

## Dental Nurse Team Leader JOB DESCRIPTION

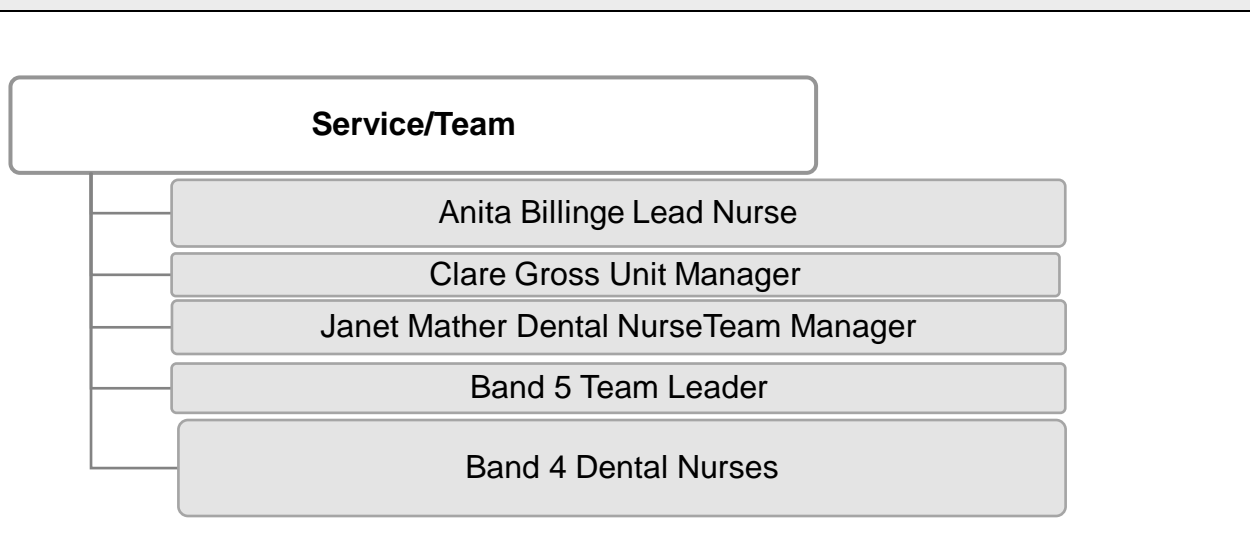
<b>Job Title:</b>	Dental Nurse Team Leader
<b>AfC Band:</b>	Band 5
<b>Directorate/Service:</b>	Oral Maxillofacial and Orthodontics
<b>Accountable To:</b>	Clare Gross Unit Manager
<b>Responsible To:</b>	Janet Mather Dental Nurse Team Manager
<b>Base Location:</b>	Salford Care Organisation
<b>On-Call Requirement:</b>	No
<b>AfC Job Code:</b>	

### Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

### Structure Chart



## Job Summary

We are on the looking to recruit a confident, enthusiastic team player with excellent interpersonal and organisational skills to join our wonderful team as a Dental Nurse Team Leader.

As a qualified Dental Nurse, you will be responsible for supporting the service ensuring that our service users' needs are met through the delivery of high-quality care.

You will participate in administrative clinic duties as well as clinical duties within the department.

The post holder will be expected to assist the Oral & Maxillofacial clinicians with a wide of procedures including, but not exclusive to the removal of teeth and roots, surgical removal of wisdom teeth, surgical uncovering of impacted teeth and soft tissue surgery, oncology, facial deformity, and pain clinics. Procedures may be carried out under local anaesthetic, conscious sedation, and general anaesthesia.

We undertake orthodontic treatments which come under IOTN 4 and 5, these may include a multidisciplinary team approach, you will work alongside a varied range of clinicians ranging from Trainee Orthodontic Therapist to Consultants

It is expected that the post holder will be able to give advice on standard and more specialist Oral & Maxillofacial treatments. You will also be responsible for coordinating patient follow up appointments after certain procedures.

## Key Role and Responsibilities

### Professional Duties

- Assist with complex Orthodontic and Maxillofacial Surgery treatments using aseptic techniques.
- Monitor patients' vital signs undergoing IV sedation i.e., blood pressure, pulse, oxygen saturation levels.
- Take dental radiographs appropriate to the patient.
- To provide an x-ray service for all other specialities in the Trust requiring Orthopantomograph type x-ray
- Assist in consultation clinics.
- To provide support and care for the patient and his/her family respecting their need for privacy and dignity
- To support patients and their families during and after having been given a sensitive diagnosis.
- To perform venepuncture as necessary

- To remove sutures when necessary
- To provide fourhanded dentistry, (this requires excellent hand and eye coordination) throughout the patient's treatment, anticipating the clinicians needs and any complications which may arise including the assistance in the management of medical and dental emergencies.
- To provide clinic support during Day Case Theatre procedures for both children and adults
- To provide clinical support and advice to the oral surgery and orthodontic teams in all dental specialities
- To provide continuity of patient care
- To accurately record treatment and dental charting
- To provide the role of patient advocate.
- To ensure that all investigation results are obtained and available at the patients visit.
- Clarify treatment procedures with patients.
- To supervise and monitor the preparation and maintenance of all equipment and instruments in use.
- To provide wound management and care
- To appropriately position patients in dental chair
- To position patients correctly in radiography equipment
- To assist physically compromised patients into the dental chair
- To move wheelchair patients to the appropriate clinical area, x-ray room
- To clean all work surfaces and dental chair in between patients following cross infection guidelines
- To assess and identify own development needs in relation to knowledge and skills required to meet the demands of the job.
- To organise own workload
- To make use of appropriate learning opportunities for self
- To undertake annual mandatory training updates and other relevant courses in line with Trust and local policies
- To act as a role model and support the professional development of all junior staff.
- To identify and report poor performance.
- To diffuse challenging behaviour, ensuring that the situation is managed sensitively and report the outcome.

### Communications and Relationships

- To contribute to the development of collaborative working to ensure multi-professional patient care is effectively planned and maintained.
- To assist in contributing to the development of a learning environment
- To communicate effectively with a wide range of people including patients, relatives and carers, nursing & medical colleagues, G.D. P's, and G. P's
- To communicate and deal sensitively with children.
- To identify and manage challenging behaviours, addressing training needs as required.
- To support strategies to motivate and enhance staff practice and motivation.
- To recognise the importance of people's rights and interpret them in a way that is consistent with Trust procedures, policies, and legislation.
- To generate and sustain empowering relationships that maintain human dignity, rights, and responsibilities.
- To effectively communicate sensitive condition related information to patients and relatives which require empathy and reassurance.
- To use reassurance and persuasion skills when dealing with patients
- To calm aggressive/abusive patients who may be under the influence of drugs/alcohol.
- To support patients and their families who receive emotive diagnosis eg: oral/facial cancer.
- To deal sensitively with patients who are very nervous, medically comprised, have special needs/learning difficulties.
- To inform patients of any pre and post operative instructions relevant to their procedure.
- To autonomously provide expert advice to patients and their carers on the correct maintenance and care of their orthodontic appliance and other dental appliances taking into consideration possible communication barriers with regard to culture, ethnic or special needs.
- To maintain communication of a high standard whilst assisting with procedures to ensure an excellent standard of care.
- To support and reassure patients who have received facial trauma from assaults and RTA's etc.
- To explain radiography procedures to patients before obtaining their consent to be competent on patient booking systems i.e., check appointments, cancel appointments, and check clinics for orthodontic service
- To influence and prioritise the development of knowledge, ideas and work practice.

### Analytical and Judgmental Skills

- To use judgemental skills to decide upon and recommend best course of action including escalation as appropriate.
- Identifies urgent cases and triages referrals.
- Problem solving in relation to breakdown of complex equipment, staff shortages.
- Analyse situations and instigate emergency procedures as required.

### Administrative Responsibilities

- Maintains patient records using the Trust EPR system
- To undertake data collection effectively using the agreed systems
- To record data accurately using the agreed systems i.e. SMART, Somerset

### Policy and Service Development

- To adhere to trust policies and procedures relating to own workplace
- To contribute ideas on how the existing service can be evaluated and improved on
- Ensure implementation of departmental policies, relevant legislation, contributes to policy development.

### Financial Responsibility

- To assist in the ordering of non-stock items ensuring appropriate to requirements
- To assist in monitoring, controlling, and storing all resources/supplies according to the requirements and specification of the clinical environment
- To ensure that the use of all material resources /supplies within the unit are managed effectively.
- To liaise with supplies departments to ensure that all stock items are purchased correctly.
- To maintain accurate records of resource used
- Handles cash from the sale of oral hygiene products.

### Planning and Organisational Skills

- Allocates, plans work of team, arranges meetings, organises rotas and staff training.
- To prioritise clinical requirements for Maxillofacial & oral surgery and Orthodontic patients

- To monitor the work and performance of junior members of the team providing constructive feedback, advice, and ongoing support
- To monitor progress of work recognising changing priorities and implement corrective actions within own limits informing relevant persons.

### Leadership and Management

- Day to day clinical supervision of junior staff, students
- Provides training.
- Participates in recruitment and selection process.
- Conducts return to work interviews for their team members.
- To assess and identify own development needs in relation to knowledge and skills required to meet the demands of the job.
- To organise own workload
- To make use of appropriate learning opportunities for self
- To undertake annual mandatory training updates and other relevant courses in line with Trust and local policies
- To act as a role model and support the professional development of all junior staff.
- To identify and report poor performance.
- To diffuse challenging behaviour, ensuring that the situation is managed sensitively and report the outcome.

### Strategy

- To ensure own actions promote quality and alert others to quality issues.
- To participate in setting and maintaining optimal standards of care within the department
- To assist in monitoring and evaluating the quality of work against quality standards in own area and take effective action to address them.
- To assist in reviewing changes in practice and measure the extent to which quality has improved.
- Evaluate the quality of own and junior team members work, highlight and report poor performance.
- To participate in audit/benchmarking within clinical area supporting the introduction of new practice if indicated
- To contribute effectively to evaluation studies (e.g., patient satisfaction surveys)

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Dental Nurse Team Leader</b>
<b>AfC Band:</b>	Band 5

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Dental Nurse Qualification or Equivalent (NVQ III)</li> <li>Post qualification in Conscious Sedation</li> <li>Post qualification in Dental radiography</li> </ul>	<ul style="list-style-type: none"> <li>Post qualification in Orthodontic Nursing</li> <li>Post qualification in Oral Health</li> </ul>
<b>Professional Registration</b>	<ul style="list-style-type: none"> <li>Registration on General Dental Council's Dental Nurse Register</li> </ul>	
<b>Knowledge, Training &amp; Experience</b>	<ul style="list-style-type: none"> <li>Evidence of continuous professional development</li> <li>General Dental Council Standards for Dental Nursing</li> <li>Effective communicator with good interpersonal skills and has the ability to work as part of a team. Can demonstrate tact and diplomacy.</li> <li>Have experience of working in an Oral&amp;Maxillofacial and Orthodontic department</li> </ul>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Frequent sitting, standing in restricted position; occasional moderate effort for several short periods per shift.</li> <li>Standing for long periods, moves equipment, assists, manoeuvres patients.</li> <li>Frequent concentration, work pattern predictable</li> </ul>	<ul style="list-style-type: none"> <li>Has dental impression taking skills.</li> <li>Has suture removal skills.</li> <li>Has venepuncture skills.</li> </ul>

	<ul style="list-style-type: none"> <li>• Concentration for assisting dental practitioner, teaching trainee dental nurses.</li> <li>• Frequent distressing/emotional circumstances</li> <li>• Able to support clients and their parents, carers with e.g., learning disabilities, challenging behaviour.</li> <li>• Able to work in an environment where there is frequent exposure to unpleasant working conditions and hazards, blood, saliva, vomit, mouth odour, oral and facial lesions and facial trauma.</li> </ul>	
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## Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
<b>CARE</b>  We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
<b>APPRECIATE</b>  We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
<b>INSPIRE</b>  We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

## Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

<b>Infection Prevention</b>
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
<b>Safeguarding</b>
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
<b>Health and Safety</b>
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
<b>Confidentiality and Data Protection</b>
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
<b>Equality and Diversity</b>
All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.

Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:

- eliminating discrimination, harassment and victimisation
- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

### **Code of Conduct**

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

### **Leadership and Development**

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

### **Flexibility**

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.