

Job Title:	Specialist Dentist – Operational Lead
Reports to (job title):	Director of Community Services
Line Manager to:	Dentists

## Job purpose

The Operations Lead will provide clinical and operational leadership for the Community Specialist Dental Service across numerous sites in Surrey, ensuring the delivery of high-quality, evidence-based dental care to patients referred to and accepted by the service. The Special Care Dentistry Service provides dental care for people who have physical, sensory, intellectual, mental, medical, emotional, or social impairment or disability. This service is tailored to individuals whose needs cannot be met by a general dental practice. The service also provides a Domiciliary Service, delivering dental care directly to patients who are unable to attend clinics due to mobility issues, disability, or serious illness. Highly trained dental professionals visit patients in their own homes, residential care homes, or other community settings, ensuring access to essential dental treatment for those most in need. There is also an Out of Hours (OOH) service, for urgent dental needs outside of normal working hours—including weekends and bank holidays, HCRG Care Group provides an Out of Hours dental service. The NHS 111 service triages callers and, where appropriate, refers patients to the Out of Hours clinic at Woking Hospital. This ensures that members of the public have timely access to emergency dental treatment when regular services are closed.

The post holder will work closely with the Director of Community Services and Clinical Lead Specialist Dentist to drive operational efficiency, service improvement, and the highest standards of patient care.

The post holder will lead and support the dental team on a day-to-day basis, providing direction, mentorship, and supervision to dentists, dental nurses and therapists, they will play a pivotal role in ensuring regulatory compliance, workforce management, and service development.

Care will be delivered across clinic, hospital, and domiciliary settings as appropriate to meet the clinical needs of our patient population, which includes patients with special care dental needs, medically compromised patients, anxious patients, and paediatric patients.

## Base & Operating Hours

The service operates out of bases across Surrey with the main base in Guildford. The special care and doms services runs Monday to Friday 8 – 5 and the Emergency dental service runs Saturday and Sunday 8 - 5

## Key responsibilities

This list summarises the key responsibilities of the **role** and is not exhaustive:

## Clinical Leadership & Patient Care

- Take an operational lead role in the day-to-day clinical activities of the Community Specialist Dental Service, working in conjunction with the Clinical Lead and dental Nurse Managers.
- Provide comprehensive clinical dental care to a wide range of patients including those with special care dental needs, medical complexities, and anxious or phobic patients.
- Undertake thorough patient examinations and develop, implement, and evaluate appropriate individual care plans and treatment pathways.
- Undertake diagnosis and management of periodontal disease, restorative treatment, routine and surgical exodontia, and preventive dentistry.
- Utilise appropriate local anaesthesia and behavioural management techniques to control pain and dental anxiety.
- Use conscious sedation (inhalation, intravenous, or intranasal) where clinically indicated and appropriate.
- Assess, treatment plan, and deliver care for patients who require treatment under general anaesthesia, including capacity assessment and liaison with multiple agencies.
- Provide domiciliary dental care to housebound patients in line with service domiciliary protocols.
- Accept and triage internal and external referrals as appropriate, ensuring timely and effective clinical pathways.
- Identify and lead the management of medical emergencies, ensuring all dental team members are trained and competent in emergency procedures.
- Provide clinical cover across sites within the service area as required, demonstrating flexibility to support operational continuity.

## Operational & Service Management

- Oversee the day-to-day operational running of the Community Specialist Dental Services, ensuring smooth, efficient, and compliant service delivery. This will include visiting all sites and having potential more than one base.

- Monitor and manage key performance indicators (KPIs), dental activity data, and contract performance, reporting to the Director of Community Services.
- Support the planning and implementation of service redesign and development initiatives to meet evolving patient and commissioner needs.
- Lead the development, review, and implementation of clinical policies, standard operating procedures, and patient pathways.
- Maintain accurate, contemporaneous, and comprehensive clinical and administrative records in accordance with GDC standards and NHS requirements.
- Liaise with the Director of Community Services and the ICB Commissioning Team to develop the Service Level Agreements
- Participate in Business and Performance Management reviews within the Dental Services, Directorate and across other agencies where appropriate.
- Develop Business Plans with the Clinical Lead of Dental Services as required for service developments and to formulate solutions to identified issues.
- Manage the Annual Operating Plan – keeping the objectives updated and progress recorded to ensure the dental service meets or exceeds its objectives and targets.
- Collect, analyse and present as useful concise information clinical data both manually and using the Dental Software System. To produce reports and reviews as required by the Director of Community Services to aid the production of monthly and annual statistics to be presented to the Directorate Business Team
- To analyse and interpret budget and financial reports and act as necessary to manage and implement changes.
- To analyse and interpret audit reports in service area and initiate and implement changes as required.
- To analyse service capacity/performance and map resources to ensure appropriate staffing skill mix for the delivery of service plans.
- To work effectively together with the Business Unit team on projects, business cases etc as required.

## People Management & Workforce Development

- Provide line management, professional leadership, and day-to-day supervision to dentists, dental nurses and dental therapists.
- Undertake annual appraisals and agree personal development plans for direct reports, aligning individual development with service objectives.
- Lead on recruitment and selection for dental support staff roles, including shortlisting, interviewing, and onboarding.
- Ensure all direct reports maintain up-to-date mandatory training in accordance with GDC, NHS, and organisational requirements.
- Provide advice, mentorship, and training to colleagues and dental core trainees as appropriate, fostering a culture of learning and continuous improvement.

- Support the supervision of dental therapists treating patients under prescription.
- Manage HR processes for direct reports, including sickness absence, performance management, and conflict resolution, in line with organisational policy.
- Foster a positive, inclusive, and collaborative team culture that reflects the values of the organisation.

## Clinical Governance & Quality Improvement

- Participate actively in clinical audit, peer review, and clinical supervision, driving continuous quality improvement within the service.
- Lead on infection prevention and control compliance within the dental clinic, ensuring adherence to the Hygiene Code and relevant NHS standards.
- Support the management and reporting of clinical incidents, near misses, and complaints, participating in root cause analysis and implementing learning outcomes.
- Ensure compliance with CQC requirements, NHS clinical governance frameworks, and organisational policies and procedures.
- Contribute to the development and delivery of oral health improvement activities and preventive programmes.
- Participate in continuing professional development (CPD) in line with GDC requirements and organisational expectations.

## Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

## Supplementary Information

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

## Safeguarding Children & Vulnerable Adults

HCRG are fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. This includes the recognition of vulnerabilities inherent in all situations where care takes place and the impact this may have beyond the child / adult receiving care and treatment. All staff will receive appropriate training, induction, and supervision so that they understand their roles and responsibilities and are confident about carrying them out.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there is only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"><li>• Inspire</li><li>• Understand</li><li>• Communicate</li></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li><li>• Learn</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li><li>• Resilience</li></ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to always observe strict fire and security precautions.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees cannot smoke anywhere within the premises or when outside on official business.

# Job Description

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Requirements for Post		Essential	Desirable	How Tested
Qualifications	Bachelor of Dental Surgery (BDS)	Y		Application Form
	Full registration with General Dental Council (GDC)	Y		
	NHS Performer number	Y		
	A relevant postgraduate qualification	Y		
	On GDC specialist list for dentistry	Y		
	Management qualification		Y	
Experience	Current or recent experience working as a specialist with clinical commitment in Community, hospital, salaried or general dental service	Y		Application Form and Interview
	Experience of assisting with provision of care under general anaesthesia	Y		
	Experience of assisting with provision of care under Intravenous/intranasal sedation	Y		
	Experience of assisting with provision of care under inhalation sedation	Y		
	Experience of assisting with provision of care on a domiciliary basis	Y		
	Recent experience in treating children with complex problems	Y		
	Evidence of recent clinical experience for at least 5 years in	Y		

	<p>area of paediatric/special care dentistry</p> <p>Wide experience of CDS/HDS/GDS</p> <p>Experience in various methods of pain and anxiety management</p>	<p>Y</p> <p>Y</p> <p>Y</p>	<p>Y</p>	
Knowledge	<p>Experience of operational management</p> <p>Demonstrable knowledge of cross infection control standards</p> <p>Experience of staff management</p> <p>Good IT skills</p> <p>Budget management skills</p> <p>Teaching/examining experience</p> <p>Evidence of member of professional organisations relevant to paediatric/special care dentistry</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<p>Y</p> <p>Y</p> <p>Y</p>	Application Form and Interview
Key Skills/Abilities	<p>Understands &amp; promotes equality, diversity and human rights in accordance with legislation, policy and procedures</p> <p>Ability to develop &amp; maintain high standards of communication both orally and in writing about difficult matters and in difficult situations</p> <p>Ability to prioritise &amp; plan own workload to meet deadlines &amp; competing demands</p> <p>Ability to negotiate &amp; influence where appropriate</p>	<p>Y</p> <p>Y</p> <p>Y</p>		Application Form and Interview

	<p>Good communication and presentation skills</p> <p>Proven track record of managing staff and clinics</p> <p>Able to manage change effectively</p> <p>Able to delegate</p> <p>Well-developed planning skills</p> <p>Project Management Skills</p> <p>Previous experience as trainer/tutor e.g. MFDS or CDT</p> <p>Evidence of multidisciplinary working in primary and secondary care plus other external agencies, i.e. education and social care</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	
Personal Attributes	<p>Understanding of confidentiality in the workplace</p> <p>Willingness to travel to different locations to undertake the role effectively and hold a driving license</p> <p>Flexibility to ensure service provision</p> <p>Time management skills</p> <p>Positive attitude</p> <p>Excellent organisational skills</p> <p>Good time keeping &amp; deadline skills</p> <p>Team player</p> <p>Commands confidence</p> <p>Innovative</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>		Application Form and Interview



# Job Description

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**Manager signature**

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