

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Senior Dental Nurse |
| **Reports to**  | Operational Dental Team Managers |
| **Band**  | Band 5 |
| **Department/Directorate**  | Salaried Dental Service - Specialist Services Division |

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| **JOB PURPOSE**  |
| Royal Devon University Healthcare Trust Salaried Dental Service provides urgent care dentistry, special care dentistry, oral surgery and oral health promotion across the majority of the RDUH NHS Healthcare Trust area. The Dental Nurse Team Leader will work closely with the Operational Dental Team Managers (ODTM) to ensure the smooth day-to-day running of the dental clinics within Exeter, Barnstaple, Crediton, Okehampton, Honiton, Tiverton and Exmouth. The post-holder will be responsible for supervising the Dental nursing team on a day to day basis. They will assist the Operational Dental Team Managers to ensure that effective and efficient clinical and administrative support is provided to maintain the smooth running of the multi-chair dental centres and theatres across all sites.The post-holder will support the Operational Dental Team Managers to ensure full compliance with current policies and procedures for the department. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| **The post-holder will support the Operational Dental Team Managers to provide effective operational delivery of patient care for the Salaried Dental Service through: -*** Work with staff and colleagues to establish and develop a flexible team approach to deliver a high-quality service.
* Supporting the ODTM with the line management of the Dental Nursing Team
* Provision of day to day clinical support and leadership for the Dental Nursing team.
* Training, supervising and supporting new staff to include provision of induction under the guidance and direction of the ODTM
* Providing mentorship to Apprentice Dental Nurses.
* Ensure all Dental Nurses are signed off with their medial competencies and records are kept current and up to date.
* Under the direction of the ODTM support the dental nurses with the monthly instrument rotas for the satellite clinics and liaise with HSDU when appropriate.
* Provision of clinical and technical services for patients, and to assist clinical dental staff at the chair side ensuring a high standard of cleanliness is maintained in the surgery as required.
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| * Provide routine advice to patients about general dental care including provision of pre and post op instructions – both in person and over the telephone.
* Promote high quality standards and good professional dental nurse practice in support of the clinicians within the clinic.
* Ordering and Goods receipting system and ensure compliance.
* Cooperate and communicate clearly and professionally with all members of the multidisciplinary team
* Act as an R4 champion and provide training to new and existing staff to use R4 computer software programme.
* Responsible for the maintenance of Health and Safety standards (including Control of Substances Hazardous to Health (COSHH), Waste Management, Fire Safety, Risk Assessments, Manual Handling etc) PAT testing and safe practice within the dental departments, or domiciliary/mobile setting if required, ensuring compliance with current legislation and Trust Policies and Procedures.
* The post holder will be required to use post qualification skills and knowledge in specialist areas within the dental team.

**DIMENSIONS*** Provide services within the boundaries of own clinical competence.
* No direct budget accountability, but responsible for the effective use of Trust resources and compliance with Trust Standing Financial Instructions (SFIs).
* The post holder has responsibility for the safe handling of patient property/valuables in line with Trust procedures and Trust SFIs.
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| **KEY WORKING RELATIONSHIPS**  |
| **Of particular importance are working relationships with:*** Service Manager
* Operational Dental Team Managers
* Lead Dentist
* Consultants
* Senior Dental Officers
* Dental Officers
* Dental Therapists
* Dental Nurses
* Admin Team
* Other dental, health and social care professionals
* Patients their relatives and carers
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| **ORGANISATIONAL CHART**  |
| **Salaried Dental Service Organisational Chart 2024** |
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| **FREEDOM TO ACT**  |
| * The postholder will have significant autonomy in the delivery of the above and be responsible for their professional actions. Postholder is expected is work within set guidelines but act on own initiative to develop and improve their areas of service responsibility in order to improve patient care and maintain quality services.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * The Salaried Dental Service provides clinical dental care and oral health education to people who are unable to access other dental services. These people include children, those who are anxious or phobic, looked after children, the medically compromised, those with learning and/or physical disabilities, mental health needs, challenging behaviour/abusive and aggressive, and those under influence of alcohol and drugs.

The post-holder will: * Provide and receive complex and sensitive, confidential information to and from professional colleagues, including patients, carers, hospital, school and prison staff and the general public, all of which requires tact and persuasion, barriers to communication in an understandable format with people with special needs. This includes overcoming the language barrier created by foreign visitors and using Translation services where necessary.
* If required assist the ODTM with patients, parents and carers’ queries, complaints and comments etc while being sympathetic, tactful and diplomatic.
* Liaise with other healthcare professionals on behalf of ODTM within Northern Devon NHS Healthcare Trust, other Trusts, General Dental Professionals, etc.
* Liaise with Dental companies and suppliers on a regular basis to ensure the smooth running of the service and lead the ordering of materials for both main sites.
* Ensure both telephone and personal queries are dealt with in a professional manner.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Required to make judgements based upon patient’s medical, physical and mental health needs, some of which require decisions regarding minimising risk and delivering best practice, i.e. acting in an emergency situation, dealing with inappropriate behaviour and using special needs equipment.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Where required support the ODTM, or work independently to ensure the planning and organisation of the workforce within the department to ensure domiciliary visits, school screening and survey is adequately staffed and reorganise available resources at short notice to cover absences and unforeseen circumstances.
* Under the directive of ODTM, supervise the dental nurses to ensure all clinic and administration duties are carried out using standard operating procedures and evidence-based practice by appropriate staff members.
* Medical competency lead responsible for making sure performance checks on dental equipment is carried out and to ensure staff are competent at using the equipment and have medical competencies signed off.
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| **PATIENT/CLIENT CARE**  |
| * Promote a patient focused service.
* Provides clinical and technical services for patients, and to assist clinical dental staff at the chairside ensuring a high standard of cleanliness is maintained in the surgery.
* Ensure safe instrument decontamination procedures and maintenance checks are carried out in accordance with The Salaried Dental Service protocols.
* Promote high quality standards and good professional dental nurse practice in support of the clinicians within the clinic.
* Provides advice to patients about general dental care in person and over the telephone for all dental procedures undertaken.
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| * Health and Safety Service Lead to carry out assessments and ensure standards and safe practice within the environments of the clinic setting, or domiciliary/mobile setting if required. All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.
* Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any hazardous situations or defective equipment.
* Work with staff and colleagues to establish and develop a flexible team approach delivering a quality service
* Maintain patient confidentiality
* To oversee and support dental nurses with disinfection, packaging, labelling, completion of paperwork for all laboratory work
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Support and implement the decisions made by the SMT for the day to day functions of the workforce, for the benefit of the organisation and users of the service
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Occasionally required to collate and collect patients NHS charges
* Ensure the efficient use of resources i.e. appropriate materials etc.
* Assist with maintaining stocks and supplies.
* Produce reports, when required, for the ODTM, General Manager and the SMT (Senior Management Team).
* Complete audits as required
* Providing own means of travel to all outlying clinics
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| **HUMAN RESOURCES**  |
| * Training, supervising and supporting new staff under the direction of SMT
* This post holder will not be directly responsible for line managing a team, however they will support the ODTM with some elements of line management of the Dental Nursing Team. They will provide effective day to day leadership and supervision for the Dental Nurses, and act as a role model for all staff.
* In conjunction with the ODTM develop support mechanisms to guide and coach dental nurses, including clinical supervision
* Take responsibility for your own personal and professional development; maintain competence, knowledge and skills commensurate with your role. This includes identifying and participating in relevant areas of development
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| **INFORMATION RESOURCES**  |
| * Responsible for ensuring all information processed for patients and staff is kept confidential, accurate and in line with the Data Protection Act 1998.
* Support the implementation of the Dental IT Software and provide appropriate induction and training for all clinical staff.
* “Trouble shoot” computer problems within the dental software and initiate repair or recovery, escalating and reporting issues where necessary
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| **RESEARCH AND DEVELOPMENT**  |
| * Assist and support members of SMT in the ongoing development of the Salaried Dental Service.
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| **PHYSICAL SKILLS** |
| * Required to drive between community clinics to ensure the smooth operation
* Standard keyboard skills
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| **PHYSICAL EFFORT** |
| * Combination of sitting, standing, walking.
* There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time whilst in surgery or working at VDU.
* May be required to lift light equipment.
* Some manual handling of patients is required.
* Work across multiple sites on a regular basis.
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| **EMOTIONAL EFFORT** |
| * Regularly deal with complex patients, i.e. severe learning disabilities, challenging behaviours. Patients with complex medical and social histories. Patients in care and looked after children. Patients with life limiting illnesses.
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| **WORKING CONDITIONS** |
| * Mainly office based but will be required to travel between sites.
* Post requires measurable periods of time working with VDUs
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| **OTHER RESPONSIBILITIES**  |
| * Take part in regular performance appraisal.
* Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
* Contribute to and work within a safe working environment
* You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection
* As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **APPLICABLE TO MANAGERS ONLY**  |
| Leading the team effectively and supporting their wellbeing by:* Championing health and wellbeing.
* Encouraging and support staff engagement in delivery of the service.
* Encouraging staff to comment on development and delivery of the service.
* Ensuring during 1:1’s / supervision with employees you always check how they are.
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| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long-standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability. |

PERSON SPECIFICATION

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| **Job Title:** | **Senior Dental Nurse** |
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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| * Registerable Dental Nurse Qualification - NEBDN
 | E |  |
| * Evidence of continuous professional development
 | E |  |
| * Registered with the GDC
 | E |  |
| * Membership of dental nurse organisation
 | E |  |
| * Minimum of one post-certificate qualifications in Oral Health Promotion, Dental Radiography, Special Care Dentistry or other
 | E |  |
| * Management qualification or equivalent experience
 |  | D |
| **KNOWLEDGE/EXPEREINCE** |  |  |
| * Excellent interpersonal and organisational skills
 | E |  |
| * Numerate, literate and has good computer skills
 | E |  |
| * Credibility with staff at all levels within the organisation
 | E |  |
| * Excellent interpersonal, oral and written communication skills
 | E |  |
| * Logical approach to problem solving and task prioritisation
 | E |  |
| * Excellent time management skills
 | E |  |
| * Understanding of the importance of staff development, motivation and leadership
 | E |  |
| * Understanding of aims and objectives of the Salaried Dental Service
 | E |  |
| * General Dental Service/SPDCS/Hospital
 |  | D |
| * Working with patients with special care needs
 |  | D |
| **SKILLS & ABILITIES** |  |  |
| * Significant post registration experience in a clinical area
 | E |  |
| * Recent and significant General Dental Practice or Community/Salaried Dental Service experience
 | E |  |
| * Experience of undertaking community-based needs assessments
 | E |  |
| * Time management skills
 |  | D |
| * Evidence to suggest continuing professional development
 |  | D |
| * Computer skills
 |  | D |
| * Experience of supervising a team
 |  | D |
| **PERSONAL ATTRIBUTES**  |  |  |
| * Empathy with all patient groups including those with special care needs
 | E |  |
| * Able to diffuse tension and nervous/ confrontational patient situation
 | E |  |
| * Ability to be flexible with working patterns across sites dependant on service needs.
 | E |  |
| * Able to motivate staff
 | E |  |
| * Proactive partnership approach to team building
 | E |  |
| * Positive outlook
 | E |  |
| * Able to use own initiative and work effectively both independently, and as part of a team
 | E |  |
| * Highly motivated to deliver agreed objectives
 | E |  |
| * Commitment to Continual Professional Development
 | E |  |
| * Good sense of humour
 | E |  |
| * Commitment to succeed
 |  | D |
| * Ability to work with groups
 |  | D |
| **Other Requirements** |  |  |
| * Maintaining own health and safety and that of patients and other staff
 | E |  |
| * Maintains confidentiality to work within Data Protection Act.
 | E |  |
| * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.
 | E |  |
| * Ability to travel to other locations as required and meet the travel requirements of the post / car driver
 | E |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  | X |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | X |  |  |
| Laboratory specimens | Y |  |  | X |  |
| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y | XX | X |  |  |
| Animals | Y | X |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | Y |  |  |  | X |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y |  |  | X |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  | X |  |
| Mental Effort  | Y |  |  | X |  |
| Emotional Effort  | Y |  |  | X |  |
| Working in isolation | Y | X |  |  |  |
| Challenging behaviour | Y |  |  | X |  |