

### Job Description

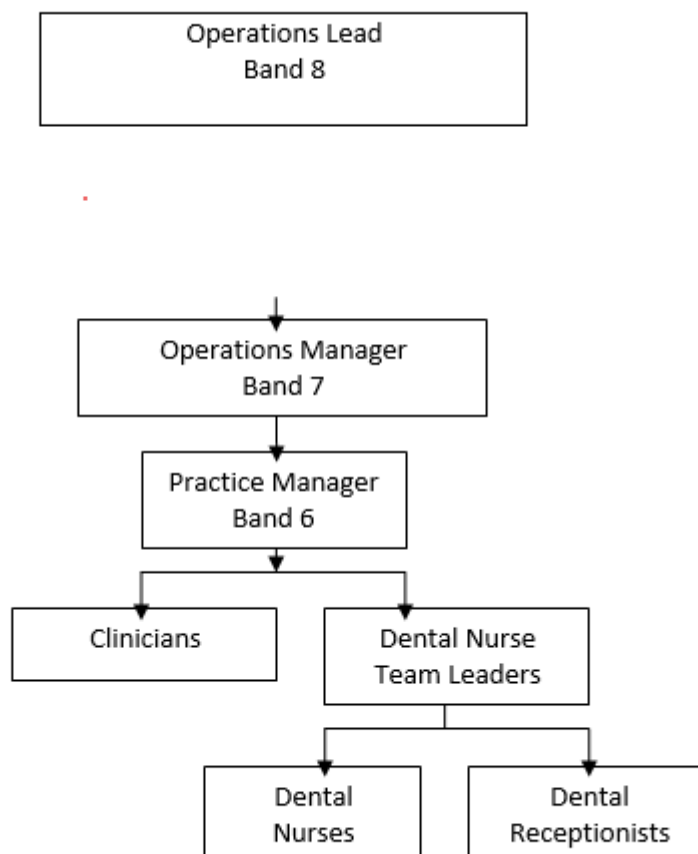
Job Title:	Band 4 Community Dental Nurse
Responsible to:	Practice Manager
Hours:	30 hours Part time
Last updated:	Feb 2023
Base:	Inner North East London Shrewsbury Dental
AFC Banding:	Band 4

### Description of service

Kent Community Health NHS Trust Dental Services is commissioned to provide Paediatric and Special Care Community Dental Services. Services compliment general and hospital dental services and involve multi-agency working to provide a range of quality dental services. The range of services includes Sedation, Special Care Dentistry, Paediatric Dentistry, Domiciliary care, Bariatric, MSU (medium secure unit and the Homeless in Mobile dental unit.

### Dental Clinical Management Team

#### ORGANISATIONAL CHART:



### Job Purpose:

To be responsible for the provision of General Dental Nursing skills supporting the clinician in the delivery of Dental and Oral Health Care. To maintain the efficient running of the Dental Service environment, maintaining clinical professional development and registration

All our staff are expected to embody the behaviours detailed in the Trust 'Values Framework':

### Job Summary

Band 4 Dental Nurses work closely with all users of our services and their families, friends and carers who all play an invaluable contribution in how our users experience our services. Band 4 Dental Nurses are expected to be kind and responsive but professional and informative and contribute to the quality of the services provided across the health economy by:

- Keeping the people who using our services as safe as possible through the use of sound clinical skills and effective risk assessments
- Ensuring the best possible clinical outcomes by using up-to-date skills and adhering to evidence-based policies and procedures
- Ensuring the people using our services have a good experience by respecting, empowering and working in partnership with people throughout the care planning process

The Band 4 Dental Nurses require a range of core skills in order to:

- Follow up Assessment, planning, implementation and evaluation of delegated caseload and escalating changes to the Registered Practitioner.
- To support in the supervision of Junior Health Care Support Workers and Trainees.
- To actively work as a member of the multi-professional team to provide high quality care to patients.
- To undertake, and report back on delegated clinical activities that have previously been signed competent.
- To undertake clinical interventions utilising a variety of modes, including planning and leading group and individual therapy and issuing appropriate equipment as part of packages of prescribed care after achieving appropriate competencies.
- You will be delivering high quality customer services to patients and visitors. Providing chair side assistance, visiting patients in the community (domiciliary, Homeless centres and the medium secure unit in mobile dental unit) covering reception and supporting the entire dental team

### Dimensions

- To ensure that resources are used effectively, planning workload to meet the priorities of patient care by the most efficient use of time, equipment and manpower and other resources (medicines, medical devices)
- To comply with professional codes of conduct, relevant organisational policies and procedures in line with the unregistered workforce development

## Knowledge, Skills and Experience Required

- NVQ Level 3 or equivalent Dental Nurse Qualification
- Functional Skills at Level 2 (Literacy and numeracy/ GCSE grade A-C or equivalent in English and Maths)
- Awareness of National Service Frameworks relevant to care setting and its application across health care services
- Be responsible for maintaining own competency to practice through continued professional development activities.
- Maintain a portfolio/professional diary that reflects personal development and practically demonstrates theory learned
- Effective communication skills both verbal and nonverbal

Value	Value description
<b>Compassionate</b>	This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.
<b>Aspirational</b>	This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.
<b>Responsive</b>	This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.
<b>Excellence</b>	This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

## **Key Result Areas**

All staff are committed to providing safe, effective services and providing patients and families with a positive experience.

### Patient Safety

The Band 4 Dental Nurse contributes to the provision of safe and reliable services by:

- Using their judgement to adapt practice to keep the people using our services as safe as possible
- Developing effective relationships with patients where sensitive information is communicated
- Safeguarding people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits and asking for help and escalate concerns when necessary
- Escalating safety concerns and by doing so acting as effective advocates for those who use our services
- Being open and transparent about their own practice
- Supervising the work of others
- Reflecting on everyday practice to identify areas where improvements in safety or quality can be made
- Working with others to create a culture of continuous improvement
- Maintaining accurate, legible, comprehensive records and adherence to local performance reporting measures
- Maintaining compliance with their mandatory training requirements and scope of extended competencies.
- Demonstrate adherence to the relevant Code of Conduct
- Integrates best practice and identification of areas where improvement in practice is required.

### Clinical Outcomes

The Band 4 contributes to the effective delivery of services by:

- Providing skilled, evidence based care which adheres to agreed policies and procedures and extent to agreed competencies
- Working with patients and families to negotiate and agree a personalised care plan including re-assessing risks and needs
- Acting as patient advocates in the multi-disciplinary team and overseeing the work of other unregistered staff, to ensure that they are also responding to the needs of patients and providing clinically effective care
- Working without supervision taking delegated responsibility for the care they give to patients within their own limits of competency and confidence
- Contributing to creating and maintaining high performing teams by:
  - communicating well with all members of the team
  - understanding their role in the team and how they help the team achieve its' objectives
  - reflecting on their own practice regularly and encouraging the whole team to reflect on their practices in handovers and team meetings
  - identifying how care could be improved

## Patient Experience

The Band 4 Dental Nurse contributes to the people using our services feeling respected and empowered to make decisions about their health and wellbeing by:

- Working in partnership with patients and their families and carers
- Gaining consent and, as far as possible, involving people in all decision making
- Signposting patients and carers to alternative services to support behaviour changes with improving current and potential health states
- Reassuring people by being professional, responsive, knowledgeable and confident
- Responding to complaints or concerns effectively and quickly in line with the services' policy
- Escalating concerns and clinical outcomes of care to Registered Practitioner

## Supporting yourself and others

Engaged staff are more productive. Band 4 Dental Nurses play a role in engaging fellow health professional peers and the work we do by:

- Participating constructively in their own supervision and annual appraisal processes
- Demonstrating commitment to optimising their continuation of clinical learning
- Identifying own development needs and take action to enhance own knowledge skills and areas of competence as appropriate, taking into account organisational needs and objectives.
- Developing mentorship skills so they can support fellow unregistered peers
- Reviewing and reflecting on own competence and performance through effective use of operational supervision and appraisal and identifying any personal training needs

## ***Physical skills:***

- Standard IT skills
- Ability to travel across the health economy, in a timely manner to ensure completion of role.
- Manual dexterity required for the role and level competence.
- Some lifting and moving and handling skill is required to carry out the domiciliary visit to patients home and care homes

## ***Freedom to Act:***

- The post holder is required to be accountable for his/her own actions, to act on his/her initiative and to be aware of the impact on others.
- In accordance with Trust policies, procedures and competency frameworks to provide care to patients in community services, adapting to a changing workload priorities throughout the course of a shift following advice from Registered Practitioner.

***Physical Effort***

- There will be a requirement for a combination of sitting, standing, bending, stooping, walking and driving.
- There may be frequent requirement for physical effort in relation to patient care.
- Frequent requirement to use aids to move people
- Occasional short periods of computer use

***Mental Effort***

- Predictable work pattern, necessitating an ability to adapt to a changing workload in the course of a day.
- Periods of concentration are required on a daily basis.

***Emotional Effort***

- Regular requirement to deal with emotional or distressing situations including working with terminally ill patients and dealing with difficult family situations.

***Working Conditions***

- Occasional exposure to bodily fluids, smells, noise and violent or aggressive behaviour.
- Occasionally you may need to provide cover at another INEL clinic away from your normal base

**Corporate Accountabilities*****Standards of Business conduct***

The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.

All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.

***Risk Management***

The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.

***Governance Standards***

Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.

***Data Protection***

To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.

#### *Confidentiality*

The Trust's employees are required to ensure that information about individuals is safeguarded to maintain confidentiality and is kept securely in accordance with current data protection legislation, and in respect of patients Caldicott 2 - Information: To Share Or Not To Share? The Information Governance Review. Person identifiable information must only be used in accordance with Trust policies and procedures.

#### *Child/Adult Safeguarding*

All staff must be familiar with and adhere to Trust child/adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies/guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child /adult safeguarding commensurate to their position and role.

#### *Records Management*

To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.

#### *Freedom of Information*

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.

#### *Security*

To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

#### *Infection Control*

The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

#### *Whistleblowing*

The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Whistleblowing Policy for alternative options.

#### *Environmental Impact*

The post-holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.

#### *Performance review*

This Job Description will be used as a basis for individual performance review between the post holder and the manager.

The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The post holder

will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.

*Equality and Diversity*

The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

---

**Job description agreement**

Job holder's name	
Job holder's signature:	
Date:	
Line managers name and title	
Line managers signature	
Date	



### Person Specification

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>NEBDN Certificate in Dental Nursing/NVQ 3 City and Guilds in Oral Health or recognised equivalent GDC Registered</p> <p>Functional Skills at level 2 Literacy and Numeracy</p>	<p>Post Qualification in RA/IV Sedation</p> <p>Radiography</p>
EXPERIENCE	<p>A minimum of 2 years post qualification experience</p> <p>Experience with Microsoft Packages and Dental software</p> <p>Proven ability to work within a team</p>	<p>Experience working in Community, Special care and Paediatric Dentistry</p>
KNOWLEDGE	<p>Knowledge of up to date practice</p> <p>Understanding of and commitment to upholding clinical standards.</p> <p>Understand the role and remit of Band 4</p> <p>Awareness of professional issues and developments in the NHS /Primary care NICE, and Clinical Governance</p>	
SKILLS & ABILITIES	<p>Excellent communication and interpersonal skills - ability to use tact, diplomacy and empathy</p> <p>Ability to organise own work, cope with change and use own initiative when required.</p>	<p>To prove up to date continuous profession development.</p>
PERSONAL ATTRIBUTES	<p>Ability to motivate others, and ensure best practice</p> <p>Ability to work under pressure.</p> <p>Attention to detail, reliable and flexible.</p>	<p>Provide evidence of working well in a team.</p>

