

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1. Job Details

Job Title: Registered Dental Nurse

Pay Band: 4

Directorate: Dental Services

Ward/Dept Base: Dental Hospitals

Hospital Site: RVI

Essential Requirements

- Registration with the General Dental Council (GDC).
- NVQ Level 3 Oral Health Care Dental Nursing **or** National Certificate in Dental Nursing (or equivalent qualification).
- Knowledge of all specialist dental procedures
- An in depth knowledge of cross infection procedures.
- Good communication, organisational and interpersonal skills.
- Professional, yet sympathetic approach to patients
- Must be able to work as part of a team or independently.
- Knowledge of Health and safety procedures.

Desirable Requirements

- Knowledge of clinical governance policies.
- Knowledge of Trust hospital policies and procedures.
- Willingness to undertake further vocational training as the post requires.
- Mentoring experience.

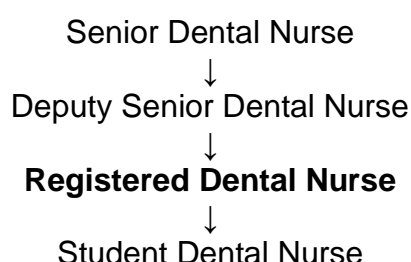
2. Job Purpose

- To provide chair-side assistance (including patients being treated under General Anaesthetic) to all grades of dental staff and students working within the dental hospital.
- To prepare all instruments, equipment and materials required for treatment.
- To provide care and support for patients undergoing a variety of treatments.
- To provide pre and post operative instructions and advice, so maintaining a high standard of patient care at all times.
- To ensure patient confidentiality is always upheld.
- To provide administrative assistance with regard to liaising with patients and other external agencies.
- To provide clinical supervision and practical training to student dental nurses and other less experienced staff on a daily basis.
- To ensure that cross infection control, the cleanliness of the department, stock levels and equipment are well maintained.

3. Dimensions

- The post holder will act as a member of the dental team in the community dentistry working with and assisting dentists, higher specialist trainees, General Dental Practitioners, dental hygienists and therapists, post graduates including MSc students and dental students.
- An experienced dental nurse is expected to demonstrate activities and provide supervision and practical training to student dental nurses and new, less experienced dental nurses.
- Although based on a specific department in the dental hospital, the post holder will be required to work as necessary within any area of the hospital and other dental units within the Trust.

4. Organisation Arrangements



Reports to: Senior Dental Nurse

Professionally accountable to: Senior Dental Nurse
Personally professionally accountable to the GDC

Staff Responsible for: None

5. Knowledge, Training and Experience

- The post holder must be registered with the GDC and hold one of the following qualifications:
 - National certificate in Dental Nursing **or** equivalent NVQ Level 3 in Oral Healthcare Dental Nursing (or equivalent qualification).
- In line with hospital policies, the post holder must undertake mandatory training.
- The post holder must be responsible for their own professional development, identifying training needs, setting objectives and attending appropriate courses.
- In addition to the essential requirements of the role, the post holder is required to maintain and develop their professional knowledge, skills and competence to ensure they undertake the required amount of CPD hours in line with the requirements of General Dental Council registration.
- Where appropriate to the individual department, the post holder may be required to undertake further training in:
 - Risk assessment
 - COSHH assessing
 - First Aid
 - Violence and aggression management
 - Customer care

- Manual Handling facilitation
 - NVQ dental nurse assessing
- In order to implement a high standard of patient care the post holder must have an in depth knowledge of cross infection and good interpersonal and communication skills.
- The post holder will have a wide range of knowledge and understanding of specialist dental procedures for example:
 - Maxillo-facial surgery
 - Sedation and General anaesthetic
 - Implants/implant surgery
 - Dental treatment for oncology patients including provision of prosthetic appliances.
 - Management of phobic adults and children
 - Endodontic treatment
 - Oral Medicine
 - Orthodontics
- The dental nurse is required to assist in the management of these patients and be able to respond appropriately to medical emergencies arising as a result of the patients' condition.

6. Skills

Communication and Relationships

- The post holder must be able to effectively communicate with all staff and patients.
- They must be able to communicate, provide and receive complex or sensitive information with all grades of dental staff regarding patient care. It is especially important that the post holder can communicate with dental phobic patients, children, carers, patients with learning difficulties, disabilities and language barriers.
- All communications should be clear and concise so that the patient and escort fully understand them. This is of particular importance when giving pre and post operative instructions.
- Liaise between clinicians, technicians, patients and external agencies to arrange appropriate appointments.
- Effectively communicate and provide reassurance and empathy to patients and their relatives. This frequently involves having to deliver information in a way that is easily understood by the person receiving the information e.g. patients whose first language is not English, nervous, angry or ill patients, patients with language or learning difficulties or disabilities. In these cases further liaising with the translation services, parents or carers is imperative.
- Motivate patients to ensure compliance with complex and frequently lengthy courses of treatment.
- Explain dental procedures to patients and answer any queries the patients may have regarding their treatment.
- To receive information regarding patients conditions ensuring confidentiality at all times.
- It is also an essential requirement of the post holder to have professional telephone manner in order to deal with enquiries and offer advice where required. Effective communications must also occur with external suppliers and company representatives with regards to the provision/maintenance of dental

materials and equipment.

Analytical and Judgemental skills required for the post

- The post holder must be able to:
 - Anticipate the needs of members of staff and prepare all surgeries and instruments appropriately for complex dental procedures.
 - Monitor the patient throughout their visit, observing any changes that may suggest a problem e.g. a medical emergency.
 - Use personal judgement, for example deciding when one patient is more urgent than another when booking a treatment appointment.
 - Be able to analyse the working area with regard to the security of the equipment stored there and assess if extra precautions are needed.
 - Use personal judgement with regard to health and safety to assess the working area and report any hazards immediately.
 - Will be frequently called upon to diagnose equipment faults and liaise with engineering staff to ensure that repairs are undertaken quickly, in such cases contingency arrangements have to be made immediately to ensure that patient treatment can precede as planned.

Planning and Organisational Skills

- The post holder must be able to prioritise, plan and manage an allocated workload dealing with unexpected events as they happen.
- The post holder is responsible for the smooth running of patients' admittance to and discharge from the department. The post holder must be able to organise their day to day activities so that all patients' requirements are met, it is essential to liaise with other departments and laboratories within the hospital to ensure the smooth flow of patient treatment is maintained with regards to timescales and other treatments. The post holder must be able to effectively control the booking/alterations of patient's appointments using the Patient Admission System (PAS).
- The post holder must be able to plan ahead when organising patient's appointments, they should detail the length of time required for treatment, staffing requirements and follow up appointments.
- The post holder is responsible for maintaining adequate levels of stock.

Physical Dexterity skills requirements

- Laying out of instruments for dental and surgical procedures. This requires handling of fine, specialised instruments and the manipulation and transfer of these instruments throughout all procedures.
- Selection and preparation of appropriate equipment and drugs for cannulation
- Insertion of venous cannulae and butterfly needles for phlebotomy.
- Assembly and dismantling of specialised equipment for use and cleaning.

7. Key Results Areas

Patient/Client care

- The post holder will provide:
 - Clinical verbal advice to patient/carers/relatives, i.e. pre/post operative instructions. These require personalisation for each patient's unique situation/condition.
 - Continuous monitoring of patients throughout their dental treatment, and

- afterwards where appropriate, e.g. recovery after sedation or difficult procedures.
- Care and reassurance to the patients during treatment, ensuring they are comfortable and informed throughout.
- Clinical advice to patients/carers/relatives/dental phobic patients face to face (oral hygiene instructions, pre and post operative instructions) or over the telephone (patients ringing for emergency advice).
- Be required to countersign patients notes when local anaesthetic is administered as part of the pre-needle check as required under trust policies and procedures.
- The post holder will be responsible for organising patient appointments, and where necessary for liaising with wards and other departments to ensure good quality patient care.
- Whilst undertaking late duty, individual nurses have the responsibility of ensuring that the patients are safely and appropriately discharged by the clinician.

Policy and Service Development

- The post holder must at all times adhere to hospital policies and procedures as implemented by the Trust. Policies and procedures of relevance can involve the reporting of accidents, COSHH, health and safety and clinical governance. The post holder should also recommend any improvements/additions to policies or procedures if they feel it to be appropriate.

Financial and Physical Resources

- The post holder is responsible for providing efficient stock and pharmacy control of surgeries and departments. Responsibilities include the stocking up of materials, drugs, supplies, equipment and also stock rotation. It is necessary to note when stocks are diminishing and determine stock level trends to aid in the future stocking up of surgeries. When appropriate this can involve liaising directly with external suppliers and company representatives.
- The post holder will be responsible for the safe use of expensive equipment including dismantling and assembling equipment for use by the clinician e.g. Relative Analgesia machines, microscopes, and equipment used during implant procedures, and also responsible for ensuring the clinical areas are secured, this includes the safe storage of emergency drugs.

Human Resources

- The post holder is required to offer practical training and supervision to newly employed/newly qualified dental nurses, student dental nurses, undergraduates, and post graduate dentists. It is essential that when providing training or advice it adheres to all policies and procedures laid out by the Trust.
- The post holder will often be involved within the departmental discussions with regards to the distribution of staff between clinical sessions.

Information Resources

- The post holder will:
 - Be responsible for data entry/editing into the PAS system, this can involve updating patients details, recording patient details in clinical records, i.e. charting of patients teeth. The post holder is required to be computer literate and competent in the use of a computer to perform these tasks.
 - Must frequently file x-rays, blood results and general correspondence into patient's notes.
 - Be responsible for processing details and results for clinical trials and

audits within the department.

Research and Development

- The post holder will participate and assist in clinical trials, projects and audits within the department. This participation includes documenting the patients' condition and recording observation.

8. Freedom to Act:

- Work within the scope and code of professional practice and be personally accountable for their own professional actions in line with registration with the GDC.
- The post holder must use their own initiative during clinical situations and be able to deal with appropriate enquiries and other matters independently but also know when to seek guidance from their line manager.

9. Effort and Environment

Physical

- The post holder is frequently required to sit or stand in a restricted position for long periods of time when assisting during treatment sessions, there are frequent requirements for light physical effort during each shift, for example manoeuvring patients, trolleys, specialist equipment such as microscopes and x-ray machines and carrying model boxes.

Mental

- The post holder may be frequently required to assist in lengthy complex procedures requiring long periods of concentration e.g. assisting during surgical procedures, GA and sedation procedures and other specialist treatments.
- There is a frequent requirement to respond to unpredictable work patterns e.g. change of planned work due to patients' needs or being regularly interrupted by telephone calls and other queries.

Emotional

- The post holder may frequently be exposed to distressing or highly emotional circumstances and is often required to give emotional support to the patient/carer/relatives e.g. the patient receiving a diagnosis of cancer, or being informed of a poor prognosis for their dentition.
- Frequently patients attending for dental treatment are anxious and as a result may display severely challenging behaviour such as aggression or distress. In addition patients with mental/learning disabilities may have difficulty coping with treatment and display behaviour of a distressing nature.

Working Conditions

- The post holder will be frequently exposed to:
 - Body fluids e.g. saliva, blood, vomit, mucus and pus with inherent risk of infection.
 - Caustic and toxic chemicals/products.
- The post holder must be prepared for aggressive behaviour of patients / carers / relatives which can be a relatively frequent occurrence.

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Registered Dental Nurse – Band 4

WARD/DEPARTMENT: Various Dental

DIRECTORATE: Dental Services

SITE: RVI

SPECIFICATION	ESSENTIAL Requirements necessary for safe and effective performance in the job	DESIRABLE Where available, elements that contribute to improved / immediate performance in the job	COMMENTS / SCORE
Skill	<ul style="list-style-type: none"> National Certificate in Dental Nursing or NVQ Level 3 in Oral Healthcare (or equivalent qualification) Portfolio must be completed and signed. Registration with General Dental Council Ability to organise own workload Good communication, organisational and interpersonal skills 	<ul style="list-style-type: none"> IT Specialist DN Skills (i.e. endo/implant, oral surgery and sedation) 	
Personality/Potential	<ul style="list-style-type: none"> Empathetic approach to patient care Ability to work well as part of a team 		
Attitude/Aptitude	<ul style="list-style-type: none"> Caring approach to patients Well organised and flexible in approach to work 		
Knowledge	<ul style="list-style-type: none"> Cross infection procedures Health & Safety issues CPD 	<ul style="list-style-type: none"> Clinical Governance issues Maxillo-Facial experience 	

CANDIDATE NAME:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION: