DENTAL TECHNICIAN - ORTHODONTICS
Orthodontic Laboratory
Glasgow Dental Hospital and School

Job Reference: 0000046785G
Closing Date: 14 April 2017

www.nhsggc.org.uk
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
**Agenda For Change Job Description**

1. **JOB IDENTIFICATION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Dental Technician Grade 5</th>
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</thead>
<tbody>
<tr>
<td>Responsible to:</td>
<td>Laboratory Manager</td>
</tr>
<tr>
<td>Department:</td>
<td>Orthodontics</td>
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<tr>
<td>Directorate:</td>
<td>Oral Health</td>
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</tbody>
</table>

2. **JOB PURPOSE**

   The post holder is required to construct fixed and removable specialised orthodontic appliances with a high degree of individual skill and responsibility.

3. **ROLE OF DEPARTMENT**

   The post holder is responsible under supervision for the provision and manufacture of specialist orthodontic appliances to Consultant, Post graduate and under graduate student clinics to all departments within a teaching hospital environment and related Dental Function units.

4. **ORGANISATIONAL POSITION**

   - Laboratory Services Manager
   - Laboratory Manager
   - Highly Specialist Dental Technician
   - Specialist Dental Technician
   - **Dental Technician (this post)**
   - Clerical Officer

5. **SCOPE AND RANGE**

   To develop, with experience, the ability to analyse complex treatment plans and gain the necessary knowledge to deal with sensitive/contentious/situations/information when required.
   To develop the ability to meet with and discuss complex technical procedures and the range of treatment options with consultants, specialist registrars, house officers, undergraduate students, post graduate students and patients.
   Responsible for own day to day time management and punctual delivery of highly specialised appliances to meet pre-arranged appointments.
   Comply with national protocols and policies. Eg. Medical devices Directive, Control of Substances Hazardous to Health, and Safety Policies etc.
   Due to the difficulty of arranging meetings with various levels of clinical staff the post holder must have the ability to prioritise and reorganise workload to fulfil the technical activity within specified schedules.

6. **MAIN TASKS, DUTIES AND RESPONSIBILITIES**

   To gain further experience and knowledge in order to become fully competent in the provision of highly specialised clinical/technical services.
   Construction of a full range of complex appliances required for any of the specialised clinics as listed above.
   Construction of diagnostic casts with diagnostic wax-ups for treatment planning.
   Mounting of models on semi-adjustable articulators using face-bow recordings for analysis of occlusion.

   **Later stages of development**
   Construction of specialist surgical stents for oral surgery department in relation to implant placement.
   Construction of highly specialised implant – related appliances.
Construction of highly specialised fixed, removable and functional appliances requiring precision attachments. Construction of models and appliances for research and development and for teaching purposes. Discuss, advise, and clarify appliance specification with individual members of staff and students. Regularly responsible for professional clinical/technical supervision of undergraduate/postgraduate students and professions complimentary to dentistry.

7a. EQUIPMENT AND MACHINERY

Personal use of specialised highly complex equipment. Regular maintenance and cleanliness of designated laboratory areas. Responsible for maintenance and fault finding of specific items of complex equipment and machinery to ensure equipment is safe for all members of staff. Daily use of computer aided manufacturing equipment ie. Furnaces (burn-out and porcelain) and casting machines, milling machines, motorised hand pieces, semi-adjustable articulators, surveying equipment, soldering equipment, vacuum mixers, fume cabinets, dust extraction, electro-plating unit, pressure curing chambers. Gain knowledge of various ceramic systems, eg. Pressible ceramics, castable ceramics, milled ceramics requiring CAD/CAM technology

Report and record faulty equipment to Lab. Manager as required, helping to maintain safe laboratory function. Regularly participate in research and development activity, this includes equipment and materials testing, taking part in audits and clinical/technical trials.

7b. SYSTEMS

E-mail
Staff intranet
E-Ksf
Lab. management system.
Accurate hard copy recording of work flow.

8. DECISIONS AND JUDGEMENTS

Responsible for own time management, plans and prioritises own duties to meet the patient requirements. Work independently within defined occupational policies, protocols and guidelines. Display autonomy within all technical aspects required.

Work is managed rather than supervised. Reports to Dental Laboratory Manager. Has the ability to analyse complex treatment plans with consultants, specialist registrars and undergraduate students, advising them on the most appropriate technical course to achieve the best possible results for the patient.

Performance levels are monitored annually through appraisal and performance development systems.

9. COMMUNICATIONS AND RELATIONSHIPS

To learn and develop technical skills to the level of competence of a senior technologist, to develop the skills and knowledge to instruct/explain various complex clinical/technical procedures to different groups of clinical/technical staff Eg. Consultants, specialist registrars, house officers, postgraduate/undergraduate students, dental nurses, hygienists and junior dental technologists.

10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

**Physical skills** – to liaise with students/ staff to discuss suitability of impressions/casts for work to progress, this requires negotiating skills to ensure agreement and cooperation from all sides. To describe, explain, give advice and instruction on procedures that are complex/sensitive to consultants, specialist registrars, house officers and students. Specialist knowledge required to recognise faults that occur. **Physical demands** – Dental technologist require highly developed physical skills with a high degree of speed and manual dexterity in order to produce work within specified guidelines. Daily intensive and prolonged periods of concentration are required in conjunction with a high level of manual dexterity with highly developed hand-eye coordination. Prolonged periods of standing at benches during plasterwork and finishing stages of construction.
Mental demands - the post holder is required to attend clinics during training to discuss and demonstrate the procedures required to achieve desired treatment plan. Liaise with reception and clinical staff to coordinate suitable appointment times.

Emotional demands – Due to the highly specialised nature of the profession, contentious situations often arise whilst discussing patient care. In these situations negotiating skills, tact and diplomacy are required to ensure the best possible working relationship between clinical and technical staff. Compromise and in-depth discussion is often required to arrive at a suitable conclusion overcoming some barriers of understanding that exists between the clinical and technical specialities. Frequently required to use tact and diplomacy when dealing with students, Dental Nurses and Clinicians who fail to comply with cross infection procedures.

Working conditions – Daily requirement to sit and work for prolonged periods of time in a restricted position, working to small tolerance levels to produce appliances requiring a high level of accuracy and precision. Using specialist equipment daily to produce appliances requiring a high level of accuracy and precision ie micro motors and scalpels etc.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To be able to put the specialist knowledge into practice and gain the experience to develop further in the role.
Having to learn how to adapt standard procedures to incorporate the use of new modern materials and equipment and overcome some barriers, demands and expectations that exist in a constantly evolving process.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

**Essential Qualifications:**
Registered Dental technologist holding a BSc in Dental technology or equivalent working towards post graduate level qualification or equivalent experience in orthodontic technology.
Evidence of continuing professional development.

**Knowledge:**
Specialist knowledge of a range of orthodontic procedures.
Knowledge of impression taking (techniques and materials).
Oral and facial anatomy.
Tooth morphology and clinical charting
Understanding occlusion difficulties that can arise with temporo-mandibular joint dysfunction.
Understanding the different sensitive nature of the materials, various acrylics, silicone materials and metals and how they work together.
Understanding of static and dynamic occlusion.

**Administrative knowledge:**
Laboratory booking in/out procedures
Processing and storage of all relevant documentation, both hard copy and electronically, using database management.
Storage and distribution of completed work
Use of computers to send and receive information.
Use of intranet site to keep up to date with policies and relevant information.
Assist in the recording of stock levels within the laboratory.
Participate in department/laboratory audits.
### 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.

<table>
<thead>
<tr>
<th>Job title</th>
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<tbody>
<tr>
<td>Job reference number</td>
<td>0000046785G</td>
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<tr>
<td>Closing date</td>
<td>14 April 2017</td>
</tr>
<tr>
<td>Vacancy enquiries to</td>
<td>For information specific to the role, contact: Douglas Moore, 0141 211 9677</td>
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<tr>
<td>Agenda for Change band:</td>
<td>Band 5</td>
</tr>
<tr>
<td>Salary</td>
<td>£22,440 to £29,034 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.</td>
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<tr>
<td>Hours</td>
<td>37.50 hours per week</td>
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<tr>
<td>Base</td>
<td>Glasgow Dental Hospital and School</td>
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<tr>
<td>Contract type</td>
<td>Permanent</td>
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<tr>
<td>Annual leave</td>
<td>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.</td>
</tr>
<tr>
<td>Superannuation</td>
<td>All employees are automatically enrolled it the Scottish Public Pensions Agency.</td>
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<tr>
<td>Healthcare Support Workers</td>
<td>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.</td>
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<tr>
<td>Smokefree policy</td>
<td>NHS Greater Glasgow and Clyde operates a smokefree policy on all premises and grounds.</td>
</tr>
<tr>
<td>Equal opportunities</td>
<td>NHS Greater Glasgow and Clyde is as an equal opportunities employer.</td>
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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.
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.

If you want to know more about the NHS Scotland, visit 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](http://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: nhsggccruitment@nhs.net