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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

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CAJE REFERENCE **HD2019/0130**

DATE APPROVED **14/08/2019**

Reviewed: 16/11/2023

JOB DESCRIPTION

JOB DETAILS

Job Title: Designed to Smile Dental Health Support Worker

Pay Band: 2

Directorate: Primary Care

Department: Community Dental Service

ORGANISATIONAL ARRANGEMENTS

Accountable to: Managerially: Senior Oral Health Promotion and Dental Services Manager

Reporting to: Oral Health Promotion Officer

Responsible For:

Organisation chart:

Clinical Lead for Dental Services

Head of Dental and Optometry

Senior Oral Health Promotion and Dental Services Manager

Oral Health Promotion Officers (OHP'S)

JOB SUMMARY / PURPOSE

To support and assist the Oral Health Promotion Officer and Oral Health Promotion Manager in implementing and monitoring Oral Health Promotion Programmes (OHPs) under the Designed to Smile umbrella under their supervision.

To communicate with patients to gain consent for Oral Health programmes.

To order and monitor the use of Oral Health Promotion resources, under the guidance of the OHP

To work as a member of the Dental Health Improvement team conducting delegated tasks related to OHP activities and adopting a community development approach.

To assist the OHP staff in the development of departmental resources to support the delivery of the Designed to Smile Oral Health Promotion programme.

Assist the OHP's with administrative and basic computer tasks.

MAIN DUTIES AND RESPONSIBILITIES

To provide basic oral health messages and promote positive oral health behaviours to clients/ carers.

To develop and maintain good working relationships and communication with all stakeholders including families, health professionals, OHP's, dental teams and educational and childcare establishments.

To motivate, guide and encourage clients to comply and engage in established OHP activities and programmes.

To make contact and liaise with schools and nurseries to establish links to enable the delivery of the Designed to Smile Oral Health programme.

To communicate with clients to gain consent for Oral Health promotion activities.

To work closely with and take direction from the OHP to deliver and monitor the OHP activities within the Designed to Smile Oral Health Programme.

To be involved in Health Promotion initiatives such as promotional events, study days and patient related activities, under the direction of the supervising OHP.

To support the OHP staff with administrative duties including all associated paperwork, forms and data collection necessary to support the D2S programme.

To be responsible for receiving orders of resources into main storage facility and to distribute stock to the teams as requested/required by OHP manager.

To support the delivery of OHP within the community, by driving the D2S manual vans, and to be the named person responsible for ensuring Designed to Smile vans are maintained as per service/MOT/repair requirements and that the team are informed as to when these are due.

Core Toothbrushing

To supervise the toothbrushing programme in schools and nurseries, ensuring children use an appropriate and effective quantity of toothpaste.

To monitor the toothbrushing programme in schools, ensuring that cross contamination is minimised and appropriate measures are in place to address these.

To supervise children during toothbrushing sessions. This will include, assisting children to identify the correct toothbrush and supervising application of fluoride toothpaste.

To encourage children to maintain good oral hygiene habits out with school.

To ensure the child rinses/ shakes water from toothbrush after brushing.

To ensure the toothbrush is kept clean & placed in an appropriate place after use.

To ensure that cabinets/ holders/ buses are kept clean by washing in water and detergent at least once a week.

To ensure that storage systems are stored in an appropriate area.

To report any concerns immediately to the OHP.

General

To be responsible for collecting, ordering and monitoring stock levels and be accountable for security of stock in remote storage areas.

To undertake ordering and receipting when required, via the 'Oracle' system.

To attend staff meetings and updates as and when required.

To participate in the ongoing evaluation and monitoring of Designed to Smile contributing to service development.

To undertake Health Board mandatory training requirements to include CPR/Emergency Drugs, Manual Handling, Child Protection, Violence and Aggression and Fire Training.

You are required to maintain the strictest confidence in relation to patient information whether informally or formally recorded.

To manage and prioritise your daily workload and time effectively.

To participate in regular appraisal with your Manager and to identify training and development needs.

To adhere to the Health Board's policies and procedures.

To initiate quality standards within the department and to participate in quality initiatives within the Health Board.

To limit your actions to those for which you are competent.

Finance and Resources

To be responsible for collecting, maintaining, monitoring and ordering resources when required in accordance with the Designed to Smile Co-ordinator and Manager.

Information Processing

To be responsible for interpretation, maintenance of systems, data, input, record keeping, reports and audit for the Oral Health Promotion/ Designed to Smile Manager and Designed to Smile Co-ordinator

Personal and People Development and People Management

Provides appropriate support to others to improve their knowledge and understanding and shares own knowledge, skills and experience with others during induction and training sessions for staff.

Prepares for and takes on active part in the PDR/KSF process in accordance with organisation policy in partnership with reviewer, identifies opportunities to develop own competence/own skills in order to achieve objectives.

Health, Safety and Security

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post-holder.

Equality and Diversity

Actively promotes equality of opportunity and diversity in own area of responsibility. It is intended to go beyond compliance with equality legislation and move towards a situation where there is awareness in your area of and active commitment to the need to ensure equality of opportunity and the benefits of diversity.

Effort and Environmental

Carrying boxes and equipment to school as and when required

Kneeling, twisting - To provide supervised tooth brushing and training for children when necessary

Carrying boxes and equipment to school as and when required

Drive to and from schools / nurseries

To encourage children to maintain good oral hygiene habits

In relation to stock control and audit carry out calculations.

Dealing with children /adults who have special educational needs

In contact with potentially contaminated tooth brushing resources

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Good general education</p> <p>English / Mathematical GCSE or equivalent level 2 qualification</p>	<p>Nutrition related qualification NVQ 2 or equivalent, or working towards this</p> <p>Understanding of the role of Oral health in health and diseases</p>	Application form
Experience	Experience of team working and working with people.	Previous experience of school settings	Application form and interview.
Aptitude and abilities	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do <p>Good verbal and written communication skills.</p> <p>Ability to organise and collate data</p> <p>Be able to demonstrate tact and diplomacy when working with others.</p>	Ability to prioritise	Interview

	<p>Good interpersonal skills.</p> <p>Computer skills</p> <p>Ability to work with people with diverse social and health care needs in a range of settings.</p> <p>Evidence of undertaking presentation to groups</p> <p>Self motivated and enthusiastic.</p> <p>Reliable and adaptable.</p> <p>Ability to work independantly and as part of a team in a range of care settings.</p>		
Language Requirements		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and interview
Other	<p>Driving licence as required to drive Health Board vehicles.</p> <p>Flexible approach to needs of the service</p>		

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

** For Managers only:

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

** For Registered Health Professionals only:

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

** For Healthcare Support Workers only:

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly

deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection

Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.