#### **APPENDIX 5**

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**NB: PLEASE DO NOT USE BULLET POINTS IN THIS TEMPLATE AS THIS CAUSES PROCESSING DIFFICULTY ON BOTH JOB EVALAUTION AND RECRUITMENT SYSTEMS. NUMBERING IS PERMITTED IN SECTION 6, KEY RESULTS.**

#### **JOB DESCRIPTION TEMPLATE**

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| 1. JOB IDENTIFICATION | |
| Job Title: SPECIALIST DENTAL TECHNICIAN  Responsible to: Dental Laboratory Services Manager  Department(s): Dental Laboratory Services  Directorate: NHSL Oral Health Services  Operating Division: West Lothian CHCP  Job Reference:  No of Job Holders: (1)  Last Update 03/02/2022 | |
| 2. JOB PURPOSE | |
| **Responsible for the provision of highly specialised clinical technical services for the Restorative, Prosthodontic, orthodontic, Paediatric, oral surgery and Public Dental clinics. The post holder is required to construct routine, complex/ highly complex, fixed, functional and removable, dental/oro-facial custom made appliances with demonstrable degree of individual skill including development work and design.**  **The post holder will be required to participate in research development and internal audit activity within their specialized field. The post holder to required to communicate complex/sensitive technical information to staff/postgraduate students at workshops seminars and educational lectures and is also required to correspond with other departments and external agencies, including Estates, I.T and dental supply companies. Provide technical expertise to clinicians, postgraduate students and training grade staff within the division.** | |
| **3. DIMENSIONS** | |
| **Staffing Responsibilities:**  Work done for NHSL Oral Health Service  The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands. | |
| 4. ORGANISATIONAL POSITION | |
| ORGANISATIONAL CHART  DENTAL LABORATORY SERVICES MANAGER  HIGHER SPECIALIST DENTAL TECHNICIAN X 8 (1 part-time)  SPECIALIST DENTAL TECHNICIAN X 3 (including this post)  DENTAL TECHNICIAN X 5 | |
| 5. ROLE OF DEPARTMENT | |
| NHSL Oral Health Service consists of 2 main areas; Public Dental Services and The Edinburgh Dental Institute. It services the entire population of NHS Lothian and some specialist services for Fife, Forth Valley and Borders.  The role of the Public Dental Service (PDS) is to:  Provide dental services, including specialist services, for all those who cannot obtain this from general dental practise  Promote oral health  Inspect selected populations for oral disease  Provide training for all members of the dental team both pre and post qualification  Target Population  Anyone with a physical or learning disability who has difficulty accessing care in general dental service  Anyone with a medically compromising condition who has difficulty accessing care in general dental service  Anyone with a drug or alcohol abuse problem whose condition makes it difficult for them to access the general dental service Anyone with mental illness who has difficulty accessing care in the general dental practice  Anyone living in a care home, or housebound in their own home who has difficulty accessing care in general dental practice  Any child whose family cannot or will not take them to a dentist  Any patient in hospital  Anyone whose fear of dentistry discourages them from seeking dental treatment  Homeless people who have difficulty accessing care in general dental practice  The Edinburgh Dental Institute (EDI) is the only wholly postgraduate dental facility in Scotland and only the second in the United Kingdom. It is the focus for specialist dental care in an environment of postgraduate education and research. The Institute provides all aspects of specialist dental treatment and forms the clinical focus for the Edinburgh Postgraduate Dental Institute of the College of Medicine and Veterinary Medicine of the University of Edinburgh. It offers opportunities for research and education for all members of the Dental Team.  Masters degrees are available in Dental Primary Care, Implantology (from 2015), Oral Medicine, Orthodontics, Paediatric Dentistry, Prosthodontics and Oral Surgery. The Institute provides Consultant led services in:  Oral Medicine  Oral Surgery  Orthodontics  Paediatric Dentistry  Dental Radiology  Restorative Dentistry  Endodontics  Prosthodontics  Periodontology  The Dental Laboratory Service supports the work of these two organisations by providing a full range of technological services  and supports the NHSL Oral Health Service in meeting its corporate objectives.  The maxillofacial technology unit at St. John’s Hospital treats people who have had ablative / reconstructive surgery for head / Neck cancer and the Dental Laboratory Service will require to work with them to ensure continuity of care.  The Dental Laboratory Service provides teaching in Dental technology for trainee dental technicians, specialist dental trainees, postgraduate dental students from Edinburgh University and various groups of dental healthcare professionals.  The service provides unique dental technical support for research and technical developments taking place across both areas. | |
| 6. KEY RESULT AREAS | |
| 1. Responsible for own day to day time management and that of the other technologists in the section to ensure that a high quality off work is produced to meet the agreed technical standards and time scales. 2. Manufacture dental appliances to an advanced nature involving a greater degree of skill knowledge and also involves a proportionate degree of autonomy. 3. To possess analytical skills for the interpretation of complex/specialized treatment plans. 4. Providing and receiving complex/sensitive, contentious information where empathy and reassurance skills are required when discussing individual cases and the range of treatment options available with professors, consultants, specialist registrars, house officers, postgraduate students and patients. 5. Works to the prescription supplied by the clinician, this can be interpreting instructions, explaining impracticality of instructions and suggesting a correct course of action. 6. To comply with national and divisional polices and protocols e.g. Medical Devices Directives (MDD), Health & Safety and Control of Substances hazardous to health (COSHH). 7. The post holder is involved with implementing new laboratory policies/procedures and proposes changes to working practices to reflect and improve up to date service requirements. 8. The post holder is responsible for his or her own day-to-day time management and the punctual delivery of specialised appliances to meet pre-arranged appointments. 9. Due to difficulty of arranging meetings with various levels of clinical/ technical staff the post-holder must have the ability to prioritise and re-organise workload to fulfill technical activity within specified schedules. 10. Maintain and update technical skills and expertise through postgraduate activity such as attendance at educational courses (Continuing Professional Development), reading professional journals and accessing professional sites over the internet. 11. Construction of complex/specialized fixed and removable Prosthodontic and surgical appliances to a prescription and to the agreed technical standards and timescales, including work of innovative design. 12. The post holder has team leadership responsibilities. 13. Teach and advise other dental technicians. Create and develop teaching/training programs for postgraduate/ students and dental technicians so that their knowledge, skills and technical abilities are advanced. 14. The post holder has daily/weekly direct involvement with the patients at chair side, undertaking duties such as shade taking, offering advice regarding the technical aspect of the treatment plan with the clinician. 15. To participate in multi-disciplinary case conferences with various grades of staff. 16. As a specialist for the laboratory services the post-holder is required to make decisions and judgments involving complex clinical/technical information. This is evident in the development of innovative techniques that require analysis of the situation that are complicated/unique and there is a multitude of treatment options available. The post-holder is expected to assess the individual treatments case by case and come to a solution using his/her specialist knowledge and experience. 17. On occasion the post holder may be expected to work in other NHS Lothian Dental Laboratories | |
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| **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. | |
| **7b. SYSTEMS** | |
| Responsible for the management of the manual booking system that allows work to be booked in and out of the laboratory, ensuring quality standards are maintained for work received and work sent out and allowing traceability of work through the system.  Report and record faulty equipment to the Estates department as required helping maintain safe laboratory function.  Maintain the stock of the laboratory, ordering of materials and keeping control of resources so the day to day running of the laboratory is efficient and costs are controlled.  Works within the quality standards control system of the Laboratory as all work going in or out is assessed by it.  **Note:** New systems may be introduced as the organisation and technology develops, however training will be provided. | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| Work comes from: All Oral Health Dental Clinics    Work is generated by dentists treating patients and sent to the laboratory  Work is delegated by the Higher Specialist Technician  Post-holder is managed by the Dental Services Laboratory Manager with Annual development review and personal development plan review. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| |  | | --- | | Responsible for own time management and that of the technologists in the section, plans and priorities own duties and laboratory workload of the section to meet the patients and clinical requirements.  Higher specialist in Fixed Prosthodontics section, works independently within defined occupational policies, protocols and guide-lines displaying autonomy within all technical aspects required.  Reports to the laboratory service manager or the directorate service manager in his absence.  Is expected to propose and implement changes to working practices and procedures within the laboratory to reflect and improve up to date service requirements, changes to these practices often have an impact on clinical and nursing staff.  Must have the ability to analyse complex/ highly complex treatment plans with professors, Consultants, Specialist Registrars, postgraduate students and training grade staff advising them on the most appropriate technical course to achieve the best results.  Responsible for decision making that impacts on other members of staff/patients, e.g. allocation and re-allocation of work, arranging appointments, the use of new materials  Performance levels are monitored annually through appraisal and performance development systems.  Responsible for the quality control and contract review of section to meet the required technical standards and the Medical Devices Agency.  Assists in the recruitment and selection process of their technical sections when required. | | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| To complete each stage of patient treatment towards a desirable conclusion, encompassing written and verbal communication between all members of the dental team, and discretion on the post-holders part employing their knowledge and experience to overcome any problems and consider all technical options available.  The ability to work under pressure and meeting deadlines for clinical work.  Having to adapt standard procedures to incorporate the use of modern materials, equipment and techniques to overcome some of the barriers, demands and expectations that may exist in a constantly evolving profession.  Working with departmental clinicians and technicians, deputy and laboratory manager to continually improve the clinical departmental service to patients. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| Internal:  Dental technicians  Dentists  Dental nurses  Postgraduate students  A/C Staff  Hygienists  Estates Staff  Delivery Driver  External:  Dentists  Dental nurses  Receptionists  Supply companies  Other dental technicians   |  | | --- | | Internal:  Dental technicians  Dentists  Dental nurses  Postgraduate students  A/C Staff  Hygienists  Estates Staff  Delivery Driver  External:  Dentists  Dental nurses  Receptionists  Supply companies  Other dental technicians  A very high standard of communication and interpersonal relationships is critical to the success of the post-holder who is required to advise, influence and motivate staff and encourage team working.  > The post-holder must have the ability to explain/discuss various complex/ highly complex clinical/ technical procedures to different groups of clinical/ technical staff e.g. Professors, consultants, Specialist Registrars, Specialist Orthodontists, House Officers, Postgraduate Students, Specialist Clinicians, General Clinicians, Dental nurses, Hygienists and other dental technologists as well as patients and Guardians.  >With information readily available, members of the public are knowledgeable and well informed about new courses of treatment. Parents/Patients expectations are extremely high and can exceed the boundaries and parameters of technical capabilities. To help reduce the barriers of understanding and to gain the co-operation of the patients , the technologist must use tact, empathy diplomacy and re-assurance to explain why certain forms of treatment may not be possible due to the technical complexity, and/or design restraints.  > Communicates complex clinical/ technical information whilst participating in training of various levels of professionals complimentary to dentistry. This type of training requires the post-holder to posses motivational ,empathy and reassurance skills in order to encourage and nurture the further development of staff and post-graduate students.  >Due to the highly specialist nature of the profession, contentious situations often arise whilst discussing patient care. In these situations negotiating skills, tact and diplomacy are required to ensure the best working relationship between clinical and technical staff, compromise and in-depth technical discussion is often required to arrive at a suitable conclusion overcoming some of the barriers of understanding that exist between the clinical and technical specialities.  >  The postholder will have daily direct involvement at chair-side undertaking duties such as shade taking, discussing technical options for individual treatment plans in conjunction with the clinician.  >To liase with reception staff and clinical staff to co-ordinate suitable appointment times,  >Communicate with laboratory manager/deputy laboratory manager on personnel, material, equipment and various other non technical issues that affect the running of the section.  >Required to attend minuted monthly meetings about specific laboratory issues and communicate laboratory section issues at monthly (minuted) departmental meetings. | | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| Dental technologists require highly developed physical skills with a high degree of precision, speed and manual dexterity in order to produce high quality work within specific deadlines.  Daily intensive and prolonged periods of concentration are required in conjunction with the highest level of manual dexterity and highly developed hand eye co-ordination.  Daily requirement to sit and work for prolonged periods of time, in a restricted position working to extremely small tolerance levels to produce appliances requiring a high level of accuracy and precision. This involves the waxing of full mouth reconstructions under microscopic conditions. Complex functional wax ups where re-organising patient’s occlusion is critical in the long-term success of the treatment plan.  Prolonged periods standing at plaster-bench casting and trimming models and polishing lathes polishing appliances.  Frequent daily exposure to noxious odours, hazardous body fluids (blood, saliva) from impressions and post appliances. A regular requirement is to remove oral debris from patient’s appliances before work can be undertaken.  Dealing with patients having oral and facial abnormalities.  Occasionally expected to inform patients that their high expectations are unrealistic because of clinical/technical difficulties. Patients may find this unwelcome and distressing.  Responsible for quality assurance of technical work completed by all other grades of staff within the section, including peers, and supporting laboratory management to ensure deadlines are met, to avoid inconvenience and disruption to patients and clinicians. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| |  | | --- | | QUALIFICATIONS  A registered dental technologist holding a BSc in dental technology or equivalent. Plus post graduate level qualification or equivalent in fixed prosthodontic technology and significant experience to MSc level equivalent. Evidence of continuing professional development.  CLINICAL/TECHNICAL KNOWLEDGE  > Highly developed specialist knowledge of a range of dental/Fixed Prosthodontics procedures.  >Impression taking (techniques and materials).  >Oral and facial anatomy.  >Tooth eruption, morphology and clinical charting.  >Understanding of static and dynamic occlusion.  >Understanding principles and dynamics of full mouth reconstructions.  >Understanding principles and application of precision attachments.  >Understanding principles and techniques involved in milled restorations.  >Wide knowledge of implantology and specialised equipment to be used with various systems.  >Understanding the different properties and composition of the materials required in the construction of restorative appliances i.e. Precious, non-precious alloys, porcelains, composites, polymethyl methacrylates, thermo plastics and resins.  >Control of Infection procedures.  >Understanding occlusion difficulties that can arise with temperalmandibular joint disfuction.  >Understanding the different sensitive nature of the materials, oxidising gold, etching of porcelain and sand blasting of composite prior to cementation.  >Understanding the principals and techniques in post and pre ceramic soldering.  ADMINISTRATIVE KNOWLEDGE.  >Proven Technical leadership abilities  >Laboratory booking in/out procedures using laboratory computer system (Lab 2000).  >Manage the work from independent contractors which involves accurate pricing and distribution.  >Processing and storage of all relevant documentation, both hard copy and electronically, using database management. This information stored is clinical prescriptions written by clinicians and must be kept for a minimum of 5 years.  >Use of intranet site to keep up-to-date with policies and relevant information.  >Keep record of stock levels within section and generate re-question orders as required.  >Participate in department/laboratory audits.  Excellent team-worker, organised, self-motivated and resilient with excellent communication and reasoning skills and an open objective approach. | | |
| **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:  Head of Department Signature: | Date:  Date: |