Dear applicant,

Thank you for your interest in this post and for taking the time to read this information pack. We hope this exciting and rewarding role catches your imagination and that you are encouraged to apply.

As the largest Health Board in Scotland, NHS Greater Glasgow and Clyde plays a vital role in the education and training of doctors, nurses and other health professionals, working closely with local universities and colleges. It also provides the full range of community hospital services. The Board has an annual turnover of £3.2 billion per year. It serves a population of 1.2 million people and employs 39,000 staff.

Along with many NHS providers, the Board must respond vigorously to operational, quality and financial challenges in order to continue to improve outcomes for, and the experience of, our patients and the communities we serve. The Board is a large organisation operating in an increasingly tough environment. Building enduring relationships with our partners is vital to continue to drive the changes we are making. Effective communication and productive dialogue is challenged by the spread of the organisation’s sites and stakeholders over a wide geographical area, as well as the variety and large number of partners we work with. The Board is managing these challenges and has developed a positive platform to continue to improve towards excellence.

To drive forward these improvements the Board must have the ability to make tough decisions at a time of change. The next step in the Board’s journey is essential: to build and deliver a strategy that will engage the workforce and public in changing for the future to provide sustainable healthcare services, further embed a culture of innovation and meet the demands and exceed the expectations of our patients.

The following is included in this information pack to help you with your application:

- Job description
- Person specification
- A summary of the terms and conditions for the post
- The application process
- Guidance for completing your application form
- Working for NHS Greater Glasgow and Clyde

If you have a disability or long-term health problem, the Board is committed to offering reasonable adjustments throughout the recruitment process and employment. If you require further information or support, please contact Recruitment Services.

We very much look forward to receiving your application.

Recruitment Services
Job Description

1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Dental Nurse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible to:</td>
<td>Dental Team Leader</td>
</tr>
<tr>
<td>Department(s):</td>
<td>Public Dental Service</td>
</tr>
<tr>
<td>Directorate:</td>
<td>Oral Health Directorate</td>
</tr>
<tr>
<td>Operating Division:</td>
<td>East Dunbartonshire CHP</td>
</tr>
</tbody>
</table>

2. JOB PURPOSE

The post holder will work as part of a team within the Oral Health Directorate in providing an efficient, effective service to patients by generating a high standard of dental nursing assistance; ensuring agreed quality standards of dental nursing care are achieved.

3. ROLE OF DEPARTMENT

The Public Dental Service provides comprehensive dental care and Oral Health Education to priority groups of patients, including those with Special Needs – adult and paediatric learning disability, medically compromised, hearing and sight impaired, terminally ill, mental illness, anxious and/or dental phobia, patients with the challenging behaviours, elderly and all groups of children. Treatment is provided in fixed clinics, mobile units, schools & nurseries, care homes, hospitals, homeless units and domiciliary visits.

4. ORGANISATIONAL POSITION

```
Dental Manager

Dental Team Leader

Dental Nurse
```

5. SCOPE AND RANGE

The postholder will provide a full range of clinical dental nurse duties. The postholder will ensure a high standard of dental nursing is provided to clinicians at all times in clinical and community settings. The postholder will carry out administrative duties for the efficient running of the service. The postholder will carry out cross infection duties following policies and procedures. The range of duties is complex and depends upon the postholder using interpersonal and organisational
6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

To provide chair side support for dentists, therapists and student on outreach, including attendance at residential accommodation and domiciliary care. This involves emotional and physical support to the patient, assisting the clinician during treatment and with pre and post treatment care including the reinforcing of instructions to patients.

Provide oral health instruction, under the direction of the clinician, giving the patient encouragement, knowledge and skills to improve their dental health.

Collection of patient charges if appropriate.

Deal appropriately with enquiries or complaints from patients and/or their carers and other health care professionals.

Participate in the local system/protocol for reporting faults with dental equipment or estates.

Participate in a system ensuring emergency equipment is regularly checked and maintained to be able to deal with the management of any medical emergency.

Participate in the efficient use of all clinic appointment/recall systems.

Participate in the completion of statistical data and returns.

Maintenance of patient records and any associated paperwork.

Participate in maintaining systems for the efficient storage, filing and retrieval of patients records.

Participate in maintenance of x-ray developing systems and completion of information in the x-ray log book.

Flexibility to cover other clinics Directorate-wide as required.

Taking part in continuing education and personal development, through PDP process, keeping up to date with developments.

Take part in peer group meetings and activates.

Participate in the training and development of the dental nurse team.

Contribute to the maintenance of effective communication systems within the Directorate.

Participate in clinical audit and quality assurance to ensure effective systems of Clinical Governance.

7. EQUIPMENT AND MACHINERY

Responsibility for dismantling, assembly and preparation for safe use of specialised dental equipment for all clinical procedures.

Processing of equipments and instruments for use in the surgery and for onward transport to CSSD.

Aspirating system, cleaning and maintenance on a daily basis.

Operating and maintenance of amalgamator.

Dental handpieces, clean, lubricate and sterilise using autoclave.

Dental instruments, clean and sterilise using autoclave.
Usage and maintenance of ultra violet light curing light.
Personal computer & printer
Photocopier/fax
Telephone
General Office equipment

8. SYSTEMS

Patient appointment system R4
Patient Records System R4
X-ray log book recording system
Autoclave log book recording system
SMR13/GP17 and statistical data
National Dental Inspection Programme
Local protocols as above, e.g. fault reporting system
Daily use of PC intranet, email. Log sheets completed online and sent by e-mail.

9. DECISIONS AND JUDGEMENTS

Expected to use initiative prioritising workload of patients.
Deciding how urgent patients request for treatment is.
Accountable for own actions working within specific standards and procedures.

10. COMMUNICATIONS AND RELATIONSHIPS

The postholder will communicate with a wide range of individuals and agencies on a daily basis by telephone, emails and face-to-face correspondence. This involves speaking to patients and carers regarding appointments, to explain treatment and provide reassurance. The patient group includes children, special needs patients, patients suffering dementia and anxious/phobic patients. There is also a requirement to liaise with head teachers and nursing home staff regarding the arrangements for school inspections and nursing home visits respectively.

**Internal**
- Clinical Director
- Dental Nurses
- Dental Team Leader
- Dental Manager
- Operational Services Manager
- Other Dental Staff
- Administrative Staff
- General Dental Practitioners
- Oral Health Educators
- Local Integrated Board Staff
- Health Centre Staff
- Partnership Colleagues
- Dental Undergraduate Students

**External**
- Patients and carers
- Secondary Care
- Head Teachers
- Nursing Home Staff
11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

**Physical demands** – Requirement to assist patients on/off dental chairs (daily) and transferring to/from wheelchairs.
Sitting or standing in an awkward/uncomfortable position for extended periods (for up to an hour during patient treatment on a basis).
Requirement to travel as short notice to other clinical bases as required covering periods of absence.

**Mental Demands** – During the provision of treatment in a dental surgery environment a high level of concentration is needed during treatment to assess the patient needs and requirements. There is a simultaneous need to assess the dentist's needs and anticipate the current and future requirements for equipment, sterile instruments, drugs and medicaments. In relation to specific treatments different dentists within a team have different working practices which require to have detailed knowledge of potential appropriate variations in practice.
Whilst treatment is being carried out there is also unpredictable, uncontrolled and frequent interruptions from patients, carers and staff from other agencies in the form of telephone calls, or personal visits/enquiries whilst continuing to contribute to the safe management of clinical procedures currently underway. In relation to nursing home and domiciliary treatment settings the above requirements is even more demanding than above as the environment is less controlled.

**Emotional Demands** – Responding appropriately to patients questions and providing reassurance. The patient group includes children, special needs patients, patients suffering from dementia and anxious/dental phobic patients.

The postholder needs to be skilled in non-verbal communication in their assessment of the patient and in their support towards the management of clinical situations. Highly refined tact and persuasive skills are required to persuade and support patients with complex needs. There is simultaneous demand that the postholder manage the anxiety or phobia of the carer who are regularly present in the surgery during treatment (daily).
There is a potential need to deal with angry/abusive patients.

**Environmental demands** – Direct exposure to body fluids, mainly blood and saliva, extracted teeth and dentures on a daily basis. In the dental surgery environment there is a limited use of single use items of equipment and this necessitates the recycling of equipment which in other settings would usually be disposable e.g. Assembling and disassembling syringes and needles, to scrub clean manually heavily contaminated (e.g. dried blood) equipment in preparation for transport to CSSD for sterilisation and recycling for further use. In relation to domiciliary, nursing home and community environments clinical surgical treatment will require to be carried out in an uncontrolled and unpredictable environment and on occasions hazardous environment.

12. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To diplomatically protect the best interests of the patient without offending the sensitivities of the clinical disrupting the patient/clinician relationship.

Dealing daily with a mixture of clients with different physical, emotional, behavioural, medical and psychological needs.

Dealing with difficult and aggressive clients and carers.
13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- National Certificate of the National Examining Board for Dental Nurses (or hospital equivalent)
- Minimum of 3 years dental nurse experience
- Knowledge of Control of Infection Standard policies and procedures.
- Knowledge of Health and Safety policies.
- Become registered member of Dental Nurse Body.
- Keep up to date in all new materials/techniques used.
- CPR, emergency drug use.
- Substantial completion of forms.
- Recording of patient needs and treatment completed.
Summary of terms and conditions

The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement.

Job title: Dental Nurse - Oral Health

Job reference number: 0000046327G

Closing date: 17 March 2017

Vacancy enquiries to: For information specific to the role, contact: Lynda Fleming, 0141 314 9543

Agenda for Change band: Band 4

Salary: £19,902 to £22,683 per annum (pro rata where applicable). Please note candidates new to the NHS should expect to start at the entry point of the payscale shown.

Hours: 30.00 hours per week

Base: Glasgow Area

Contract type: Permanent

Annual leave: The basic annual leave entitlement in a full year commencing 1st April to 31st March is 27 Days on appointment, rising to 29 days after five years and 33 days after 10 years. Leave entitlement is pro rata where applicable.

Superannuation: All employees are automatically enrolled into the Scottish Public Pensions Agency.

Healthcare Support Workers: All NHS Scotland postholders that are not governed by a regulatory or professional body are considered to be healthcare support workers. On appointment, you will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.

Healthcare Support Workers are expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non-clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.

Smokefree policy: NHS Greater Glasgow and Clyde operates a smokefree policy on all premises and grounds.

Equal opportunities: NHS Greater Glasgow and Clyde is as an equal opportunities employer.
The Application Process

Please ensure you read the Job Description and Person Specification along with the guidance notes on completing your application form. The hiring manager will shortlist an application for interview based on its content, therefore it is in your best interests to ensure you submit a fully and appropriately completed application.

You will receive confirmation that your application submission has been received when you submit your online application form. When we begin to process your application, you will receive an email from NHS Greater Glasgow and Clyde confirming receipt. If you have not received a confirmation email within 3 days working days from the closing date, please email nhsggcrecruitment@nhs.net.

Unfortunately, due to the volume of applications NHS Greater Glasgow and Clyde receive, we are unable to write to applicants who are not successfully shortlisted for interview. Accordingly, if you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

We will use several methods of communication to advise you of each stage of the recruitment process this includes: email, letter, SMS text, or telephone. It is essential that you regularly check your email and your phone to see if we have been in contact with you to update you on the progress of your application. Please ensure your email account does not treat NHS Greater Glasgow and Clyde email as spam or junk by adjusting the necessary settings.

Please ensure you retain a copy of the job description and person specification for the post you are applying for – you will need this to help you prepare if you are selected for interview.

Please retain details of the job reference number – you will need this if contacting NHS Greater Glasgow and Clyde Recruitment Services.

Should you require further information or assistance in relation to your application please visit www.nhsggc.org.uk/recruitment or email your enquiry to nhsggcrecruitment@nhs.net. Please ensure you have the job reference number to hand.

For details on what happens once you have submitted your application, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Guidance for completing your application form

Completion of the application form is the first stage in the recruitment process, and if you are successful, will form the basis of your employment record. Complete and accurate information is essential. Please note: If you knowingly withhold or provide false or misleading information, this may result in your application being rejected, or if appointed, may result in dismissal from your post.

Your application form plays a vital role in the recruitment and selection process. The information you provide us with in your application form will be used to decide whether you are shortlisted to attend an interview. Only those applicants who can clearly demonstrate in their application form how they meet the minimum essential requirements for the post as specified in the job description and person specification will be considered for interview selection.

Applicants should read the candidate information pack and job description for the post prior to completing the online application form.

When completing the online application form applicants should read the instructions in each section and note the following:

- the application form has an automatic time out mechanisms, therefore you should click on the "save" button as you go through the application form or copy and paste from another document, to avoid losing content.
- please do not use any special characters (i.e. £, #, &, %) when completing your application. You are permitted to use the '@' symbol.

It is recommended that you complete all relevant sections of the application form. It does not matter how long ago your last employment was, if you have an employment history please list it.

If you have not previously been employed, please use the “Present or Most Recent Post” section to detail what you have been doing (i.e. full time student / parent / carer).
Please note that you can list unpaid work including work placements and volunteer work in your employment history.

NHS Greater Glasgow and Clyde do not accept Curriculum Vitae (CV), unless a CV has been specifically requested as part of the recruitment process.

By completing and submitting an application for this post you give your consent for NHS Greater Glasgow and Clyde to commence pre-employment checks, including reference checks, once your formal conditional offer of employment is made to you. Click Here for more information. For details on NHS Greater Glasgow and Clyde’s pre-employment check procedures, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
**Part A (Personal information), Part B (Declarations), Part C (Application Details)**

The job description provides information about the main duties and responsibilities of the post being advertised. It also describes the purpose of the post. Please ensure that your application form clearly demonstrates how your skills / knowledge / experience can be utilised in the role.

The job description and person specification also specify the requirements or criteria (knowledge, skills, experience, abilities and qualifications) that are essential or desirable to perform the duties outlined. Please ensure in your application that you demonstrate how you meet the minimum essential criteria and where applicable, the desirable criteria for the role.

Certain posts in NHS Scotland are exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. Click Here for more information. If the advertisement for this position has declared that we require a Disclosure Scotland PVG Scheme Membership / Disclosure Scotland Check, you must declare any previous convictions, classed as either “spent” or “unspent”, including criminal convictions received outside the United Kingdom.

The Asylum and Immigration Act 1996 states that it is a criminal offence to employ a person who is not entitled to work in the United Kingdom (UK). Consequently, before NHS Greater Glasgow and Clyde offers employment, the prospective employee must provide evidence, that he/she is entitled to work in the UK. All applicants regardless of nationality will be asked to provide evidence of eligibility to live and work in the UK.

As a Disability Confident Employer, NHS Greater Glasgow and Clyde operates a Guarantee Interview Scheme for disabled applicants. Candidates who have declared a disability and who meet the **minimum essential criteria** outlined within the job description / person specification will be guaranteed an interview.

You must provide full and complete employment references including a work email address (personal email address for employment references may not be acceptable) covering a minimum period of the last three years. Employment referees should be listed in chronological order – that is the most recent first. If you have had more than two employers in the last three years we will require additional references. Character referees should only be used in the event that you cannot provide two employer references covering the last three years.

Any gaps in employment history must be detailed within your supporting statement and will be explored carefully with you at the interview stage.

If you have an employment history of less than three years, you should provide full details of an academic referee or other person who is not a friend, is not related to you or involved in any financial arrangement with you to provide a personal reference.
If you have had no previous employment or have been self-employed you should provide details of two personal referees as outlined above and where applicable evidence to confirm your status (i.e. letter from Jobcentre Plus, academic record or evidence from HM Revenue & Customs) if you are shortlisted for interview.

Your application form provides you with an opportunity to provide a supporting statement. This section is one of the most important in the application form as the information that is provided here will be evaluated and used to decide if you are invited to attend interview. This section gives you the opportunity to describe and demonstrate the particular qualifications, skills, abilities, knowledge, relevant experience and other qualities that make you a good candidate for the post.

Part D (Equal Opportunities)
This part of the form is optional and the information you provide in this section exercises no part of the selection process. It is treated in confidence and only the Recruitment Service or Human Resources staff can access this information for the purpose of recording and compliance monitoring, to ensure our workforce is balanced and represents the best candidates from all parts of society regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity status, race, religion or belief, sex, sexual orientation and/or socio-economic status.

Data Protection Act 1998
The information you provide on your application will be treated in confidence. Only those NHS Greater Glasgow and Clyde staff involved in the selection process and processing your application will see your application form. If you are the successful applicant your application form will be retained and used to create your employee record file. Your application form will be held for 12 months, from the date of your application, within the NHS Greater Glasgow and Clyde recruitment system, after which period it will be deleted from the system.
Working for NHS Greater Glasgow and Clyde

About us
NHS Greater Glasgow and Clyde is the largest health board and provider of healthcare in Scotland and one of the largest health care providers in the UK.

NHS Greater Glasgow and Clyde's purpose is to:

"Deliver effective and high quality health services, to act to improve the health of our population and to do everything we can to address the wider social determinants of health which cause health inequalities."

The Board works in close partnership with other NHS organisations, local authorities and other agencies including the third sector to ensure that social work, education, housing, employment and environmental services unite effectively and efficiently with the NHS in tackling inequalities and underlying health problems in local communities.

The future shape of health and social care provision is changing following the move to establish new statutory Partnerships between NHS and Local Authorities, responsible for the planning and delivery of Health and Social care for local populations. This requires the development of very different relationships between primary care, mental health services, community and acute services.

NHS GGC serves a population of 1.2 million (over 1/5 of the population of Scotland) with services provided by 39,000 staff.

The geographical area covered includes: Glasgow City, West Dunbartonshire, Inverclyde, Renfrewshire, East Renfrewshire, East Dunbartonshire and North Glasgow (Stepps-Moodiesburn corridor).

Our services
NHS Greater Glasgow and Clyde provides a full range of Secondary and Tertiary Clinical services, Primary Care, Mental Health and Community services included in which are a number of world-class specialist services.

Find out more about NHS Greater Glasgow and Clyde at [www.nhsggc.org.uk](http://www.nhsggc.org.uk).

If you want to know more about the NHS Scotland, visit [www.show.scot.nhs.uk](http://www.show.scot.nhs.uk).

If you are successful in your application to join us, you will be working within one of our Acute, Primary and Community Care Services. These services are in turn supported by a range of Corporate Service functions including Administration, eHealth, Finance, Human Resources, Public Health, Corporate Planning, Facilities and Estates.
• Click Here to find out more about our Community Services
• Click Here to find out more about our Mental Health Services
• Click here to find out more about the services in your area
Employee benefits
We offer all our staff excellent benefits including:
- NHS Superannuation pension scheme,
- Child Care Vouchers,
- Bursaries to support education and training,
- Interest free loans to purchase Zonecards for trains, buses, underground and some ferries
- Cycle to work interest-free loans to purchase bicycles and equipment

For more information on the benefits available to NHS Greater Glasgow and Clyde staff, visit www.healthservicediscounts.com.

Further information
For further information on any aspect of the recruitment process or for further details on working within NHS Greater Glasgow and Clyde contact:

NHS Greater Glasgow and Clyde
Recruitment Services
West Glasgow Ambulatory Care Hospital
Dalnair Street
Glasgow
G3 8SJ

Tel: +44 (0)141 278 2700
Email: nhsggcrecruitment@nhs.net