# 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>
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<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>
</tr>
<tr>
<td>Last Update (insert date):</td>
<td>February 2008</td>
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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

![Organisational Structure Diagram]

- 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 policies

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>
<td>Date:</td>
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<tr>
<td>Head of Department Signature:</td>
<td>Date:</td>
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## PERSON SPECIFICATION FORM

**Job title:** Trainee Dental Nurse  
**Department:** Rotational

### Qualifications

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

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<thead>
<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>No experience required</td>
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### Behavioural Competences

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

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<thead>
<tr>
<th>Other</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Good interpersonal skills</td>
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<td></td>
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<tr>
<td>Good communication skills</td>
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<td></td>
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<tr>
<td>Good organisational skills</td>
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</tr>
<tr>
<td>Attention to detail</td>
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