

JOB DESCRIPTION

JOB DETAILS

Job title: Qualified Dental Nurse

Job code: GHC524

Band: 4

Location: Dental Department, Springbank Resource Centre, Cheltenham

Accountable to: Dental Nurse Manager

JOB PURPOSE

- Assist Dental Officers in the provision of treatment within the general dental service which is part of Gloucestershire Health and Care NHS Foundation Trust Community Dental Service
- Provide telephone assessments of patients with dental symptoms and provide management advice and onward referral as appropriate
- To provide a high standard of care to all service users
- To maintain personal and professional development

DIMENSIONS

- Accountable to the Dental Nurse Manager
- To ensure trust policies and protocols are adhered to
- Monitor and report the necessity for repair/service/maintenance of equipment
- Participate and assist in audits

CORE KEY RESPONSIBILITIES

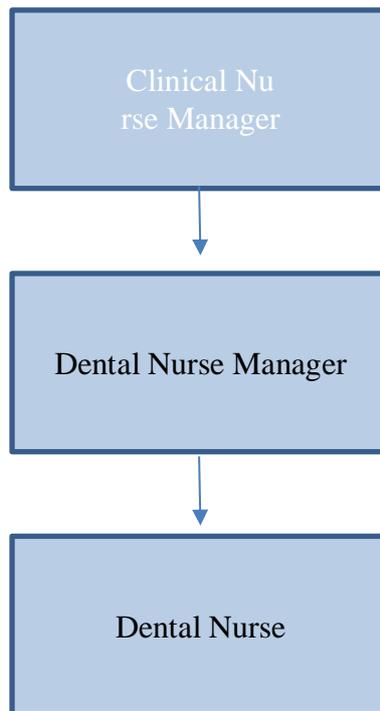
- Be able to communicate with a variety of service users who have individual needs and other health professionals
- To be proficient in the use of all dental equipment including all performance checks and identifying maintenance issues
- The setting up and closing down of surgeries following infection control guidelines
- Carry out stock control and maintenance of stock in the surgeries
- Undertake definitive clinical telephone assessments (triage) of patients with dental symptoms using the SDCEP guidance
- Assess and advise as appropriate through high level communication skills to meet the needs of the patient
- Refer patients as appropriate to dental services for ongoing treatment as indicated through the protocols and systems of the organisation
- Maintain appropriate records as required, accurately recording, checking or amending details on the call dental software system

- Carry out reception duties as required including understanding patient charges and exemptions
- Carry out all mandatory training as required
- Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act 1984, Information Governance and Caldicott Principles
- As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements
- Any other duties which may become necessary with the development of the service

SPECIFIC KEY RESPONSIBILITIES

- Provide chair side dental nurse duties assisting the dentists delivering dental treatment in the community dental service
- Ensure all necessary instruments, equipment and materials are prepared and ready for use on each patient, there is a specific requirement for accuracy during all procedures with little or no margin for error
- Make available fine instruments and materials for clinical use, have a thorough knowledge of all instruments, equipment and materials used. Constantly having to interpret the needs of both patients and clinicians and be able to deal with them promptly and efficiently.
- Assist the dental officer with the patient care including suction, mixing materials and passing instruments. This requires manipulation of fine tools and materials which will be contaminated throughout the procedure, passing of sharps between the dental officer and the nurse. After each procedure the surgery is thoroughly cleansed and all instruments contaminated with blood and saliva are prepared for sterilisation, and all disposable sharps are placed in appropriate bins
- Undergoes training in the recognition of and assistance during medical emergencies, eg. Anaphylaxis, epileptic fit, cardiac arrest etc.
- Undertake CPR in the event of a medical emergency
- Close down of surgery each day which includes sealing and removal of contaminated waste in clinical waste bags
- Will need to handle patients, stock and equipment following manual handling techniques laid down by the trust
- Processing of radiographs using toxic chemicals and mounting x-rays, responsible for accurate labelling and filing of x-rays
- Provide advice for patients about general dental care including the provision of pre and post operative instruction for patients
- Ensure that all records are available when required including medical history forms and x-rays
- Has an understanding of patient charges and exemptions and ensures that these are appropriately recorded
- Has an understanding of SDCEP dental emergency care guidance and the appropriate advice for patients in pain and prioritising those requiring urgent care
- Files and retrieves any patient related information on computer and on paper records

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- Need to communicate with a range of patients/parents/carers who may have specific communication needs
- Communicate effectively with other healthcare professionals including GP's, and hospital staff where onward referral may be necessary
- Liaise with carers and other health care professionals regarding consent issues

EFFORT AND HEALTH & SAFETY FACTORS

- Required to work contracted hours between the hours of 8.30am to 5.00pm
- Frequently exert physical effort in moving and handling patients and dental equipment
- Required to sit and stand for extended periods when assisting with dental treatment
- Prolonged periods working on a VDU and answering calls from the public
- Sometimes required to assist in patient handling and control and assist unsteady patients and patients in wheelchairs.
- Required to concentrate during difficult dental treatments which can take some time.
- Exposure to distressing or emotional circumstances in relation to patients who may be in severe pain and anxious of dental treatment
- Daily exposure to unpleasant working conditions. i.e. Infectious materials and body fluids
- Possible exposure to patients who have blood borne viruses which increase the risk of infection.
- Handling dental x-rays, including exposure to toxic chemicals during developing.
- Possible exposure to abusive patients either face to face or over the telephone when triaging

MOST CHALLENGING PART OF THE JOB

- The role can be demanding and dental nurses need to be good problem solvers when dealing with triage calls, they need to be able to communicate well with the most vulnerable members of society including those under stress, in pain or with mental/physical disabilities. Difficult conversations require handling in an empathetic and understanding way. There may be occasions when patients become distressed and abusive

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake

specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and

unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.