1. JOB IDENTIFICATION

Job Title: QUALIFIED DENTAL NURSE

Department(s): NHS Orkney Dental Department,

Job Reference:

Names of Job Holder(s):
**NHS ORKNEY JOB DESCRIPTION**

2. **JOB PURPOSE**

The post holder will be one of a team of Dental Care Professionals (DCPs) responsible for providing a high standard of nursing assistance/patient care and administration duties. Assuring quality standards associated with NHS Orkney Dental Services.

3. **ORGANISATIONAL POSITION (Chart)**

Organisational chart attached

4. **SCOPE AND RANGE**

Working as part of a team providing NHS dental cover to a population of 20,000 people at one of four dental clinics. Offering general dental treatment to registered patients plus a variety of other services including:

- Emergency treatment to unregistered patients and visitors, domiciliary visits, Consultant Oral Surgery, Restorative and Orthodontic Services, dental treatment for Special Care Patients and the Dentally Anxious, preventative treatments, Childsmile, Caring for Smiles and National Dental Inspection Programmes.

5. **MAIN DUTIES/RESPONSIBILITIES**

- Take part in continuing education and personal development, and training as appropriate in line with personal appraisal.
- Have a working knowledge of the resuscitation equipment and associated pharmacy.
- To implement all the agreed staff and clinical policies and procedures including Risk Management, Control of Infection, COSHH, Health and Safety and safe Clinical Waste disposal. At all times being aware of Health and Safety issues and maintain strict confidentiality for both patients and staff.
- Assist in training new dental nurses/receptionists.
- The ability to multitask efficiently

**Clinical**

- Prepare surgery and necessary instruments for each patient
- To assist the patient into the surgery and into the dental chair being aware of any known health or mobility issues
- To re-assure the patient before, during and after all dental procedures
- To chart the dentition and to have knowledge of numerous ways of recording this
- To aid the dentist, providing a clear and safe operating field, by means of retracting soft tissues and aspirating oral fluids
- To mix dental filling materials
NHS ORKNEY JOB DESCRIPTION

- To assist during endodontic treatment of patients
- To assist in the denture making process and preparation of crowns/bridges, ensuring all lab work has been completed for each appointment
- Cleaning and sterilising of instruments and surfaces
- Disposal of sharps and contaminated waste
- Processing of radiographs
- Maintaining stocks of materials
- To assist at all dental clinics and in hospital operating theatre when required
- Chaperone dentists and patients at all times
- Take part in the on-call dental service

Administrative/Reception

- Manning of reception desk
- Ensuring the medical history is entered in records
- Advise clinical staff of patient’s arrival
- Answering phone and dealing with patients in person
- Provide reception triage
- Making of appointments
- Explaining of treatment plans to patients
- Providing estimates
- Invoicing and taking of payments from patients
- Daily adding up of cash and reconciling of cash sheet
- Ordering of stores and checking of deliveries
- Collating of internal mail and external post for collection
- Implementing patient travel fund
- Sorting and distribution of incoming mail
- Checking off of laboratory work upon receipt
- Photocopying, faxing and filing
- Maintaining an accurate record system including x-rays and patient documentation
- General Administrative duties

6. SYSTEMS AND EQUIPMENT

In office:
- Windows XP or 7
- R4 – patient appointment and record system
- Outlook NHS email system
- Excel – local timesheets
- Microsoft Word – word processing
- Photocopier
- Shredder
## NHS ORKNEY JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Description</th>
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<tbody>
<tr>
<td>Fax machine</td>
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<tr>
<td>Answering machine</td>
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<tr>
<td>Printer</td>
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<tr>
<td>Telephone/intercom system</td>
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<tr>
<td>Streamline card payment system</td>
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### In surgery:
- Amalgam separator
- Amalgamator – automatic amalgam mixer
- X ray processor
- Record daily and weekly maintenance checks and report any faults
- Light cure gun
- Chair side system
- Compressor
- Emergency resuscitation kits – attend routine Dental ILS training including the use of these kits

### 7. DECISIONS AND JUDGEMENTS

#### Reception
- During the day these would include making appointments in the dentists’ diaries to fit in with appropriate clinics and rosters.
- Giving advice to patients with regard to toothaches etc over the phone and at reception.
- Dental triage necessitating prioritisation of the patients needs with regard to the clinical availability.
- Assist non clinical receptionists in triage queries.

#### Chairside Assistance
- Anticipation of dentist/clinicians requirements while ensuring the smooth running of the surgery which includes maintaining stock, appropriate instrument levels and implementing strict infection control
- Informing the dentist immediately of any changes in the patient’s well being or demeanour
- Implementing strict infection control
- Appropriate maintenance of stock and instrument levels

### 8. COMMUNICATIONS AND RELATIONSHIPS

- Important areas of communication would include those with work colleagues in the Dental Department and other dental clinics in Orkney.
- Communicating with patients and/or their carers by using the phone, at reception and in the surgery. Reassuring patients, putting them at their ease, explaining their treatment plans and answering their queries when they are worried, unsure or in pain
- Liaising with schools e.g. to arrange NDIP or Childsmile
**NHS ORKNEY JOB DESCRIPTION**

- Making travel arrangements within and out with Orkney for staff and patients
- Arranging referrals, clinics, appointments and follow up for NHS specialists and consultants
- Liaising with laboratories
- Ordering from suppliers both within Orkney and off the island, by phone, fax or email
- Phoning, faxing and emailing various NHS Orkney Departments
- Inputting patient data into R4 database, keeping them up-to-date and accurate
- Attending weekly local and monthly dental departmental meetings in order to maintain and build good communication with all other members of the dental department in NHS Orkney
- Processing referrals from General Dental and Medical Practitioners including forwarding referrals to other departments and consultants

### 9. PHYSICAL DEMANDS OF THE JOB

Dental nursing requires the post holder to be fit and able to carry out the duties often in an awkward stooped position for prolonged periods of time. It is in the post holders interest to take advantage of the courses on manual handling, back care and 4 handed dentistry to make sure the post holder is carrying out the duties in the best possible position. However there will be instances due to the needs of the patient that a difficult position may need to be adopted by the operator.

Physical skills:
- High manual dexterity for clinical work
- Keyboard dexterity for data handling and clinical records
- Driving skills to drive vehicle to outlying areas
- Physically able to travel to domiciliary visits on the mainland and in the isles using the most appropriate transport
- The working day can be 9.5 hours long. The post holder must be physically able to sustain concentration for this length of day.
- Some of the dental clinics are on more than one level and consequently a lot time is spent using the stairs throughout the working day. Stores have to be constantly carried around to the various levels
- Due to the nature of the equipment and location of surgeries staff experience extremes of temperature which considerably contributes to the physical demands of the job.
- In the office the patient records and the appointment books are computerised and subsequently a lot of time is spent in front of the monitor using the mouse, the keyboard and very often the telephone.
- Taking part in the On Call service, after working a full day, can be tiring.

### 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
One of the most challenging parts of the job in the surgery would include:-
Working to a tight time schedule, ensuring the dentist/clinician has the assistance, materials and instruments required, whilst not compromising cross infection control or patient safety in a clinical environment.
Staffing difficulties often require provision of cover for other surgeries and clinics where various dental services are provided. This requires dental nursing staff to be extremely flexible and adaptable as this cover is often at short notice.
In the office one of the most difficult parts of the job is dealing with patients who show annoyance or aggression.
Dealing with the dentally anxious individuals

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

A qualification in dental nursing, SVQ level 3, NVQ level 3 or the National Examining Board for Dental Nurses National Certificate, is required. Compulsory registration with the General Dental Council will necessitate participation in verifiable CPD.
Attendance to compulsory NHS Orkney training.
**NHS ORKNEY JOB DESCRIPTION**

**PERSON SPECIFICATION**

**Job Title:** Qualified/Unqualified Dental Nurse  
**Department:** Dental  
**Location:** Various Dental Clinics

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<tr>
<th>FACTOR</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tbody>
<tr>
<td>EXPERIENCE</td>
<td>Previous experience with computers, their packages and office equipment</td>
<td>Previous experience in similar type post</td>
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<td>Previous experience in similar type post. (If qualified)</td>
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<tr>
<td>QUALIFICATIONS TRAINING</td>
<td>National Dental Nursing Examining Board Qualification or Dental Nurse SVQ</td>
<td>Other relevant training or qualifications in care or administration</td>
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<tr>
<td>RESEARCH PUBLICATIONS</td>
<td>level 3 (if qualified) inc mandatory GDC CPD</td>
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<td></td>
<td>Educated to Standard grade level or above</td>
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<td></td>
<td>Be prepared to undertake the Dental Nurse SVQ training and qualification</td>
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<tr>
<td>KNOWLEDGE AND SKILLS</td>
<td>Ability to work to a high level of manual dexterity.</td>
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<td>Awareness of the importance of Confidentiality of patient information.</td>
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<td>Excellent written and oral communication skills</td>
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<td>Awareness of the importance of Infection Control</td>
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<td>Ability to work as part of a team</td>
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<td>Computer Literate</td>
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<tr>
<th>DISPOSITION</th>
<th>Ability to use own initiative</th>
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<tbody>
<tr>
<td>Reliability</td>
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<tr>
<td>Ability to work under pressure with understanding and compassion</td>
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<td>Ability to cope with change</td>
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<th>OTHER</th>
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<tr>
<td>Be able to work on the rota for the on call service (If qualified)</td>
<td>Driving Licence</td>
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<tr>
<td>Be able to work on a flexible basis</td>
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<td>You may be required to rotate to various dental bases to provide cover when required</td>
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