

## JOB DESCRIPTION (JD)

### 1. JOB DETAILS

**Job Title:** Dental Nurse

**Responsible to:** Practice Manager

**Department & Base:** Dental Department, The Health Centre

**Date this JD written/updated:** 23<sup>rd</sup> June 2008

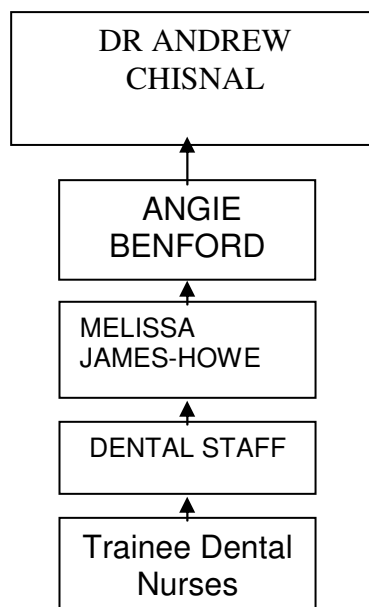
**Job Reference number:**

### 2. JOB PURPOSE

To assist the Dentist in delivering NHS/Private dental care to patients including maintaining the necessary equipment and records and paperwork to support such treatments. The Dental Nurse has a key role in encouraging good dental hygiene and ensuring the well being of the patient.

The Dental Nurse may be required to staff the dental information line, dealing directly with the public and other health professionals. Clinical telephone advice will be given to callers using agreed guidelines.

### 3. ORGANISATIONAL POSITION



### 4. SCOPE AND RANGE

## 5. MAIN DUTIES/RESPONSIBILITIES

- Maintain, clean and sterilise dental instruments and support items, ensuring that the risk of cross infection is minimised/ eliminated.
- Maintain adequate stock of emergency drugs, dental materials and instruments to deliver high quality patient care.
- Collect, receive and prepare those patients who are to undergo treatment, including the completion or retrieval of any necessary paperwork, x-ray, or laboratory work, checking the patient's identity.
- Assist the dentist in charting the patient's dental anatomy, pathology, and screening to enable delivery of dental treatment.
- Preparation of any necessary filling materials, impressions and instruments.
- To be constantly vigilant to make the patient as comfortable as possible and be aware of any adverse changes in the patients disposition during treatment. To prepare the patient to leave the surgery ensuring the patient has been given postoperative advice.
- To arrange appointments or handling queries from patients in the surgery or on the telephone, triage of dental pain prioritising emergency cases.
- To support the promotion of good oral hygiene and to make the patient aware of various dental procedures, offering advice they may need to take before or after any dental treatment.
- To maintain and complete and submit GDS forms and ensure adequate clinical records, to enable retrieval of any patient or statistical data that may be required by the Dental Practice Manager, Clinical Director of Dental Services or Regional Dental Officer.
- To participate in any vocational training scheme or general professional training scheme as may be organised for newly qualified dentists as required.
- To undertake a commitment to support the dentist in making domiciliary visits and responding to dental emergencies, including participation in the out-of-hours emergency rota.
- To undertake an assessment of callers on the dental enquiry line presenting with a problem, referring the caller to an appropriate service or providing advice and guidance on self-care.

## 6. SYSTEMS AND EQUIPMENT

Prepare the surgery or mobile dental unit for clinical duties, ensuring a supply of water, compressed air and suction. Check the function and maintain records of fixed or portable dental equipment including oxygen cylinders, velopex, autoclave and computer.

All NHS Borders policies, protocols and procedures for patient and staff care and well being are to be implemented and maintained.

Telephone and Mobile Phone  
Fax Machine  
Photocopier, Scanner, Printer, Computer

Dental Software Kodak R4, Microsoft office software.

- Intra Oral X-ray Machine
- Dental Chair specialised equipment value over £30k
- Curing light, apex locator
- Autoclave, ultrasonic cleaner, washer disinfectant.
- Cavitron scaler/ Titan air scaler
- Hoist, manual handling aids
- Velopex x-ray developer
- Amalgamator
- Digital camera
- Inhalation Sedation equipment, Quantiflex MDM machine and its components.
- Vehicle over 10 tonnes and value over £100k
- Domiciliary equipment and emergency drugs.

## **7. DECISIONS AND JUDGEMENTS**

The dental nurse must work within NHS Borders policy and protocol ensuring the confidentiality of the patient.

The anticipation of problems in the clinical setting and triage and planning of patient needs are the responsibility of the dental nurse with supervision from the dentist.

Planning of domiciliary visits to make use of the clinical time available and prioritising patient need is the responsibility of the dental nurse.

The dental nurse would use their initiative to make best use of time and resources to deliver high quality patient care.

The dental nurse is responsible for selling sundry items to patients and staff.

Judgements involving facts and situations are required to be analysed and act upon a wide range of complex clinical and non-clinical procedures and situations.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

Internal within NHS Borders, verbally, written and electronically.

External, verbally, written and electronically with

- Schools
- Dental Laboratory
- Nursing Homes/Care Homes
- General Dental Practitioners
- Patients/Carers, providing and receiving information requiring tact and persuasion.
- Social Services
- Dental Practice Board
- General Public

The dental nurse has responsibility for motivation, negotiation and counselling of colleagues and patients.

Emotional demands of the job are that dental patients generally receive ongoing care usually on a six monthly basis; this increases the responsibility on dental staff.

A high proportion of patients have complex medical conditions, physical and learning disabilities, which intensify the communication skills required by the dental nurse.

## **9. PHYSICAL DEMANDS OF THE JOB**

Manual handling skills for moving patients, domiciliary equipment and bulky items from stores.

Assembly of equipment, attaching umbilical services to Mobile Dental Unit and operation of levelling jacks.

Standing for long periods of time holding instruments for the dentist during dental procedures.

Speed and accuracy in charting patients dental anatomy and pathology and chairside duties, frequently require high levels of concentration.

Occasional exposure to distressing or emotive cases and to interpret the needs of both patients and clinicians and be able to deal with them promptly and efficiently.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Division of clinical time to deliver high quality patient care with limited time and resources.
- Emotional and stressful dealing with patients who are anxious or in pain, which can often be displayed as aggression.
- Constant enquiry face to face or on the telephone with patients who are seeking dental treatment or advice.
- Potential of the exposure to blood borne viruses and infection and hazardous substances.
- Completion of all necessary paperwork as well as clinical duties.

This job description is not definitive and may be subject to future amendments following negotiation and consultation.

## **PERSON SPECIFICATION**

For the post of Dental Nurse

Below are the essential and desirable knowledge, training (including qualifications) and experience required to do this job.

### **ESSENTIAL**

- Minimum of 3 O grade/Standard grades including English and Maths
- Certificate in Dental Nursing/ NEB qualification
- Excellent written and verbal communication and interpersonal skills
- Ability to work on own initiative, and as part of a team, with a tactful and diplomatic approach in dealing with sensitive and confidential information.
- Excellent organisational skills and the ability to prioritise workload, with a willing, flexible and enthusiastic approach to work.
- Advanced knowledge of dental procedures and terminology

### **DESIRABLE**

- Post holder should be willing to undertake any training that may be necessary to carry out the work effectively and efficiently
- Class B Driving qualification
- Up to date knowledge and experience of Microsoft Office (Word, Excel, Outlook)
- Knowledge of dental practice software