated patient hoists, wheelchairs and manual handling aids to assist in safe transfer of patients with poor mobility into the dental chair.

Health promotion materials.

Telecommunications equipment, personal alarm equipment and office equipment, including photocopier/scanner and fax machines.

Educational aids.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

## **7b. SYSTEMS**

Carestream R4 (computer-based patient record management system). Interpretation and application of clinical records in liaison with the referring clinician and multi-disciplinary team, maintenance of manual or computerised patient records in a secure environment.

TRAK (computer-based patient appointment management system).

Carestream Kodak, MIM's and PACs (uploading and managing photographic and radiographic images) Use of dental, radiographic and clerical computer software systems.

DATIX: Processing and reporting of patient complaints/adverse events, escalating to appropriate department. eLearning and appraisal system (such as Learnpro and TURAS).

Processing and collection of activity/audit data via manual or computerised systems.

Microsoft Office software, PowerPoint, Publisher, Excel for production of teaching materials, and communication, and production of activity/contact statistics.

## **8. ASSIGNMENT AND REVIEW OF WORK**

Work will depend on the needs of the service and is generated by referral from designated dental practitioners, work is managed not supervised.

Work will be reviewed as part of the Performance Development Review process on an annual basis.

The post holder will use initiative and freedom to act in all required duties with access to guidance and support from the Lead Dental Care Professional Clinician and prescribing dentist as required.

They will be responsible to the referring clinician and both responsible and accountable to the Lead Dental Care Professional Clinician.

Regular meetings will be held with the Dental Hygienists to provide ongoing support along with participation in daily safety huddles and departmental meetings.

## **9. DECISIONS AND JUDGEMENTS**

To liaise with the referring dentist in order to report progress or regress of any oral condition, recognise and describing dental abnormalities and to inform patients of the potential impact of these on oral health and escalating/referring onward as appropriate.

To be familiar with the management of dental trauma to permanent and deciduous teeth in order to assess the urgency of any presenting traumatic injury as well as its potential significance in relation to local Child Protection guidelines.

To modify treatment practice and design according to the special dental needs of adults and children with disabilities and to recognize and report the existence of any developmental dental abnormalities. To adapt this information, as appropriate, to meet the needs of patients and carers with differing learning abilities and those for whom English language may not be easily understood.

To maintain accurate and detailed clinical records of all treatment carried out, including an account of specific procedures undertaken, therapeutic materials used, post-operative instructions given to a patient. Recording of any discussion held between the patient and/or their carer, relevant to this treatment and maintenance at home of their oral condition/health.

To recognise and respond to a range of medical emergencies and to be competent at carrying out resuscitation procedures appropriate to the situation.

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

Managing clinical workload from several referring clinicians and/or multiple clinics utilising time effectively while treating often unpredictable and uncooperative patient groups.

Dealing with constantly changing patterns of dental nurse support whilst carrying out clinical workload. At times working in 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.

Treating and communicating with patients (and their carers), often with highly complex needs such as medically compromising conditions – including sometimes sensitive and/or contentious information relating to the patient, dental anxiety and phobias, challenging behaviour, 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 trauma.

Dealing with issues surrounding patients in areas of social deprivation especially where it is felt there may be child protection issues, may require liaison with other health professionals e.g. health visitors, social workers, school nurse.

Confronting the issue of oral health as a low priority in some situations, both amongst patients, their carers and across multi-disciplinary teams.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

A Dental Hygienist will have enhanced communication skills in order to work professionally across a multi-disciplinary team in healthcare, social care and educational settings, dealing with a range of patients who come under the remit of Oral Health Services, some of whom may have a range of barriers e.g English is not a first language and is not easily understood **Internal**

Line manager/dental team members - work related issues.

Support Services Manager - reporting of equipment breakdown.

Admin Manager - administrative enquiries.

eHealth - computer advice/queries.

Staff-side Representative – information and advice.

Training departments – Continuous Professional Development (CPD), mandatory staff training.

Employee Relations – information and advice.

### **External**

General Medical Practitioners regarding any medical information required to enable patient dental care to be provided.

General Dental Practitioners regarding referrals and queries regarding registration of patients.

Social Services regarding any information required to enable patient dental care to be provided.

Voluntary Agencies regarding any information required to enable patient dental care to be provided.

Community Health Practitioners regarding any information required to enable patient dental care to be provided.

Patients regarding their care.

Carers regarding transport and appointments for patients they care-for.

Educational establishments including Special Care Schools, liaise with multi-disciplinary staff in order to arrange dates/accommodation to enable inspections, treatments to be carried out.

Other Health Care Professionals e.g. hospitals regarding queries/referrals/appointments and any other information required to enable a patients dental care to be provided.

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

### **Physical**

Highly developed physical skills with a high degree of precision and manual dexterity frequently using fine tools in confined spaces requiring well developed hand and eye coordination.

Daily requirement to sit, stand or kneel and work for prolonged periods of time in a fixed position while carrying out precise clinical treatments.

Standard keyboard skills.

### **Mental**

Intensive and lengthy periods of concentration are required when performing clinical component of role including observing patient behaviours which may be challenging or unpredictable and focussing for long periods of time during lengthy procedures.

Repetition of health messages necessary to promote behavioural change in non-motivated patients, carers or groups.

Treating patients and communicating with 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.

Unpredictability of clinical day e.g. poor timekeeping and variable attendance rate by patients whilst potentially working with less experienced dental nurses which adds a training responsibility to that of delivering clinical care, magnifying time management issues.

### **Emotional**

Regularly communicating with distressed/anxious/worried patients/relatives.

Communicating with verbally/physically abusive patients/public.

Caring for patients following receipt of bad news and providing empathy and support to patients and relatives.

Regularly working with patients with special needs and severely challenging behaviour.

Regularly addressing the problems of working and dealing with patients in areas of challenge e.g. social deprivation, health inequalities and child protection issues.

### **Environmental**

Frequently dealing with unpleasant oral conditions e.g. infection, halitosis and bodily fluids and patients with poor personal and domestic hygiene.

Exposure to debris and fluids when performing clinical duties requiring use of and eye/face protection (Personal Protective Equipment) and to reduce inhalation of contaminated aerosol.

Potential exposure to blood and saliva-borne viruses, bacteria and spores when performing operative work in the oral cavity, especially with aerosol producing rotary equipment.

Regular need to assist in delivery of care in non-clinical environments e.g. bedrooms, bathroom, kitchens and toilets.

Travel between various/unfamiliar clinics and domiciliary destinations.

**13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Educated to SCQF level 8 e.g. Diploma in Dental Hygiene level or equivalent level qualification in dental hygiene.

Registered as a Dental Hygienist with the General Dental Council.

Evidence of good theoretical knowledge and understanding of dental hygiene techniques acquired with clinical experience within the specialist setting to be able to resolve complex clinical problems encountered independently.

Evidence of ongoing CPD to maintain standards.

Excellent communication and interpersonal skills.

Evidence of experience prioritising workload.

**14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: