# Job Description

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| 1. **JOB IDENTIFICATION**
 | Job Title | Oral Health Educator |
| Department(s)/Location | Public Dental Service |
| Number of Job Holders | 3 |
| CAJE | SCO6-3798 |
| JOB PURPOSEThe post holder will provide oral health education/improvement advice and instruction to multi agency partners and third sector staff. Collectively the Oral Health Educators deliver training to 120 care homes through the Caring for Smiles programme. They also deliver training in 300+ educational establishments following the national standards for nursery and school toothbrushing programme, which includes prevention and control of infection and effective practice, on a 3 yearly basis and as required for new staff. The post holder will therefore be required to liaise with staff within the local authority and third sector agencies as required. The post holder will be required to travel throughout Tayside. The post holder may also be required, on occasion, to provide full surgery and administrative support to clinicians (Dental Officers, Senior Dental Officers, Dental Therapist and Dental Hygienists.) Childsmile extended duties will be carried out during term time months.The post holder will plan, organise, develop and deliver safe, person-centred and effective programmes within the Oral Health Improvement Team to implement and support the Tayside Oral Health Strategy and Scottish Dental Action Plan whilst continually evaluating daily practice.  |
| ORGANISATIONAL POSITIONClinical Dental DirectorDeputy Clinical Dental DirectorSenior Dental OfficersOral Health LeadOral Health Co-ordinatorOral Health Co-ordinator**Oral Health Educators**This postDental Health Support Workers |
| SCOPE AND RANGEThe role of the Oral Health Educator within the Public Dental Service is to work across NHS Tayside to:* Provide specialised advice and information on a range of oral health conditions relating to cause, effect, treatment and prevention
* To initiate, establish and maintain relationships
* Carry out oral health interventions
* Plan, organise, develop and deliver oral health education presentations to target groups

Priority Group Provision * Children and their families
* Dependent older people
* People experiencing homelessness
* offenders & ex-offenders
* Children and adults with additional support needs
* Education staff
* Prison staff
* Health and Homelessness Team
* Care home staff (including dementia and additional support units)
* Care at home
* Healthcare professionals
* Students
* Third sector staff e.g. hostel staff, voluntary groups
* Any other person participating in Tayside dental and oral health promotion initiatives.
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| 1. **MAIN DUTIES/RESPONSIBILITIES**
* Training of education staff in the theoretical and operational aspects of Childsmile and Adult Priority Groups incorporating the National Standards for Childsmile Supervised Toothbrushing Programme as per Scottish Government Guidelines. These would include head, deputy head and class teachers; nursery nurses; classroom assistants. Areas of particular importance are cross infection control and consent. Providing continuing support, encouragement and motivation to staff involved in the operational aspect of the brushing programme.(approx 300 educational establishments)
* Plan, organise and deliver oral health education and training to priority group support staff. These are developed from the national programmes –Caring for Smiles, Mouth Matters, Smile4life and Open Wide. Deliver oral health education to young children, families, gypsy travellers, healthcare assistants and support workers.
* Delivery of training in Care Homes to Care Home staff including SQA accredited training.
* Maintaining close links with all priority group stakeholders e.g. care workers & residents.
* Evaluate daily practice whilst reflecting on all aspects of both interaction with stakeholders and which aspect of the programmes require to be the focus point for delivery depending on the participants, focus of the training, venue, needs of service etc
* In partnership with others and under the supervision of the Oral Health Coordinator, the creation of motivational dental health promotion/prevention literature.
* Participation in any additional health promotion activities which may occur within Tayside
* Liaison with Dental Team members, health, prison and council colleagues particularly within the Education Departments to co-ordinate school and nursery visits in order to develop effective partnership working e.g. contacting colleagues as agreed with Priority Group Coordinator to arrange training.
* Train, mentoring and assess care home staff in the delivery of oral health interventions to ensure that toothbrushing is delivered to national standards as part of the SVQ
* Deliver theoretical and practical training sessions with all participants in the student nurse programme via University of Dundee (approx 250-300 students).
* Assisting with specialised dental projects as and when required.
* Assist with information for production of reports and contribute to monitoring and evaluation process e.g. during a test of change the post holder will be required to feedback on specific areas to ascertain the next step.
* Attend staff meetings and regular meetings with managers
* Support the planning, delivery and review of additional events e.g. review the content of resources for health fairs etc.
* Monitoring of compliance with the Childsmile programme and adherence to quality standards.
* Gather and input data to an efficient clerical and administrative system enabling essential records, paperwork and data to be available when required. Ensure that information is forwarded timeously and accurately to the appropriate personnel.
* Deal with telephone and face to face enquiries from all staff groups, patients, relatives, carers, guardians and other health care professionals to provide information as appropriate to ensure efficiency and effectiveness of service delivery.
* Working within the community, school and clinical environment, on own initiative with the ability to prioritise workload without immediate presence of a line manager.
* Participate in ongoing audit
* To actively promote Clinical Effectiveness in line with NHS policies.
* To represent the oral health improvement team at various events and meetings and provide feedback
* To promote and encourage good dental health in the population of Tayside and motivate and educate nursing staff and students in this area.
* Work is self generated in liaison with other professionals and groups, requests for repeated input and by word of mouth e.g. requests for training and attendance at health fairs.

**The Childsmile Extended Duties will also include the following duties:*** To apply fluoride varnish to nursery and school pupils in accordance with the Childsmile guidelines (The post holder will be expected to attend and complete the Childsmile training course delivered by NHS Education for Scotland to allow them to apply fluoride varnish)
* To assess suitability of individual children, apply fluoride varnish, with an expectation of varnishing 120-150 children per day around twice per month and then ensure children are referred on if there is an urgent treatment need required.
* Provide clinical and administrative support to Childsmile.
* Ensure the smooth operation of the clinical aspect of Childsmile Sessions.
* Responsible for keeping up to date with materials and systems in use and monitoring and instructing ordering of stock e.g. requesting additional or out of stock items.
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| 1. **COMMUNICATIONS AND RELATIONSHIPS**

Communication with the Oral Health Improvement Team and wider teams will be achieved by attendance at regular, team and staff meetings, reports, email and telephone. Data collection will be gathered and input to the appropriate systems.Communication with stakeholders receiving training includes telephone and email correspondence to arrange appropriate dates, also feedback in the form of evaluation sheets which are collated by the Oral Health Coordinator.Monthly oral health intervention sheets require to be completed to keep a total of all interventions that are a direct result of the oral health improvement team. Recording of national data for submission to the Scottish Government.Continuously building strong, trusting relationships is vital and is achieved by being sensitive to needs, complying with any rules and regulations stipulated by the client or group, acting appropriately in any given situation and by being courteous at all times.Regular contact with patients where English is not their first language –using various methods including language line and interpreters. Priority Group Provision * Children and their families
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* Any other person participating in Tayside dental and oral health promotion initiatives.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
* Must hold National Diploma in Dental Nursing or equivalent qualification/experience.
* Must hold post registration qualification in Oral Health Education (or equivalent)
* Must be registered with the General Dental Council
* Must hold or be prepared to work towards the Childsmile qualification (SCQF level 7 with 6 SCQF credit points & fluoride varnish application SCQF level 8 with 2 SCQF credit points)
* Previous experience post qualification
* Practical work and theoretical knowledge of a wide range of dental procedures, equipment, instruments and materials.
* Good organisational, time management and administrative skills.
* Excellent communication skills – verbal and written
* Responsible for own professional development
* Training, motivational and group working skills e.g. delivering training to healthcare assistants at their NHS inductions
* Partnership working, negotiation and problem solving skills.
* Good understanding of local and national dental guidance & publications
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| 1. **SYSTEMS AND EQUIPMENT**

The post holder is expected to be aware of the health and safety regulations and guidelines.Equipment used includes:-* Desktop computer, laptop and printer
* Photocopier
* Projector, scanner, laminator
* Motor vehicle
* Telephone landline, mobile, fax
* Visual aids, mobile display boards and banners

Skills required to operate systems used include:* To maintain both paper and electronic files
* Use of Microsoft Office e.g. Word, Excel, PowerPoint and Outlook (email)
* Use of database systems specific to their role e.g. HIC, CHI, R4, eKSF
* Demonstrate awareness of data protection, IT systems and security policies.

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |

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| 1. **PHYSICAL DEMANDS OF THE JOB**

Physical effort/ skills:-* Daily manual handling skills are necessary for the delivery and distribution of resources and supplies
* Daily IT skills – knowledge of and competency in the use of Microsoft Office and software specific to the *Childsmile* Programme
* Travelling across Tayside on a daily basis including rural areas for lengthy periods of time.
* Carrying equipment e.g. laptop, projector, stool, beanbag, large toolbox (6-15 kilos) on a daily basis, sometimes up and down several flights of stairs and long distances – loading and unloading several times on a daily basis.
* Various restraints on feet and back due to transportation of heavy equipment, standing for long periods of time and numerous hours applying fluoride varnish.
* Working within confined areas with no ventilation and varying room temperatures.

Mental effort/ skills:-* Concentration is required while delivering oral health messages to ensure clients/colleagues understand or engage to understand the messages/information being given.
* Daily communication barriers e.g. English not the main language, learning difficulties, additional support needs etc
* Frequent contact with non-compliant or vulnerable families
* Continuously raising the profile of oral health within other professionals’ agendas
* Dealing with people who have dementia and additional support needs on a daily basis

Emotional effort/ skills:-* Dealing with the inherent stress of working closely with families at risk and priority groups on a daily basis e.g. supporting residents with dementia and their families who have cared for their mouth all their lives and are now struggling with personal care either independently or from care staff.
* Frequent potential exposure to distressing situations within care homes, homeless shelters etc.

Environment effort/ skills:-* Lone working
* Working with families at risk, requiring non-judgemental language/gestures on a daily basis
* Working in various community and domestic situations with all priority groups.
* Dealing with challenging behaviour on a regular basis.
* Adverse conditions within the family home (smoking/aggression/domestic hygiene)

Direct contact with bodily fluids, blood & saliva on a regular basis within homes, community settings and educational establishments while applying fluoride varnish and carrying out plaque scores. |
| 1. **DECISIONS AND JUDGEMENTS**
* Work within the policies of Scottish Government and NHS Tayside
* It is essential that there is an understanding and ability to adapt to the situational demands of target groups such as people with a range of disabilities and where appropriate their carers, including the identification of appropriate materials and in particular providing guidance and advice whilst always being sensitive to and acknowledging cultural differences within the community.
* All work is carried out with minimum supervision but advice and guidance are always available if required.
* The post holder will work autonomously whilst managing and prioritising workload and time effectively.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* To report accurately and timeously to line manager and respond decisively to changing situations.
* To meet organisational challenges e.g. service need and expectation of other agencies. To encourage and promote behaviour change in the target groups to promote good oral health
* Occasionally working unaccompanied within a family home and within the local community
* Dealing with competing interests and priorities of diverse groups of people such as people experiencing homelessness where oral health may not be a priority.
* At times having to deal with challenging and aggressive behaviour from individuals/families. Potentially problematic homes will be identified to the post holder prior to making contact with the family.
* Engage, communicate and raise the profile of oral health with other profession such as education, prison and care homes .
* Dealing with occasional interruptions while delivering training
* To ensure parental/ legal guardian consent has been obtained e.g. Fluoride varnish.
* Oral health can be a low priority in some target groups therefore leading, encouraging, motivating and promoting behavioural change in these groups can be challenging.
* Developing and maintaining effective communication and good working relationships with all stakeholders.
* Overcoming barriers to understanding when English is not the main language spoken.
* Overcoming other barriers for example social learning difficulties, cultural needs, additional support needs for carers and patients.
* Working within confined spaces which may not have sufficient ventilation.
* Frequent exposure to extremes of temperatures, noise, infection, head lice, body fluids from oral and nasal passages in direct working environments, e.g. nurseries, schools, care homes, community centres et**c**.
* Frequent exposure to environment stress such as traffic congestion, parking restrictions etc while working and travelling within the community.
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| 1. **JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each postholder to whom the job description applies. |
| **Job Holder’s Signature:** | **Date:** |
| **Head of Department’s Signature:** | **Date:** |