

## ISLE OF MAN DEPARTMENT OF HEALTH & SOCIAL CARE

### JOB DESCRIPTION

<b>Job Title:</b>	<b>Registered Dental Nurse</b>
<b>Location:</b>	Salaried Primary Care Dental Service Community Dental Clinic
<b>Accountable to:</b>	Clinical Director
<b>Reports to:</b>	Senior Nurse
<b>Pay Band:</b>	4
<b>Job Evaluation Reference No:</b>	0225v4/JE/16
<b>Organisation Chart: (attached)</b>	
<b><u>JOB PURPOSE</u></b>  To provide specialist skills and knowledge and clinical nursing assistance to support clinicians in the performance of a range of dental treatments.  To work with patients and colleagues to provide ongoing care, pre and post operative dental hygiene advice and support to patients, their relatives and carers.  To be responsible for providing high quality of care to children and adults with a wide range of special needs, which could include learning disability, physical disability, complex medical conditions, mental health problems, dental phobia or behavioural problems	
<b><u>KNOWLEDGE, TRAINING &amp; EXPERIENCE REQUIRED TO DO THE JOB</u></b>  Registration with General Dental Council.  Dental Nursing Qualification - National Certificate or NVQ Level 3  Minimum 2 years experience as a qualified Dental Nurse.  Desirable - additional training or equivalent level of experience in a range of dental procedures, i.e. a minimum of 3 years relevant specialist dental nurse experience/possess or be willing to work towards post-certificate dental nurse qualifications, e.g. Certificate in Sedation Dental Nursing or Certificate in Oral Health Education or Certificate in Orthodontic Dental Nursing or Certificate in Special Care Dental Nursing.  Present post holder has in excess of 10 years experience in the specialty of Orthodontic Dental	

## Nursing

Annual Conscious Sedation Training.

Knowledge of IT systems to enable word processing, accessing e-mails, record update and/or data entry.

Knowledge and understanding of confidentiality and ethical guidelines.

Maintain and develop professional knowledge, development skills and expertise to ensure that practice reflects best practice, remains evidence based, is current and responsive to meet changing patient and service needs.

Up to date knowledge of current professional issues, policies and procedures.

Awareness of Infection Control Policies, Risk Management and Clinical Governance.

Ability to work as part of a team.

Ability to work on own initiative.

Written, verbal and interpersonal skills.

Organizational skills.

Ability to deal with patients who are extremely nervous and/or phobic.

Understanding of families with complex problems.

## **MAIN DUTIES & RESPONSIBILITIES**

To provide high quality dental nursing assistance which requires good manual dexterity and fine motor skills, e.g. suction and retraction skills for clear visibility, to the operator whilst adapting these for the patient's individual needs.

Work on own initiative, adhering to departmental and professional standards, policies and procedures without direct supervision, referring to manager as necessary.

To have responsibility for the preparation and organisation of a dental clinic.

To anticipate the patients' treatment plans and prepare instrumentation, records and equipment prior to attendance, in order to manage service provision effectively.

To carryout retrieval of any necessary records and documentation in advance of the clinics, ensuring that all patient and staff information is treated with strict confidentiality at all times.

To clean surfaces and equipment between patients and at end of the session, ensuring and following the correct infection control waste disposal guidelines after each treatment.

Manipulate, assemble and care for specialist equipment following the manufacturer's instructions; mixing and handling dental materials according to COSHH/ policies and procedures appropriate to the clinical activity.

Maintain accurate patient records, ensuring all documentation is entered into the appropriate records, all reports are filed securely and all information is recorded accurately.

Have competent computer skills to maintain/file patient records.

To work as a team, covering for dental nursing staff on annual leave or sickness, assisting dental staff during difficult procedures and/or acting as a third pair of hands.

Ensure the control, care and maintenance of all instrumentation and the throughput of the

pre-sterilised clinical packs.

To carry out and be responsible for all reception duties i.e. answering telephone, arrangement of appointments, recalls, reviews and post home when required.

Record daily activity in day book and on monthly statistical analysis sheets.

Maintain the filing system of patient's records and get clinic notes out in advance.

To assist orthodontist at weekly orthodontic clinic and providing pre and post operative advice to patient.

Manage orthodontic waiting list for visiting Consultant Orthodontist.

Assist dental practitioner whilst carrying out inhalation sedation and providing pre and post operative advice to the patient.

Assist dental practitioner on domiciliary visits and ensuring all relative materials and instruments are provided.

Assist dental practitioner when screening in special units at primary and secondary schools.

Sending positive consent letters to the units making sure they are signed and received back to the clinic before screening takes place.

As and when necessary, contribute to the induction and orientation of new or less experienced dental nurses.

In conjunction with management team, contribute to the planning, implementation and review of service at regular staff meetings.

## **CLINICAL**

Receive, reassure and prepare patients undergoing various examinations and/or procedures.

Provide pre and post treatment advice to patients/relatives/carers, ensuring patients leave the clinic with a full understanding of their condition/treatment options/further investigations/diagnosis.

General care of patient whilst in dental clinic, having the ability to anticipate daily needs of the patient and clinician prior to, during and after treatment.

To ensure a constant high quality of patient care, and is responsible for risk management throughout the day.

To be constantly aware of the possible dental implications that can be associated with the medical histories, diagnosis and syndromes of the patients.

To observe the patient's behaviour and have the ability to manage potentially difficult clinical situations at all times. To be able to diffuse any potential anger crisis with the patient, relative or carer.

To chaperone and act as an advocate for the patient and families, especially where there are barriers to understanding, before, during and after treatment; ensuring confidentiality at all times.

Process radiographs in accordance with quality assurance procedures, complying with current regulations. Clean automatic radiograph processor and replenish chemicals.

Incorporate oral health education and health promotion within clinical practice through providing verbal and written information to patients/carers/visitors.

To prioritise dental emergency patients to ensure they receive the most appropriate care according to the seriousness of their condition or injury.

To ensure that the relevant patient/parental consent has been obtained for all procedures.

To have the knowledge on the urgency of patient enquires and the necessity for urgent appointments.

To have the knowledge on the accurate rebooking of patients. Rebook appointments so that there can be effective time management of the clinician's caseload.

To give advice and reassurance where appropriate and record on patients clinical notes.

To check the expiry dates of drugs and to test the portable suction and oxygen units.

Physical skills and dexterity for clinical procedures such as setting up equipment required for clinical procedures/orthodontic procedures/domiciliary procedures.

Dexterity required for assembly and use of dental equipment.

**PROFESSIONAL**

Registration with General Dental Council

The postholder will be expected to gain additional skills in line with new continuing professional development.

Compliance with the Dental Nurses Standards and Training Advisory Board Code of Conduct.

Compliance with departmental Code of Conduct.

Compliance with policies and procedures in Primary Care and the Dental Service.

Dress and conduct should be of a standard which promotes patient and public confidence in the ability of the individual and the service as a whole.

Provide a high standard of professional conduct.

**TRAINING, EDUCATION & RESEARCH**

To follow all guidelines, policies and protocols and implement any changes.

Assist with clinical audit in service initiatives, in relation to cross infection control, record keeping etc

Under direction and supervision participate in clinical trials in accordance with the procedure of the trial.

In negotiation with line manager ensure all mandatory training is completed and updated.

Demonstrate own activities to new or less experienced dental nurses following induction, including infection control, materials handling, use and maintenance of equipment, processing of radiographs.

Provide advice and education regarding health promotion and treatment options and outcomes to patients/parents/carers.

To identify continuing training needs and personal development needs.

## **PLANNING & ORGANISATIONAL SKILLS**

To organise clinics for the relevant dental speciality by preparing appropriate dental materials, equipment and instrumentation.

To plan and prioritise own workload in relation to clinical duties, infection control, preparation of clinic equipment and materials, giving due regard to patient care and clinical governance issues including health and safety.

Prepare aseptic trays with required instruments in a dedicated order for sessions clinical procedures.

To prepare and complete clinical notes and the recording of clinical information.

Contribute to and monitor clinical standards for dental nurses.

Maintenance of appointment, recall and record storage systems, including orthodontic models and archiving

Collect data for audit as necessary.

Be solely responsible for stock control, ensure supplies are maintained, stored, rotated properly and used economically.

Organise domiciliary visits in liaison with patients/ carers/ other health professionals.

Report breakdowns and equipment failure, contacting the Estates Department regarding faults and arranging the convenient time for any necessary repairs.

Organise screening for primary and secondary school's special units.

Cancellation and rearrangement of clinics when required.

Arrange referrals to hospital and other clinics.

Submit monthly record of clinic activity.

Arrange screening for adults with learning and physical disabilities.

Informing departments re cleaning arrangements i.e. holidays etc.

To carry out weekly check of the Emergency Drug Box and arrange replacement before expiry date.

Pack and post laboratory items, e.g. orthodontic appliances, to a mainland laboratory, and monitor the safe and efficient delivery of dental restorative work.

## **COMMUNICATION**

On a daily basis the Post Holder will:-

Provide and receive sensitive and confidential information by telephone, written, electronically and verbally from all health care professionals regarding patient care.

Expected to utilise effective verbal and non-verbal communication and interpersonal skills with patients/carers/relatives/visitors and health care professionals with internal departments and external agencies e.g. nobles maxillofacial and orthodontic department.

Expected to utilise effective verbal and non-verbal communication and interpersonal skills with patients/carers/relatives/visitors who may be distressed/angry/confrontational.

Communicate with patients/carers and health care professionals where English is not their

first language.

Expected to utilise effective verbal and non-verbal communication and interpersonal skills with patients with a variety of special needs and who are dental phobic.

Must be able to demonstrate tact, diplomacy and persuasive skills to ensure compliance from clients.

To maintain effective 2 way communication with patients/relatives/carers and other members of the multidisciplinary team to ensure that appropriate information is shared and patient needs are met.

Communicates confidential and sensitive information to patients and their families.

Provision of oral health information and advice to patients/parents and carers.

Ensure that any dental advice given to patients is appropriate language for the age and abilities, speak in an encouraging and positive way, actively listen to the contacts and answer their questions in a way they can understand avoiding the use of jargon.

Explain dental procedures, treatment to patients, who may be nervous or have communication difficulties.

### **MANAGERIAL/LEADERSHIP**

To manage the allotted clinic in order to run an organised and prompt service.

Manage own time effectively and efficiently to meet the needs of the service.

Decision making when no dentist present e.g. arrange emergency appointment at another clinic, arrange for repairs/replacement of damaged lost orthodontic appliances

Attend and contribute to staff meetings

Arranging follow up appointments at clinic after oral surgery treatments.

Assist in the supervision and training of trainee dental nurses by explanation, demonstration and the passing of information.

Responsible for patients on waiting list to see consultant orthodontist and prioritise cases.

### **CLINICAL GOVERNANCE**

Assist in the maintenance and monitoring of an acceptable environment for patients, reporting and taking appropriate action on hazards and faulty equipment.

Take part in monitoring and evaluation of policies and procedures.

Reporting of adverse incidents, near misses and significant events using agreed procedure.

Participation in audit of standards for dental nurses.

Compliance with policies, procedures and guidelines issued to staff.

Comply with the need for patient confidentiality, including requirements of the Data Protection Act.

Undertake and action as necessary risk assessment in accordance with statutory guidance and department policy and procedure such as COSHH.

Mandatory training includes Immediate Life Support, Child protection, Fire safety, IRMER, decontamination.

## **SYSTEMS & EQUIPMENT**

Follow guidelines relating to record keeping and use of IT equipment

Maintain clinic stock levels through ordering of stores, ensuring economic use of all resources

Have knowledge of all equipment used in area.

There will be no wilful misuse, or interference, with anything provided in the interests of health and safety and any action which may danger yourself or others.

Ensure equipment and instruments used are correctly checked, cleaned and ready for use in accordance with cross infection control policy.

Working knowledge of IT systems e.g. Basic word processing, ability to use e-mail

The post holder will carry out testing of equipment to ensure that they are functioning prior to commencing a clinic, and report as soon as practical, all hazards and defects to the dentist.

Correct use, decontamination and maintenance of autoclaves, x-ray processors, bottled water systems, suction equipment, hand pieces, scalers and sedation equipment.

Follows correct procedure for notification of faulty equipment.

Examples of equipment and machinery used:

### Very specialised

- Adec Delivery unit (drill cart)
- Bottled water system
- Satelec X mind (x-ray machine)
- Velopex (x-ray developing machine)
- Planmeca PM 2002C (dental chair)
- Tridac Varident 80 (suction unit)
- Daray operating light
- Compressor
- Specialised
- Dental drills
- Dental scaler
- Dental instruments used in treatments
- Orthodontic instruments used in treatments
- Local anaesthetic syringes
- Little sister sterilization unit
- Sedation equipment
- Generic
- Heart start defibrillator
- Emergency oxygen
- Suction
- Water distiller
- Curing light
- Ultra sonic bath

**DECISIONS & JUDGEMENTS**

Anticipates the steps to be taken by the clinician and the instruments and materials to be used.

Exercise own judgement in emergency situations e.g. fire, cardiac arrest initiate first response and report to the relevant persons.

Ability to motivate and be able to overcome barriers to communication caused by high anxiety levels.

Patient monitoring during sedation (clinical) e.g. blood pressure, respiration etc.

**Confidentiality**

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Department. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2002.

**Health & Safety/Security**

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person’s responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

**Safeguarding**

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.

**JOB DESCRIPTION AGREEMENT**

I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.

**Job Holder’s name (please print) .....**

**Date: .....**

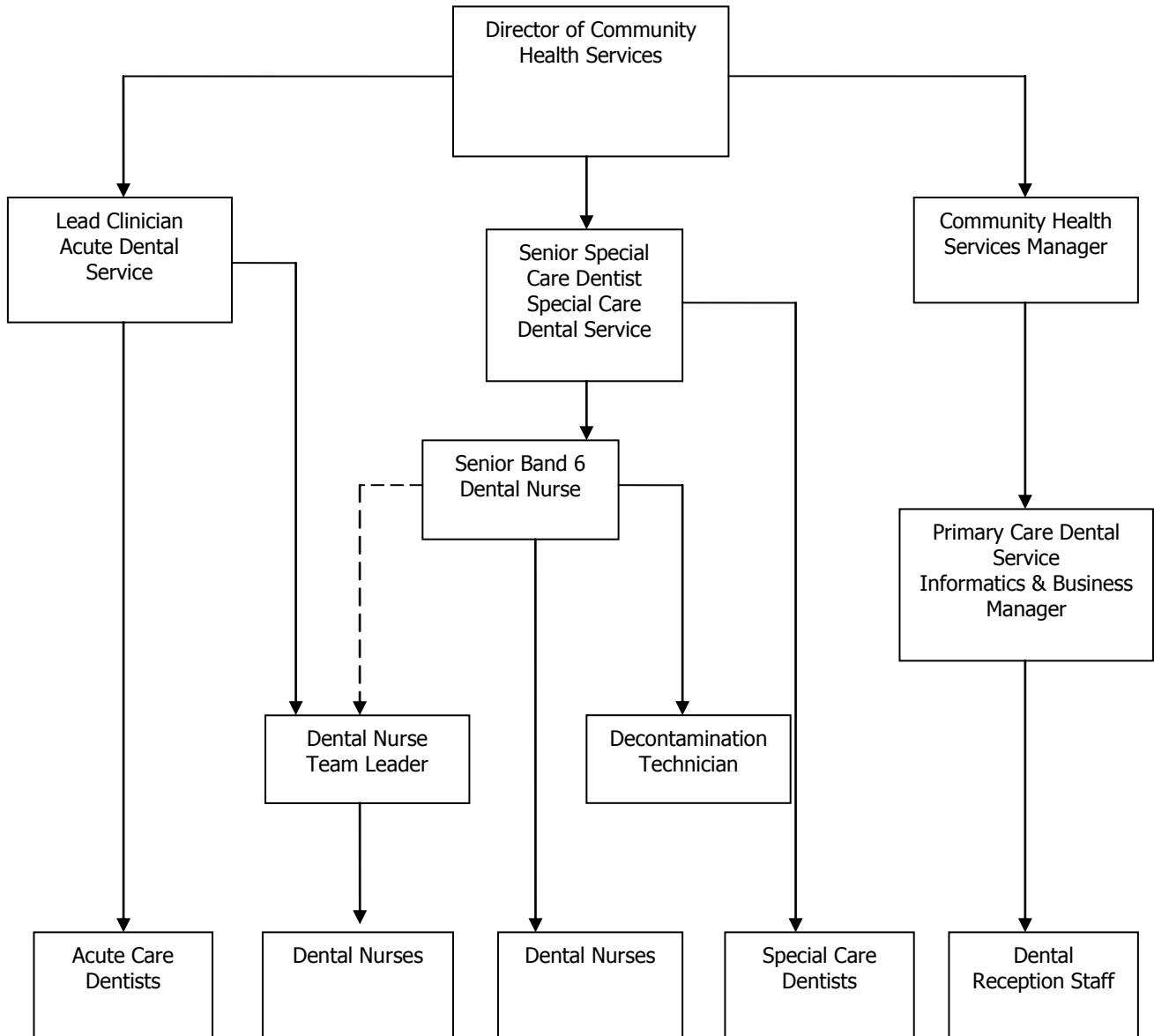
**Job Holder’s signature: .....**

**Line Manager’s name (please print) .....**

**Date: .....**

**Line Manager’s signature: .....**

## Dental Services Organisation Chart



# JOB DESCRIPTION APPENDIX 1

## PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB AND WORKING CONDITIONS

This section should describe the nature, level, frequency and duration with which you will be expected to deal with physical, mental and emotional effort and the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions.

### **Physical Effort**

#### On a daily basis

Frequent sitting/ standing in a restricted position to perform specific tasks, such as assisting the clinician in clinical procedures, orthodontic procedures

Frequent manipulation of fine tools and materials

Cleaning and tidying of clinic areas after each patient

Frequent kneeling, crouching and bending to perform tasks, assisting the clinician with treatment to patients out of the clinical setting, i.e. help move patients who are bed ridden into position for treatment. Also, push patients who are wheel chair bound and help them out of their wheelchair ready for treatment at 2 to 3 times a week.

#### Keyboard skills

Required for e-mail and letter writing daily for around 30 minutes

Carrying equipment on domiciliary visits. Equipment can weigh between 5 – 10 kg, e.g. Silamat machine, sterile and decontaminated instrument boxes

### **Mental Effort**

Concentration required when undertaking on a daily basis;

Prioritise and manage allotted patient caseload/care

Concentration for assisting clinician, treatment plan may change unexpectedly and with immediate effect

Frequent concentration required when setting up and preparing instruments in a dedicated order for clinical procedures

Ensuring patients leave clinic with a full understanding of their condition/treatment options/further investigations/diagnosis

Expected to carry out several tasks at one time shifting tasks throughout the session

Subject to regular interruptions and demands from patients/carers/relatives/staff/phone calls

Concentration required for attendance at meetings

### **Emotional Effort**

Deals with patients who are dental phobic

Frequent exposure to distressing or emotional circumstances e.g. if a patient becomes ill or faints

Deals with clients with learning disabilities and challenging behaviour

Communicates with and supports distressed patients/cares/relatives/staff

Involvement in sometimes fraught social situations, regular exposure to pain and stress of others, providing support to colleagues and others as and when required

deals with children

deals with patients with terminal illness

**Working Conditions**

Daily exposure to highly unpleasant working conditions, e.g.

Exposure to:

Body fluids i.e. blood, saliva, pus,infestations.

Hazardous chemicals

Unpleasant odours daily

Sharps e.g. needles, fine instruments daily

Mercury

Disposal of clinical waste daily

Around 30 minutes daily use of visual display unit

**AGREEMENT OF ABOVE DESCRIPTION**

I have read and agree with the above description.

**Job Holder's Name (please print) .....**

**Date: .....**

**Job Holder's Signature: .....**

**Line Manager's Name (please print) .....**

**Date: .....**

**Line Manager's Signature: .....**

**ISLE OF MAN DEPARTMENT OF HEALTH & SOCIAL CARE**

**SALARIED DENTAL SERVICES**

**Registered Dental Nurse**

**PERSON SPECIFICATION**

<b>CRITERIA FOR SELECTION</b> (Justifiable as necessary for safe and effective performance)	<b>ESSENTIAL REQUIREMENTS</b> (A clear definition for the necessary criteria)	<b>DESIRABLE REQUIREMENTS</b> (Where available, elements that contribute to improved/immediate performance in the job)	<b>METHOD OF ASSESSMENT</b> (Application, CV, Portfolio, Certificates, Interview)	<b>LINK TO KNOWLEDGE &amp; SKILLS FRAMEWORK</b>
<b>QUALIFICATIONS</b>	Qualified Registered Dental Nurse (National Certificate or NVQ Level 3)	Certificate in oral health promotion  Any other additional qualification for dental nurses	Certificates, CV	
<b>KNOWLEDGE &amp; EXPERIENCE</b>	Minimum 2 years experience as a qualified Dental Nurse.	Experience of special care dentistry Experience of epidemiology Experience of conscious sedation	Application, Interview	
<b>SKILLS &amp; ABILITIES</b>	Knowledge of the Island Dental situation Ability to work on own initiative Ability to work as part of a team Articulate	IT skills Good Handwriting	Application, Interview	
<b>PERSONAL ATTRIBUTES</b>	Excellent communication skills Neat and tidy appearance Pleasant disposition Honest and trustworthy Caring attitude		Interview	
<b>OTHER RELEVANT REQUIREMENTS</b>	Flexibility Ability to cover other nurses	Car owner/driver	Interview	