JOB DESCRIPTION

1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Trainee Dental Nurse</th>
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</thead>
<tbody>
<tr>
<td>Responsible to (insert job title):</td>
<td>Dental Operational Services Manager</td>
</tr>
<tr>
<td>Department(s):</td>
<td>Oral Health Directorate</td>
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<tr>
<td>Directorate:</td>
<td>Oral Health Directorate</td>
</tr>
<tr>
<td>Operating Division or GGHB:</td>
<td>Acute Division</td>
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<tr>
<td>Last Update (insert date):</td>
<td>February 2008</td>
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</tbody>
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2. JOB PURPOSE

The post holder will work as part of a team in providing an efficient, effective service to patients including patients with special needs, by generating a high standard of dental nursing assistance under supervision and ensuring agreed quality standards of dental nursing care are achieved.

3. ORGANISATIONAL POSITION

Dental Nurse Manager/Senior
Dental Nurse

Trainee Dental Nurse
4. SCOPE AND RANGE

- Provide a range of routine dental chairside support activities relevant to stage of competence
- Provide and receive routine information
- Understand national and local policies and protocols relating to Health & Safety
- Understand and follow organisational polices

The post holder has a key role in the efficient running of a defined area/clinic and will ensure a high standard of dental nursing, under supervision, is provided to clinicians (involving Community Dentists, Salaried Dentists, Therapists, Hygienists, Training Grade Dentists and Therapy Students) at all times. The post holder will ensure clinical protocols are adhered to.

You will be assigned a main base but will rotate through all placements in order to maximise your clinical experience.

5. MAIN DUTIES/RESPONSIBILITIES: As a trainee

- Develop competence across a wide range of dental chairside support procedures.
- Develop knowledge of a wide range of practical treatment procedures and the relevant support necessary to ensure effective outcomes.
- Develop competence in the manipulation and application of dental materials across a wide range of dental treatment procedures.
- Develop a comprehensive knowledge and application of a wide range of dental instruments and other relevant equipment necessary during preparation for treatment procedures.
- Learn to prepare individual treatment rooms for a wide range of dental procedures.
- Develop and demonstrate competence in decontamination and sterilisation of medical and dental devices within clinical and non clinical environments, ensuring appropriate records are completed.
- Be responsible as part of the clinical team for the care of the patient from arrival to completion of treatment.
- Under supervision carry out the following: reception duties, answering telephone, receiving mail, meeting and greeting of patients and/or carers, managing department diaries and day books, sending appointments by mail, maintenance of monthly recall systems, filing and pulling of patient records, maintenance and upkeep of all patient records and correspondence.
- Participate in audit procedures under the direction of appropriate clinicians.
6a. EQUIPMENT & MACHINERY

Following the completion of appropriate training:

- Responsibility for dismantling, assembly and preparation for safe use of specialised dental equipment.
- Portable Daray operating light.
- Velopex developing machine (x-ray developer)
- Autoclave (sterilisation of equipment)
- Ultrasonic washer
- Washer disinfecter
- Personal computer & printer
- Photocopier/fax
- Telephone
- General office equipment
- Refrigerator (storage of dental materials whilst also adhering to cross infection control policies)

6b. SYSTEMS

- Waiting list (electronic/paper)
- Patient appointment system (manual/ computerised:R4)
- Patient Records system
- X-ray recording system
- SMR13 (statistical data) GP 17’s
- Specialised National Dental Inspection Programme software.
- Local protocols as above, e.g. fault reporting system

7. DECISIONS AND JUDGEMENTS

- Work is supervised according to skills and procedures undertaken.
- Work is allocated according to the standard operating procedure guidelines and where a senior member of dental nursing staff is always available.
- Required to use a degree of initiative while carrying out daily duties. However, a senior member of dental nursing staff is always available for reference.

8. COMMUNICATIONS AND RELATIONSHIPS – under supervision

- The post holder will communicate with a wide range of individuals and agencies on a daily basis by telephone, correspondence and also on a face-to-face basis.
- Responding appropriately to patients with challenging behaviour emotional, physical, mental, medical special needs both children and adults.
- Liaising with GDP practices and staff, the GDH and fostering a positive relationship.
• Understanding non verbal signals from both patients and operator when dealing with special groups of patients.

• Motivational and empathetic skills.

• Responding in an appropriate and sensitive manner to possible signs of child abuse.

### 9. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Trainees will be supported at all times

**Physical demands**

- Requirement to assist patients on and off dental chairs (daily) and in transferring to and from wheelchairs. The post holder will be trained in the use of hoists for moving patients with a disability.

- Regular & frequent lifting of record cards, files, heavy domiciliary and NDIP equipment, oxygen cylinders, boxes of stock items.

- Frequently sitting or standing in an awkward/uncomfortable position for extended periods (of up to one hour at a time) during an operational session.

- Constantly multi-tasking.

- Carrying instruments backwards and forwards constantly during and after treatment sessions.

**Mental Demands**

- Monitoring of the patient's physical signs during treatment.

- During the provision of treatment in a dental surgery environment, a high level of concentration is needed to assess the patient needs and requirements. There is a simultaneous need to assess the dental surgeon’s needs and anticipate in a proactive manner the dentist’s current and future requirements for equipment, sterile instruments, drugs and medicaments (dental materials). In relation to specific treatments, dental surgeons within teams have different working practices, which require detailed knowledge of potential variations in practice.

- Whilst treatment is being carried out there is also unpredictable, uncontrolled and frequent interruptions from patient’s carers or staff from other agencies. These may be telephone calls, or personal visits/enquiries which must be dealt with whilst continuing to contribute to the safe management of the clinical procedure currently underway. In relation to nursing home and domiciliary treatment settings, the above requirements are even more demanding as the environment is less controlled.

**Emotional demands**

- Dealing with patients with special needs or dementia, there is also the requirement to reassure and explain treatment to children or phobic patients (daily basis). There is a simultaneous demand that the post holder will manage the anxiety or phobia of the carer who is regularly present in the surgery during treatment.

- Direct exposure to the terminally ill.

- Regular exposure to distressing circumstances.
• Dealing with difficult family situations or circumstances.
• Dealing with individuals with challenging mental, physical and behavioural problems.

**Environmental demands**
• Direct exposure to body fluids; mainly blood and saliva, extracted teeth, dentures, head lice and body odour on a daily basis. In the dental surgery environment, there is 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 involving re-sheathing disposable needles increasing the risk of needlestick injury. To scrub clean heavily contaminated (e.g. dried blood) equipment in preparation for sterilisation and recycle for further safe use.
• Exposure to unpleasant and often unclean working environment.
• 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 occasion, hazardous environments.
• There is a requirement to deal with angry/abusive patients or carers on a daily basis.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Building relationships with large numbers of staff whilst rotating through several different settings

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

Required to pursue academic studies whilst fulfilling day to day responsibilities as a trainee dental nurse.

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

Working towards a nationally recognised qualification in dental nursing awarded by the National Examining Board for Dental Nurses. This qualification is registerable with the General Dental Council.

Clinical knowledge acquired:
• Knowledge of oral anatomy
• Detailed knowledge of dental and regional anatomy
• Clinical dental charting of teeth and support structures
• Body systems anatomy and physiology
• Knowledge of application of a wide range of dental materials and instruments used across the full spectrum of dental procedures
• Understanding of behavioural sciences
• Aetiology of oral and dental disease
• Causes, transmission and control of infection
• Knowledge and application of Health and Safety Legislation
• Knowledge and application of NHS Greater Glasgow and Clyde policies and procedures
- Awareness of child protection guidelines
- Recognition and management of dental and medical emergencies

**Education/Continuing Professional Development**

Participate in personal and career development plan to maintain and build on knowledge and skills base in order to maximise the positive patient experience and personal learning outcomes. Carry out reflective learning.

<table>
<thead>
<tr>
<th>12. JOB DESCRIPTION AGREEMENT</th>
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<tbody>
<tr>
<td>Job Holder’s Signature:</td>
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<tr>
<td>Head of Department Signature:</td>
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<tr>
<th>Date:</th>
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<tr>
<td>Date:</td>
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</table>
## PERSON SPECIFICATION FORM

**Job title:** Trainee Dental Nurse

**Department:** Rotational

### Qualifications

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
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<tbody>
<tr>
<td>3 Standard Grade Credit level passes (Grades 1,2,3) or equivalent</td>
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<td>√</td>
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<tr>
<td>English Science based Subjects</td>
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### Experience

<table>
<thead>
<tr>
<th>Experience</th>
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<th>Desirable</th>
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<tbody>
<tr>
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### Behavioural Competences

<table>
<thead>
<tr>
<th>Behavioural Competences</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Self motivated</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Positive approach</td>
<td>√</td>
<td></td>
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<tr>
<td>Willingness to learn</td>
<td>√</td>
<td></td>
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<tr>
<td>Ability to work as a team member</td>
<td>√</td>
<td></td>
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<tr>
<td>Ability to develop good working relationships</td>
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<tr>
<td>Commitment to provision of quality care</td>
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<td>√</td>
</tr>
<tr>
<td>Reliability</td>
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### Other

<table>
<thead>
<tr>
<th>Other</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Good interpersonal skills</td>
<td>√</td>
<td></td>
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<tr>
<td>Good communication skills</td>
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<tr>
<td>Good organisational skills</td>
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<td></td>
</tr>
<tr>
<td>Attention to detail</td>
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<td>√</td>
</tr>
<tr>
<td>Manual dexterity</td>
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<td></td>
</tr>
<tr>
<td>Ability to write legibly</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Attention to detail</td>
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INTRODUCTION

The major requirement of being a dental nurse is a sympathetic and understanding approach, as you will be dealing with patients who are frequently nervous and worried. It is easier to reassure patients if you have a confident manner.

Obviously, you must have the ability to acquire a thorough knowledge of your duties. This expertise, together with the efficiency it creates, enables you to make the visit easier for both patient and Dentist. There is a strong organisational element in the job, so it is helpful to have the ability to work in an orderly fashion.

The work is demanding and can entail working longer working hours than other occupations since the Dental Nurse cannot leave the surgery until a treatment session is complete. Every session is unpredictable so you have to be able to think on your feet and cope easily with rapid changes of plan.

TRAINEE DENTAL NURSE COURSE

The course commences on 1st September 2010 and will run for two years ending 31st August 2012. Unlike many other academic courses, the Dental Nursing Course requires trainees to pursue their academic studies whilst fulfilling day to day responsibilities as a trainee dental nurse. Therefore, you will have to organise your studies and daily work accordingly including studying in your own spare time and over the holiday periods.

In order to ensure you develop a well-balanced knowledge of the working of each dental speciality, your placements within each site/clinic will be on a rotational basis. After the initial induction period of 3 weeks, you will rotate within a number of sites across the Greater Glasgow and Clyde area. These sites include Glasgow Dental Hospital, Community Dental Services and General Dental Practices.

The Oral Health Directorate will employ you for the duration of the course. As such, you will receive a contract of employment and be subject to the same policies and procedures as every other employee, i.e. attendance, dress code etc. The Oral Health Directorate provides each Trainee Dental Nurse with an annual salary pro rata per annum. Current salary (£12,709.90), this equates to 70% of maximum of Band 3 as stated under Agenda for Change.
Subjects studied

The course syllabus covers the key knowledge and skills required to be a Dental Nurse including the basic duties and role of a Dental Nurse. The key areas covered in the Course are as follows:

- Health and Safety in the Workplace
- Emergencies in the Dental Surgery
- Legal and Ethical Issues in the Provision of Dental Care
- Anatomical Structures and Systems Relative to Dental Treatment
- Oral Disease and Pathology
- Patient Care and Management
- Oral Health Promotion and Preventive Dentistry
- Restorative Dentistry
- Oral Surgery
- Orthodontic Procedures
- Dental Drugs, Materials, Instruments and Equipment
- Anaesthesia and Sedation in Relation to Dental Procedures

These topics are required for the National Certificate.

Training methods:

Training throughout the Course is carried out by West of Scotland Centre for Postgraduate Dental education (WSCPDE) on a day release basis to receive underpinning knowledge in the form of:

- Formal lectures
- Tutorials
- Orals
- Practicals

Assessment during Course

Regularly during the Course Tutorials, practical tests, written mock tests and oral tests will be carried out to assess your progress. In addition to this, every three months an overall assessment is carried out of your performance. At this time, your progress in terms of relations with colleagues and patients, reliability, appearance, timekeeping, attendance and general performance will be assessed. A pre-final examination is held four months prior to your National Examining Board of Dental Nurses Examination.

National Examining Board of Dental Nurses Examination

At the end of two years, your progress will be assessed by a number of means,

- Written examination
- Spotter tests
- Practical tests
- Oral tests
- Record of experience
Trainees, whose attendance is poor, for whatever reasons, will not be able to be presented for the Final Examination due to inadequate preparation, both clinically and academically. Therefore, whilst it is essential that you attain the academic knowledge and skills required for the post, it is vital that your attendance is excellent.

On obtaining the NEBDN qualification and prior to commencing work as a Dental Nurse you will be required to be registered with the General Dental Council.

As mentioned above, as well as studying for your National Certificate, you will be expected to carry out the duties and responsibilities of a Trainee Dental Nurse within the Oral Health Directorate.

You will carry out the duties listed below,

- Preparing the surgery, material and instruments
- Assisting Dental Surgeons as required, pass instruments, mix materials, keep patient’s mouth dry and maintain records as instructed.
- Assist in the development of x-ray films

Quality

- Meeting and preparing patients for treatment
- Care for patients before, during and after treatment.
- Ensuring patents and relatives are kept informed of any delays.
- At all times be aware of patients with special needs.
- Treat all patients, members of the public and colleagues as individuals and with respect at all times.

Resources

Maintain stock levels

Health and Safety

- Exercising responsibility for care, cleanliness and daily maintenance of specialised equipment.
- Compliance with Health and Safety procedures and infection control appropriate to each clinic.

Qualifications/Experience

You should possess a minimum of three standard grades at credit level, two of which must be English and a science-based subject. However, equivalent experience or qualification would be considered.

No previous experience is required; however, manual dexterity is essential.
Testimonies from past trainees:

“I chose to pursue a career in dental nursing as I felt that I would enjoy the challenge of learning something completely different.”
David Stirling, Trainee Dental Nurse

“I have been provided with excellent training and would recommend this course to others looking to gain a dental nursing qualification.”
Leanne Olsen, Trainee Dental Nurse.

“Since joining the course I personally feel I have gained some new qualities such as confidence, which is a high part of the role of a dental nurse.
Tony O’Kane, Trainee Dental Nurse.

“The tutors have helped me learn and understand all the different skills and qualities a dental nurse needs.”
Laura Mangan, Trainee Dental Nurse