

University of Suffolk Dental CIC

Dental Nurse

Directorate	University of Suffolk Dental Community Interest Company (CIC)
Location	James Hehir Building, Ipswich
Salary	Starting from £25,000
Contract status	Permanent
Probation period	6 months
Hours of work	37.5 per week
Annual leave entitlement	25 days per annum, pro rata plus bank holidays
Criminal convictions	This post is subject to a DBS check. (Enhanced / Children's Barred List / Adults Barred List)
Responsible to	Senior Dental Nurse
Accountable to	Chief Executive Officer

Job Description and Person Specification

About the University of Suffolk Dental Community Interest Company (CIC)

The University of Suffolk Dental Community Interest Company (CIC) is an exciting Dental Social Enterprise and innovative collaboration between the University of Suffolk and the Suffolk and North East Essex Integrated Care Board, seeking to provide high-quality NHS dental services to the population of Suffolk through the brand new, state of the art clinical facilities situated on the scenic Ipswich Waterfront.

Embracing the latest technology and innovation, the facility will offer fully equipped surgeries, intraoral cameras, digital radiography, and access to CBCT diagnostics.

As a new provider of NHS dental care in the region the Dental Social Enterprise is well-placed to offer *ordinary dental care delivered with extraordinary care*. Our ethos is all about enabling dental care, improving oral health by increasing access to dental services and at the same time providing opportunities for those starting or continuing a dental career in the East of England.

In line with current good practice and optimum care delivery, an opportunity to deliver person-centered care with a focus on prevention, stabilisation, and disease management.

Purpose of the job:

To be part of a wider dental team providing dental nurse support and work alongside dentists, dental therapists/hygienists, receptionists in the care of service users.

This will include assisting in the full range of dental care provided to service users of the dental service from supporting with routine examinations to advanced specialist treatments.

Main Duties and Responsibilities

Communication:

- Welcoming and receiving service users into the dental service
- Reassure service users and explain dental procedures especially when there may be communication difficulties.
- Monitor, support and reassure service users through relevant behavioural techniques.
- Monitor service users, identify any complications and take the necessary actions consistent with agreed local and national protocols.
- Record treatment, for example, baseline charting, clinical treatments and periodontal charting from the dental operator's instructions.

- Undertake reception duties when required e.g., greeting service users, answering the telephone, making appointments, explaining service user charges and collecting service user charges
- Liaise with the dental team, senior leaders and wider colleagues to maintain the effective running of the dental service.

Clinical:

- In collaboration with the wider dental team decide when service users need to be seen urgently.
- Anticipate the operator's requirements across a broad range of clinical procedures; practising four-handed dentistry to improve speed, efficiency and comfort for the service user
- Assist the operator in organising the day's activities.
- Monitor day lists and appointment diary and update as necessary.
- Prepare the surgery for use at the beginning of the session and clear up at the end of the session.
- Arrange for the timely supply of materials and laboratory work.
- Prepare filling and impression materials, instruments, equipment, dressings and syringes as requested by the dental operator.
- Use equipment such as hand instruments, aspiration equipment, etc, in a manner which minimises the risk of cross infection or soft tissue injury.
- Maintain hand pieces, aspirators and other equipment.
- Utilise keyboard skills for data entry on dental software programme.
- Give oral health and diet advice in line with evidence based national guidelines i.e., DH Delivering Better Oral Health.
- Assist the dental operator in the provision of dental treatment and to supervise the service user until they are fit to leave the dental service
- Provide pre-operative and post-operative instructions for service users in agreement with the operator.
- Accompany dental team members on outreach visits, as required and assist them throughout treatment.
- Undertake general clerical duties including dealing with petty cash, the collection/banking of service users' payments, selling dental aids to the public and to balance all monies received at the end of the day.
- Assist with the ordering of general and pharmaceutical supplies and processing documentation for payment.
- Demonstrate own activities or workplace routines to new or less experienced staff in own work area
- Record treatment i.e., includes baseline charting, clinical treatments and periodontal charting from the operator's instructions.
- Decontaminate and handle instruments often contaminated with blood, saliva and debris in line with infection control guidance.
- Maintain an aseptic working environment throughout and clear up at the end of the session ensuring that high standards are maintained.

Professionalism, Leadership and Management:

- To be responsible for promoting the Organisation's values and high-performance standards both individually and as a team, in the achievement of our strategic objectives and priorities
- Act within the General Dental Council's (GDC) ethical guidance and standards commensurate to that of a dental professional.
- To build a strong external image of clinical excellence for the organisation and create opportunities to enhance the profile of the social enterprise and its services, ensuring high social responsibility.
- Act within other professional laws and systems including Health and Safety, Freedom of Information Act and Data Protection Legislation.
- Observe all policies and procedures and maintain the Staff Confidentiality Code of Conduct at all times.
- Follow and implement clinical policies and procedures to comply with legislation.
- Apply safe working practices and take responsibility for own actions.
- Support other members of the dental and wider healthcare team in the interest of service users.

- Demonstrate a commitment to lifelong learning through education, training and practice against agreed occupational standards and in accordance with GDC guidance.
- Apply an evidence-based approach to learning, practice, clinical judgement and decision making and utilise critical thinking and problem-solving skills.
- Take responsibility for personal development planning and reflective practice.
- Maintain professional behaviour and appearance, including being punctual and polite.
- Effectively manage own time and resources.

The duties of this post may vary from time to time as a result of new legislation, changes in technology or policy changes. In this case, appropriate training may be given to the post holder to undertake this new varied work.

Person Specification — Selection Criteria

How evidenced/assessed: A = Application Form I = Interview T = Test

Criteria	Essential	Desirable	How Evidenced / Assessed
Education and Qualifications	<ul style="list-style-type: none"> • Good standard of education to GCSE level or equivalent • National Diploma in Dental Nursing Level 3 or equivalent • Registered with the General Dental Council 	<ul style="list-style-type: none"> • Certificate for the examination in the care of the service user by the awarding body, the National Examination Board for Dental Nurses (NEBDN) • Certificate in Dental Radiography • NEBDN Oral Health Certificate in Oral Health Education (or equivalent) OR Certificate in Extended duties Dental Nursing • Willing to work towards at least one of the above qualifications. 	A
Knowledge and Experience	<ul style="list-style-type: none"> • Significant experience working as a dental nurse in a variety of settings • To demonstrate evidence of Continuing Professional Development 	<ul style="list-style-type: none"> • Experience of working in the salaried dental service, GDS, mobile services • Experience of assisting with dental treatment under general anaesthesia and sedation • Experience of domiciliary treatment 	A I
Skills/Other	<ul style="list-style-type: none"> • Good communication skills both oral and written • Good organisation • Ability to empathise, reassure • Intermediate computer skills • Familiar with dental software computer package(s) • Knowledge and competent use of Microsoft Office programmes • Familiar with dental software computer package(s) • Ability to work on own initiative with manager/clinician available for advice and guidance • Take responsibility for making appropriate safeguarding referrals via the Safeguarding Lead and provide guidance for others to do so 		A I

	<ul style="list-style-type: none"> • Demonstrate understanding and commitment to equal opportunities, equity, and the promotion of cultural competency • Ability and willingness to travel 		
Attitude	<ul style="list-style-type: none"> • Team Player • A 'will try' attitude • Good timekeeper • Friendly, approachable and calm manner • Ability to work flexible hours 		A I

GENERAL TERMS OF EMPLOYMENT

Professional Registration

If professional registration applies, the post holder should work in accordance with their professional body's Code of Conduct. Evidence of continuous registration is a requirement of employment with University of Suffolk Dental CIC.

Probationary Period

Dental Social Enterprise operates a 6 month probationary period in accordance with its policy and procedure on Probation Periods.

Personal Development

The post holder will be expected to undertake ongoing personal and professional development commensurate with the responsibilities of the post. It is specifically expected that the post holder will avail him/herself of any opportunities of mentorship and development offered.

Role Development

The duties and responsibilities contained within this job description are indicative but not exhaustive. The post holder may be required to undertake other work consistent with their grade. As Dental Social Enterprise develops the requirements of the post may change. The post holder will be fully involved and consulted as such changes occur.

Legal and statutory requirements

The post holder must be aware of and adhere to Dental Social Enterprise policies and procedures that are relevant to their post

Confidentiality and the Data Protection Act 1998 – the post holder will be expected to maintain complete confidentiality as a condition of employment. Information relating to service users, other staff or which is acquired for the purposes of employment may only be disclosed with the express permission of the appropriate manager.

All staff must comply with the Equality Act 2010 and must not discriminate on the grounds of age, disability, race, nationality, ethnic or national origin, gender, religion, beliefs, sexual orientation, domestic circumstances, social and employment status, gender reassignment, political affiliation or trade union membership or any other grounds.

Safeguarding Vulnerable Children and Adults and Promoting their Welfare

All staff are expected to;

- Adhere to Dental Social Enterprise and Local Safeguarding Children Board policies/procedures and professional codes in relation to safeguarding children and vulnerable adults.
- Undertake the appropriate level of mandatory training in this area.
- Report any concerns to the appropriate authority.

Care Quality Commission (CQC)

All staff of Dental Social Enterprise are required to participate in the collection of evidence to support the organisation's CQC registration requirements.

Infection Control

All staff have duties under the Health and Safety at Work etc. Act 1974, and Management of Health and Safety Regulations 1999, which have a bearing on the prevention and control of infection, in particular:

While at work, every Dental Social Enterprise staff must take care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.

All staff must comply with infection control policies and protocols and recognise their responsibility to their service users and colleagues in maintaining high standards of hygiene practice.

Staff have a duty not to intentionally or recklessly interfere with or misuse anything provided for in the interests of health, safety and welfare.

Staff are required to use correctly all work items provided by Dental Social Enterprise, such as machinery, equipment, dangerous substances and safety devices etc. in accordance with the training and instructions they receive to enable them to use the work items safely.

Staff are required to bring to the attention of Dental Social Enterprise managers, without delay, any work situation which might present a serious and imminent danger to themselves or others. Staff should notify Dental Social Enterprise managers of any shortcomings in health and safety arrangements, even when no immediate danger exists, so that Dental CIC can take what remedial action is necessary.

Service user and Public Involvement

As part of its ongoing commitment to improving service user experience and involving local community members in service development, all staff working for Dental Social Enterprise are expected to be proactive in identifying community priorities and issues, in line with the Dental Social Enterprise strategy for service user and public involvement.

Records Management

Every staff is expected to keep accurate and well maintained records that meet the requirements of the Dental Social Enterprise records management strategy and in accordance with any relevant legislation, such as the Freedom of Information and Data Protection Acts.