

Job Title:	Dental Nurse
Reports to (job title):	Dental Nurse Manager

Job purpose

To assist the Community Dental Service clinicians and other clinical staff to carry out their duties for a variety of specialist services, working at any dental department throughout Surrey.

To undertake the management of clerical arrangements relating to the Community Dental Service, and ensure, when necessary, the smooth running of the dental service

Key responsibilities

Communication / Relationship Skills

- To undertake duties, which involve dealing with a variety of Adults & Children all with special needs, including Learning/Physical Disabilities, Medically and behaviourally compromised. These conditions can all be a barrier to care therefore excellent communication and personal skills are required
- To communicate information effectively to all team members when required using electronic, written, or verbal communication face-to face or via telephone.
- Provide advice to patient/parents/carers regarding patient care packages, which include oral health promotion, post extraction, GA, IS information as well as advice for general enquiries, dental emergencies, and trauma when necessary.
- Communicate consistently and effectively with patients, health care professionals, care homes, colleagues, and any other professionals relevant to their level of understanding
- To cover reception duties as required including, booking in patients, making appointments, answering/replying to phone messages.

Analytical / Judgmental Skills

- To assist the Community Dental Service clinician throughout the treatment session and supervise patients until they are able to leave the surgery Responsibilities for human resources including personal and people development

- To maintain professional skills and knowledge by attending suitable meetings and courses, including IT, First Aid and Life Support (appropriate to role), Moving and Handling and Fire Safety. Additionally undertake patient focused training.
- Responsibility to maintain a high standard of personal development through Personal development plan and contribute to development of others including participating in supervision and appraisal programs
- Demonstration of Dental Nurse duties to new staff members Health, safety and security
- Undertake regular Moving & Handling updates to be able to work with disabled patients who may require the manoeuvring of wheelchairs and/or use of mechanical aids e.g. Hoists/ other equipment within the dental department or in their home if required.
- To carry out infection control procedures according to agreed protocols, and participate in the care and maintenance of equipment
- Work with others to maintain health, safety and security
- Report any faults or potential danger areas in line with departmental guidelines
- Ensure work environment is safe for self and patients
- Attend all mandatory training in agreed time frames.

Responsibility for Policy and Service Improvement / Development

- To maintain and update professional skills and knowledge, by attending suitable meetings and courses.
- To follow the Dental Department policies, protocols and procedures.

Responsibility for Audit/Research & Development

- Participate in staff audits when necessary
- Collection of information for local patient surveys
- To participate in dental service clinical governance programs and other quality initiatives, undertaking training as required

Quality

- Prioritise workload in an effective manner
- Offer suggestions within working environment on how to improve quality of service to patients
- Take responsibility for resolving tension/grievances with both patients and other team members in line with trust policies
- Listen to patient's opinions and support them within the structure of the service and take any action that is required. Planning and organisational tasks / duties
- To prepare and deal with paper records administration, including filing in the absence of a receptionist
- Enter patient details onto computer system, complete record cards with patient details, recording any amendments and distribute medical history forms to patients, collect and provide to clinician when required
- To prepare and complete PR forms as appropriate gaining patient or appropriate signature

- To ensure all personal administration including programs, annual leave requests, travel claims are submitted within the correct timeframes to line manager.
- To assist the Dental Nurse Team Manager in the day-to-day administration of the service

Patient Care Responsibilities

- Surgery preparation and maintenance
- Preparing surgery for use at the beginning of a clinical session (including equipment) daily
- Prepare for clinical procedure (materials and instruments required) per patient.
- Be prepared to change items required quickly and effectively should clinical need arise.
- Ensure that correct closing down procedures are followed at the end of a session and that the room is left clean and safe daily.
- Ensure disposables, chemicals and water etc are stocked up at the end of each session as needed ready for the next session.
- Ensure any equipment faults are reported immediately and appropriate action taken.
- Make up disinfectant bath for decontamination of lab work daily.
- Setting up and proper use of specialised dental equipment eg: surgical drill.
- Have a good knowledge of dental equipment, especially new equipment prior to use

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's 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"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

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 observe strict fire and security precautions at all times.

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 within 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 are not able to smoke anywhere within the premises or when outside on official business.

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

Qualifications

- NVQ 3 Oral Health Care
- NEBDN National Certificate/Diploma in Dental Nursing
- Full current registration with GDC

Knowledge and skills

- Evidence of CPD since qualification
- Current infection control knowledge

Personal Attributes

- Experience of working within a team
- Professional approach
- Awareness of confidentiality issues
- Ability to work on own initiative and prioritise own workload

Other

- Willingness to travel between Dental sites within Surrey

Employee signature

Manager signature
