

JOB DESCRIPTION: Band 3 Dental Nurse Apprentice

POST TITLE:	Dental Nurse
DIVISION AND BOROUGH:	Diggory Division
PAYBAND:	Agenda for change Band 3
HOURS OF WORK:	37.5 hours per week
OTHER POST DETAILS:	Training post including qualification
BASE:	TBC
SERVICE:	CNWL Dental Services
DIRECTORATE:	Milton Keynes Community Health Services
REPORTS TO:	Dental Nurse Manager
LIAISES WITH:	Patients, carers, other members of the multi-disciplinary team, local adult social care services and relevant voluntary organisations.
DATE:	October 2023

1.	MAIN PURPOSE OF JOB
	The apprentice Dental Nurse appointed will receive training in dental nursing over a course of 19 months, leading to a registerable qualification which meets the requirements of the statutory register held by the General Dental Council.
2.	PRINCIPAL DUTIES
	<ul style="list-style-type: none"> Attend all teaching sessions, tutorials, and portfolio development sessions to ensure that you receive maximum benefit from the training provided. Co-operate with your trainers and assessors in the completion of portfolios, assessment record, projects and assignments which are designed to help you learn and show your competence as a dental nurse. Attend all quarterly formal reviews to enable you to discuss your progress and identify any developmental needs, so that you can continue to improve. Make effective use of the resources provided on the Learning Hub and Smart Assessor. Maintain and present all documentary evidence in a well organised manner. Adhere to training agreement/contract. Act in a professional manner during work hours. Meet with your vocational coaches to complete practical observations. Complete and Record 6 hours of off the job training on a weekly basis <p>Off-the-job training is defined as learning which is undertaken outside of day-to-day work duties and leads towards the achievement of the apprenticeship. This training takes place within the apprentice's normal (contracted) working hours. The off-the-job training must be directly relevant to the apprenticeship.</p> <p>Dental Nurses will be under the supervision of Dentists, qualified Dental Nurses, and Dental Therapists whilst gaining experience within our service.</p>

3.	SURGERY DUTIES
	<ul style="list-style-type: none"> • General preparation and organisation of the surgery and the correct function of clinical equipment. • Maintain high standards Infection Prevention Control. • Ensure safe disposal of sharps and clinical waste. • Constantly interpret the needs of patients, carers and clinicians and be able to deal with them promptly and efficiently. • Work within the framework of National Guidance, Trust Policies and Service Local Operating Procedures. • Assist the clinician with the completion of patient records, including the use of a computerised system. • Empathetic manner required to provide reassurance and support for patients during their treatment. • Calm and reassure patients who exhibit challenging behaviour. • Present a clean, professional and tidy appearance at all times when on duty. • Ensure that the surgery is welcoming and prepared for the type of patient and treatment planned. • Provide chair-side assistance to the clinician to include treating special care patients with learning and/or physical disabilities, patients with complex medical conditions, diagnosed Mental Health conditions, anxious children and adults, acting under the supervision and direction of the clinician. • Assist in the provision of dental treatment on a domiciliary basis.
4.	CLERICAL DUTIES
	<ul style="list-style-type: none"> • Carry out clerical duties associated with the running of the clinic, i.e. appointment making, answering telephone calls and general enquiries, collection of mail, taking and accounting of monies received as necessary. • Undertake specific duties delegated by the Clinicians, Senior management team and Dental Nurse Manager. • May include stores/stock control duties at specified clinic as required. • Monitor and maintain stock levels of consumable items
5.	PROFESSIONAL DUTIES
	<ul style="list-style-type: none"> • To communicate with the clinical team and peers in an appropriate manner. • To demonstrate the application of the principles of ethical behaviour relevant to dentistry, including honesty, confidentiality, personal and professional integrity, and compliance with the standards for dental professionals laid down by the GDC. • To take responsibility for own continuous professional development, maintaining professional knowledge and competence in line with the personal development plan agreed at annual appraisal. • Demonstrate a professional approach, including participation in appraisal, peer review, clinical audit and continuing professional development activities. • Provide supervision and assists with annual appraisals for staff. • Up to date knowledge and skills in clinical techniques and their application in accordance with the General Dental Council's requirement for lifelong learning. • To gain required security clearance to work in secure settings. • Attend mandatory training as required by CNWL and the Dental Service • Have and maintain full registration with the General Dental Council. • Take responsibility for personal development. • Have a commitment to high professional standards.

	<ul style="list-style-type: none"> Be able to travel to work at other dental sites, some of which are not easily served by public transport and therefore the post holder would be expected to make necessary travel arrangements to meet these needs.
6.	VALUES
	<p>Central and North West London NHS Trust expects all staff to act in a way which shows you understand our core values and are willing to put them into practice with service users, family and carers, and also other staff members.</p> <p>We expect you to show COMPASSION, contribute to a caring and kind environment and recognise that what you do and say helps can make the lives of others better</p> <p>We expect you to RESPECT everyone and acknowledge and welcome people's differences rather than ignore them or see them as problematic.</p> <p>We expect you to EMPOWER others and continually try to provide information, resources and support to help others make their own decisions and meet their own needs.</p> <p>We expect you to work in PARTNERSHIP and behave in a way that shows that you recognise that commissioners and users of our services are the people who generate and pay for our work.</p>

7.	PERSONAL RESPONSIBILITY (ORGANISATIONAL EXPECTATIONS)
	<p>In order to fulfil the job responsibilities and the environment in which these responsibilities are carried out the job holder is required to:</p>
	<ol style="list-style-type: none"> Maintain the highest standards of care and service, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole. Be aware of and follow at all times the relevant National and Local codes of practice in relation to their role and function. If you are in a post that requires registration with a professional body, you are required to maintain that registration with the appropriate professional body. Protect the confidentiality of personal information that you hold unless to do so would put any one at risk of significant harm. Keep accurate and professional records and information about staff, patients and clinical care, using the document based and computer-based systems in operation in the Trust. Work in accordance with local policies and procedures and the statutory frameworks, which govern confidentiality and data protection, information sharing and disclosure. Take reasonable care of Health and Safety at work for you, your team and others; ensure compliance with health and safety standards and legislation; attend all relevant Health and Safety mandatory training. Take responsibility for attending and participating in all mandatory and essential training to ensure the safe and efficient functioning of the Trust and/or safety and wellbeing of other staff and the patients for whom you provide services.

	<p>6. Participate in the appraisal process on an annual basis, as a minimum, in accordance with the Personal Development Review Policy to explore and identify development needs to ensure that you are able to fulfil your job role and meet all objectives set through the process.</p> <p>7. Be familiar with and comply with, Trust policies for infection prevention and control and hand hygiene in order to reduce the spread of healthcare-associated infections. This will include a requirement to attend mandatory training in Infection Prevention and Control and to be compliant with all measures known to be effective in reducing healthcare-associated infections, including correct uniform and dress code policy, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps.</p> <p>8. Safeguard and promote the welfare of children and vulnerable adults by being aware of and working in accordance with statutory guidance and local policies and procedures and attending training to a level required to ensure that you are competent to fulfil your responsibilities.</p> <p>9. Not discriminate against patients or staff and to adhere to equal opportunities and human rights legislation; acting in ways that support equality, value diversity and respect human rights</p> <p>10. Abide by locally agreed policies and procedures and ensure you familiarise yourself with such policies which can be found on the Trust intranet our preferred method of communication. Staff who cannot access the intranet should contact their line manager.</p>
8.	GENERAL RESPONSIBILITIES
	<p><u>Professional registration</u> You are expected to maintain your registration with the GDC (General Dental Council) and comply with the GDC Code of Conduct. Your employment depends on you doing this and failure to remain registered or to comply with the GDC Code of Conduct may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment. You are required to advise the Trust if the GDC in any way limits or changes the terms of your registration. Throughout your employment with the Trust, if requested you are required to provide your manager with documentary evidence of your registration with the GDC.</p> <p><u>Safeguarding</u> You have a duty to safeguard and promote the welfare of children and adults at risk of abuse. You should be aware of local safeguarding procedures and how to contact named professionals for advice and support as well as reporting any concerns. You will be supported with the supervision and training needed to recognise and act on welfare concerns and to respond to the needs of children and adults. You have a responsibility to ensure that you are up to date with the safeguarding training required.</p> <p><u>Infection Control and Waste Disposal</u> Infection prevention and control is the responsibility of all staff. All duties must be carried out in accordance with the Trust hand hygiene and infection control policies and procedures. You must also ensure that waste produced within the Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.</p> <p><u>Data Protection, Confidentiality and Access to Health Records</u> All information concerning patients/clients and other staff members must be treated as confidential and you must adhere to the policies related to this subject. You are expected to be familiar with, and adhere to, the Trust's Care Records Policy and accompanying documentation. You are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 199 and you should be aware that patients' records throughout the Trust will be subject to regular audit. You have a responsibility to ensure that patient records are maintained efficiently and that confidentiality is protected in line with the Trust's policies.</p>

You are likely to have access to computerised data systems and you are required to obtain, process and/or use information held in these systems in a fair and lawful way. You must hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. Only disclose data only to authorised persons or organisations as instructed.

Promoting Equality and Diversity

Central and North West London FT aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status. The Trust has a Valuing Diversity in the Workplace Policy and you are expected to adhere to the policy and support equality and value diversity by making sure that you do not discriminate, harass or bully colleagues, visitors or service users. You are also expected to make sure that you don't contribute to discrimination, harassment or bullying or condone discrimination, harassment or bullying by others. Everyone has a personal responsibility to promote and develop a culture that promotes equality and values diversity but if you manage and/or supervise others so have the additional managerial responsibility to ensure that the team you work in does not discriminate, harass or bully.

Health and Safety and Risk management

As an employee you must be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors. As for all staff members, you are accountable, through the terms and conditions of your employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All staff members have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff members receive appropriate training and a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Governance Committee and Risk and Assurance Committee. Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Borough Director and relevant governance committee.

No Smoking Policy



There is a smoke free policy in operation in the Trust and smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Staff Support

The Trust is committed to ensuring that you achieve a good work/life balance, have access to a wide range of support including flexible working options, childcare support and many training and development opportunities.

General Note

The duties and responsibilities outlined above are to be regarded as broad areas of responsibility and do not necessarily detail all the tasks which you may be required to perform. You may be expected to undertake other duties as may be required which are commensurate with your grade and experience. This job description may be subject to change after discussion with you. All duties and responsibilities must be carried out in accordance with statutory legislation, CNWL Standing Orders, Health and Safety regulations and the GDC Code of Practice.

9.	ORGANISATIONAL COMMITMENT
	<p><i>The Trust is committed to providing quality health & social care services, tailored to the needs of individuals, public & private organizations, delivered close to home. Our services are designed to increase wellbeing & provide opportunities for recovery. We want our employees to feel valued, challenged & supported.</i></p>
	<p>Our commitment as an employer & in accordance with the NHS constitution is to provide you with:</p> <ol style="list-style-type: none"> 1. Clear roles and responsibilities and a rewarding job so that you can make a difference to patients, their families and carers' and communities. 2. Personal development, access to appropriate training for your job and line management support to succeed. 3. Support and opportunities to maintain your health, wellbeing and safety; and an environment free from harassment, bullying or violence. 4. A good working environment with flexible working opportunities, consistent with the needs of patients and with the way that people live their lives. 5. Fair treatment that is free from discrimination. 6. Opportunities to engage in decisions that affect you and the services you provide, individually, through representative organisations and through local partnership working arrangements. 7. Opportunities to enable you to be empowered to put forward ways to deliver better and safer services for patients and their families. <p>(Reference NHS Constitution January 2009)</p>
10.	JOB DESCRIPTION STATUS
	<ul style="list-style-type: none"> • This job description is indicative only and the role will be reviewed at least annually as part of the Personal Development Review process to take account of changing needs /development of the service. • To meet the evolving needs of the organisation you may also be required to provide cover in other areas following appropriate discussion.
	<p>Opportunities to engage in decisions that affect you and the services you provide, individually, through representative organisations and through local partnership</p>
11.	ORGANISATIONAL CHART
	<p>The Trust is divided into three divisions and the Dental Service sits in Diggory Division under Milton Keynes Community Services. The Band 4 Dental Nurse is shown in the inserted structure below</p>
	<div style="text-align: right;">  CNWL Dental Services Structure CI </div> <div style="text-align: right;">  </div>

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PERSON SPECIFICATION

POST TITLE: Dental Nurse

PAY BAND: 4

REQUIREMENT FOR THIS POST				HOW TESTED
<i>*Include requirement to meet KSF competencies for the post</i>		Essential	Desirable	
Qualifications	GCSE English Language grade 4 and above or GCSE grade C and above or equivalent or Level 2 Functional Skills qualification.	√		Application Form
	GCSE Maths grade 4 and above or GCSE grade C and above or equivalent or Level 2 Functional Skills qualification	√		
	International qualifications will require confirmation of equivalency which we can support with	√		
	Plus one other GCSE(Grade A-C) or equivalent		√	
	Studied further qualifications such as A Levels, HND, BTEC, Diploma or Degree		√	
	Additional training/courses in BLS/First Aid, Safeguarding, Moving & Handling, Health & Safety or Infection Control		√	
Experience	Ability to work in a multi-disciplinary team		√	Application Form / Interview
	Ability to work with the public.		√	
	Ability to use computer software.		√	
	Experience of working or shadowing/observing in a clinical dental environment		√	
	Experience of working in a healthcare setting		√	

Knowledge	Demonstrates in the application form a knowledge of the role of a dental nurse and an understanding and interest in Dental Nursing as a career.	√		Application Form / Interview
	Evidence of ability to study at Diploma level 3	√		Interview
				Interview
Key Skills/Abilities	Ability to develop & maintain high standards of communication both orally and in writing with people about difficult matters & / in difficult situations.	√		Application Form / Interview
	Ability to prioritise & plan own workload to meet deadlines & competing demands.	√		Interview
	Ability to negotiate and influence where appropriate.		√	Interview
Personal disposition	Enthusiastic and highly motivated in order to complete the training and qualify as a dental nurse	√		Interview
	Ability to work to deadlines and targets.	√		Application Form / Interview
	Ability to understand and promote individuals' equality, diversity and rights	√		Interview
	Effective oral and written communication skills	√		
	Excellent interpersonal skills	√		
	Ability to work under pressure.	√		
	Ability to demonstrate attention to detail in written work.	√		
	Excellent attendance, time keeping and punctuality.	√		
	Ability to maintain a good balance between studying and work/home life.	√		
	Ability to travel to all our sites, sometimes at short notice to cover staff absences.	√		

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