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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

CAJE REF: RYL/2023/0010

JOB DETAILS:

Job Title	Dental Nurse (DA1)
Pay Band	Band 4
Hours of Work and Nature of Contract	Permanent – 37.5
Division/Directorate	Primary Care & Localities
Department	Salaried Dental Services (CDS & DTU)
Base	Dewi Sant Hospital & Quarella Road, Bridgend

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Dental Nurse Manager
Reports to: Name Line Manager	Dental Nurse Manager
Professionally Responsible to:	Director of Primary Care



Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

*We listen, learn and improve
We treat everyone with respect
We all work together as one team*

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

Job Summary/Job Purpose:

The post holder will provide a comprehensive range of dental nurse skills to support clinicians in the provision of quality dental care to all groups of patients.

The post holder will provide clinical and chair side support to clinicians within the Primary Care Salaried Dental Service for CDS/DTU whilst be expected to have an in-depth knowledge of all dental procedures.

They will assist in the smooth running of the clinics whilst working independently to manage surgeries effectively and efficiently within Cwm Taf Morgannwg University Health Board's (CTMUHB) guidelines.

The post holder will be required to undertake reception duties as and when required.

The post holder's activities are controlled by professional policies and procedures, and they will work independently and have responsibility for own actions when delivering dental nursing care

The post holder will be expected to work across the Primary Care salaried dental service clinics in all localities, and be expected to travel in a timely manner and on occasions at short notice to cover service demands.

DUTIES/RESPONSIBILITIES:

The post holder will :

- Have individual responsibility for the organisation of the surgery and ensure accurate preparation and presentation of appropriate materials and equipment using a high degree of precision.
- Provide chair-side assistance and fourhanded dentistry when required throughout the patient's treatment, anticipating the clinician's needs and any possible complications which may arise.
- Achieve and maintain high standards of infection control, PPE and cleanliness in line with current codes of practice.
- Professionally responsible for the safe disposal of clinical waste in accordance with the CTMUHB infection prevention and control policy.
- Assist in the management of medical and dental emergencies if required.
- Participate in ordering and maintaining clinical stock levels.
- Process and develop radiographs, complying with current IRMER regulations.
- Responsible for chaperoning patients and staff.
- Answering queries in person and by telephone.
- Arrange appointments, planning suitable case for appropriate sessions.
- Provide advice on a wide range of dental procedures, adjusting information as required addressing patients' level of understanding.
- Provide pre- and post-operative advice on dental care to patients, communicate reassurance and information.
- Negotiate with internal and external bodies i.e., Estates, Pharmacy and Dental Suppliers for surgery requirements.

- Support and contribute to communication systems that receive, transmit, store and retrieve information.
- Reports all accidents and incidents to the appropriate Line Manager in compliance with the UHB policy and incident and accident reporting.
- Proactively participate in locality meetings, and action any decisions made by the team as appropriate.
- Manage telephone enquiries and share information with staff where appropriate.
- Explain NHS charges to patients using tact and empathy when there may be barriers to understanding.
- Plan and utilise the daily running of clinical appointment diary to ensure appointments are booked efficiently to maximise the clinical time available.
- Create paper and electronic patient records, distribute medical history forms to patients and prepare and complete FP17 forms as appropriate, gaining patient / or significant other's signature for all patients within the salaried services.
- Ensure patient records are efficiently maintained, secure and patient confidentiality is protected.
- Plan and maintain the stock levels of clinical instrument cassettes and materials required for the clinical session.
- Manage own workload efficiently, organise routine and access sessions.
- Assist the Senior Dental Nurse in the organisation of general and periodic equipment servicing.
- Prepare day lists and contact patients with long appointments to aid the preparation of clinical sessions.
- Provide clinical and chair side support to clinicians within the Primary Care Salaried Dental Service.
- Conduct finger blood tests for Warfarin dental patients, understanding and acting on the results.
- Ensure decontamination procedures are followed to maintain compliance with Cwm Taf Morgannwg Health Board policies and procedures.
- Provide current advice and information to patients, ensuring that the information provided is accurate.
- Work as a responsible team member, supporting senior dental nurses in training new staff and trainee dental nurses, whilst promoting good relationships between colleagues, offering information to others that is helpful to development and learning.
- Actively seek a Personal Development Plan that reflects your job role.
- Check that dental instruments and equipment are within the "use by" date and reprocess non-compliant items.
- Complies with decontamination procedures and test requirements described in WHTM01-05 documentation.
- Advise, triage and prioritise CDS and access emergency patients to ensure they receive the most appropriate care.
- Support colleagues in the completion of dental software system data and ensure entries are up to date and accurate.
- Responsible for ensuring laboratory documentation has been checked for compliance with infection control procedures and all stages have been accurately recorded.
- Take a visual reading and record on log sheet the information on cycle parameters for the individual equipment together with details of routine testing.
- Record and "back up" decontamination data.
- Analyse information and report any anomalies to Line Manager.

- Comply with IRMER processes and procedures
- Utilise the appointment system to ensure maximum activity is achieved, maintain spreadsheets of data relating to: Waiting List, Laboratory Work and Dental Access Service.
- Decontaminate dental instruments and equipment, working within the University Health Board's policies and procedures.
- Disinfect dental instruments and equipment by use of an automated washer or manually clean as required to manufacturer's guidelines.
- Load instruments for sterilisation using vacuum and non-vacuum autoclaves.
- Collect and deliver instruments to the clean/dirty rooms and surgeries by the use of designated containers and trolleys.
- Pack and store clean decontaminated instruments marking the "use by" date in accordance with the Cwm Taf Morgannwg Health Board policies and procedures.
- Good hand/eye co-ordination and dexterity required due to the manipulation of all equipment during inspection, and the need to fold and seal paper and bags when wrapping the same.
- Keyboard skills required for data entry on dental software and produce word documents and spreadsheets as necessary.
- Undertake filing of patient record cards and other associated paperwork.
- Ensure the correct use of instrument packing items: e.g., limit waste by using the correct bag size when packing dental instruments.
- Ensure the correct date stamp is used when marking bags.
- Appropriate use of stored instruments: e.g., prepared instruments are used in date order preventing the need for further reprocessing.
- Supervision of clinical stock management.
- Assist with financial aspects including administering patient charges and receiving various types of payments: e.g., cash, cheques and credit and debit cards.
- Responsible for the security of equipment and materials in clinical areas.
- Contribute to service development within own area of responsibility.
- Comply with Cwm Taf Morgannwg University Health Board and dental service policies and procedures.
- Ensure compliance with UHB and dental service annual leave and absence policies and procedures.
- Complete daily / weekly documentation of the decontamination of all equipment as required to comply with WHTM 01—05.
- Undertake and complete documentation in relation to the maintenance of CDSU equipment.
- Store and back-up relevant information and data of CDSU equipment - information required to comply with WHTM 01-05.
- Process and store patient information on the dental information software.
- Participate in the CTM Primary Care, and dental service clinical governance programmes and other quality initiatives, undertaking training as required.

CTM is a Living Wage Employer
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PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>National Certificate for Dental Nurses or equivalent experience, skills and knowledge.</p> <p>NVQ Level 3 Dental Nurses Qualification or equivalent skills, knowledge and training.</p> <p>GDC Dental Nurse Registration.</p> <p>Up to date knowledge of dental nursing procedures.</p> <p>Knowledge of a Dental Reception /Administration functions.</p> <p>Understanding of Confidentiality and Data Protection.</p>	<p>Knowledge of Patient Management Systems.</p> <p>Additional relevant qualifications.</p> <p>Fluoride Varnish Certificate.</p> <p>Sedation IV and or IS Certificate.</p> <p>Special Care Dentistry Qualification or equivalent experience.</p>	<p>Application Form</p> <p>Pre-employment checks</p> <p>Interview</p> <p>References</p>
Experience	<p>Experience in a role in a dental practice/clinic environment.</p> <p>Experience of undertaking dental triage.</p>	<p>Work in a Quality System Environment.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Aptitude and Abilities	<p>Good verbal and communication skills with the ability to communicate at all levels.</p> <p>Handling and collecting patient charges.</p> <p>Computer literate.</p> <p>Good hand eye co-ordination and manual dexterity.</p> <p>Ability to learn and retain technical information.</p> <p>Organisational and time management skills.</p> <p>Able to work on own initiative and prioritise workload to meet deadlines.</p>	<p>Ability to speak Welsh</p>	<p>Interview</p> <p>References</p>

	<p>Good verbal and written skills.</p> <p>Ability to deal with emotional situations.</p> <p>Flexible approach to work.</p> <p>Ability to work to a consistently high standard.</p> <p>Ability to work under pressure.</p> <p>Able to multi-task.</p> <p>Diplomacy.</p> <p>Motivated and punctual.</p>		
Values	Promote and uphold the values and behaviours of CTMUHB.		Application Form Interview References
Other	<p>Successful DBS Check.</p> <p>Ability to move across different sites/localities in a timely manner and often at short notice to cover service.</p> <p>Able to demonstrate commitment to CPD.</p>		Application Form Interview References

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions.

This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. 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.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding 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.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) _____ Date: _____

Signed: (Line Manager) _____ Date: _____

Date Job Description compiled: _____ January 2024 _____

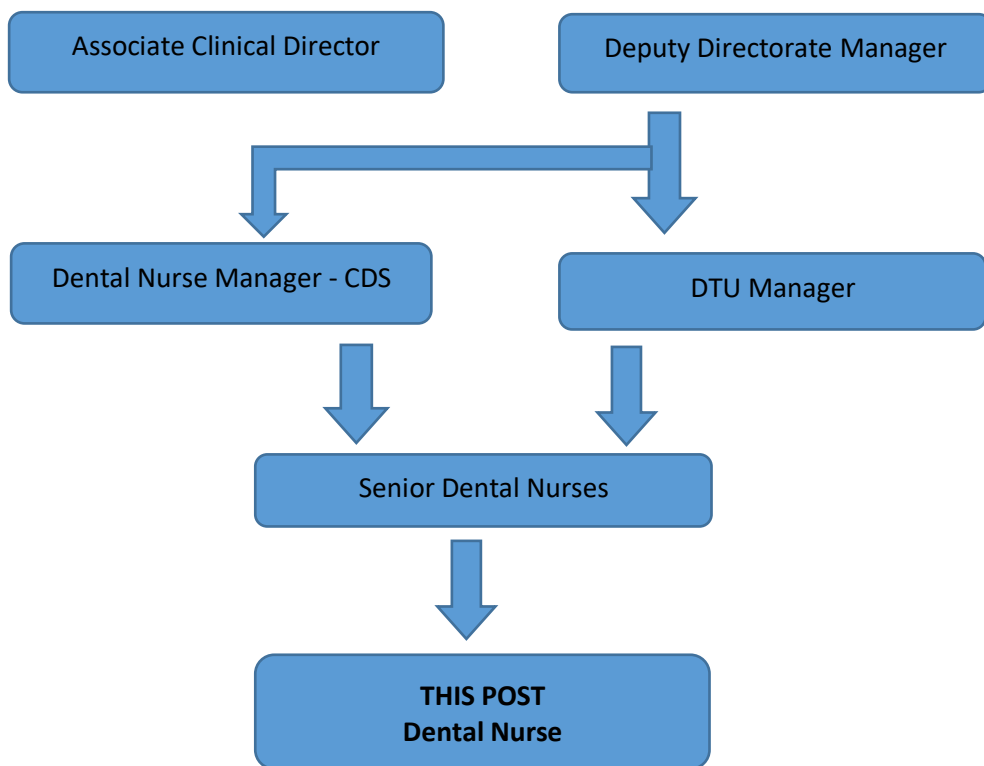
Date for Review: _____ January 2028 _____

Job Title: _____ Dental Nurse _____

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Job Title: Dental Nurse

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**'

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Pushing and manoeuvring trolleys, the manual handling of instrument containers, instrument tray sets and clinical/stationary stock.	Daily	Varies	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

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Dental Nurse (Band 4)

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
The post holder is required to concentrate for the majority of their time in work.	Daily	Varies	
The visual inspection of different instruments and trays of instruments is their primary function. This is NOT routine as the type and contents of the instrument trays varies tremendously.	Daily	Several times a day	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
The post holder is required to visit surgeries to collect instruments for sterilisation approximately four times per shift and can be exposed to distressing sights and sounds.	Daily	Varies	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The post holder will be frequently exposed to instruments which have body fluids and tissue attached to the dental instruments.	Daily	Varies	
May have to deal with anxious and/or verbally aggressive patients.	Occasional	Short periods of time.	
Disposal of clinical waste in accordance with UHB policy and procedures.	Daily	Several times per day	