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Addysg a Gwella Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)



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CAJE REF HEI/2024/0011

APPROVED 21/03/2024

JOB TITLE **Dental Clinical Skills Co-Ordinator and Training Administrator**
BAND **Part time (3 days/22.5 hours)**
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Job Summary

- The post holder will co-ordinate the dental clinical skills requirements and provide comprehensive, efficient, and timely support for all hands-on clinical skills training delivered through HEIW in Wrexham Medical Education Centre.
- To be responsible for identifying and sourcing all consumables/resources required and ensure all materials are current, appropriate, and available while complying with local and national standards and guidelines.
- Organise the planning and delivery of the North Wales Dental Foundation Training (DFT) Programme and the Wrexham and Rural Continuing Professional Development (CPD) programmes for the dental profession.
- The post holder will have full autonomy in establishing, maintaining and managing systems and processes for co-ordinating and providing clinical skills support. They will be expected to make suggestions and implement improvements to processes and systems that would improve the provision of hands-on training.
- The post holder will develop effective working relationships with stakeholders and will be expected to work to strict deadlines. They will need to be able to work unsupervised, whilst working to agreed policies and procedures.

Responsible to

Reporting: Dental Educator (Workforce Development)

Accountable: Dental Educator (Workforce Development)

Professionally: Dental Educator (Workforce Development)

Responsibilities and Duties

Clinical Skills

- The post holder will be the first and main point of contact for all enquiries regarding clinical skills in Wrexham and will be required to communicate effectively and work closely with postgraduate centre staff, dental educators, speakers, HEIW central office and all other key stakeholders, both internal and external to HEIW and the NHS regarding clinical skills.
- Manage, organise and support the planning of all clinical skills sessions in Wrexham Postgraduate Centre. This includes resolving conflicting diary appointments and schedules, booking venues, arranging appropriate equipment and materials, and providing support throughout the event. This can involve the re-allocation of specific tasks to ensure deadlines are met relying on professional skills and judgement to make these decisions.
- Plan and prepare for all hands-on dental events and ensure adequate time is set aside before and after each session. Work flexibly and pragmatically as events may need to be rearranged or adapted.
- In times of absence and unavailability support the set-up and delivery of dental hands-on events at Glan Clwyd Hospital and Ysbyty Bangor.
- The role will necessitate using initiative and being able to understand and anticipate the necessary requirements in terms of equipment and materials ahead of the events. For example, making decisions on the different types of equipment and materials used based on cost and advising speakers and educators of the reasons behind the decision. These decisions will be based upon clinical skills and judgement and will require sound knowledge of the requirements for each procedure being taught. These communications may be contentious and would require an ability to use higher communication skills.
- The post holder will need to use their judgement and creativity when dealing with potentially complex queries from stakeholders, including postgraduate educators, dental health professionals and external parties such as speakers and product representatives, advising on the most appropriate course of action.
- The post holder will be responsible for updating and distributing all dental equipment and materials including supporting documentation.
- Provide advice and guidance to trainees on dental clinical procedures and the safe use of technical equipment and materials.
- Ensure all equipment and instrument kits are available, clean, sterilised and stored appropriately before and after each event.
- The post holder will have responsibility for ensuring all users comply with all legal requirements relating to decontamination, waste disposal and management of clinical equipment. These include WHTM01-05; HTM 07 and local processes and procedures for decontamination and cleansing of surfaces and equipment. This will include supervising trainees to ensure compliance with recognised local and national processes and procedures and standards.

- Be professionally responsible for ensuring high standards of Health and Safety within the service, including risk management, and reporting to senior staff. Prepare and maintain Safety data sheets for materials used.
- Responsible for managing the dental clinical skills budget for Wrexham, including raising purchase orders on all areas relating to the training, for example equipment and materials, educational speakers; as well as monitoring monthly open order reports, highlighting any discrepancies to the line manager. Ensure the stock is replenished after each event/study day.
- Ensuring all dental resources and equipment – fixed and mobile, are managed and maintained appropriately liaising with all stakeholders, to ensure study day and events are delivered. This will require liaising with external companies and the Health Boards for required repair and maintenance.

Administration

- Provide comprehensive administrative support and co-ordination to the North Wales DFT Scheme and CPD dental workforce programme of activity.
- Plan and arrange the annual programmes for the DFT and CPD schemes with a mixture of online, face to face and clinical skills study days/events.
- Liaise and communicate with training providers and DFT educational supervisors encouraging engagement in the programme, arranging practice visits, and gathering information, using tact and negotiating skills to secure availability.
- Work flexibly and pragmatically as events may need to be rearranged or adapted for various reasons such as venues no longer being available.
- Send online invitations to dental professionals to join the events and facilitate these online sessions. These sessions may include the use of breakout rooms so the user will need to be comfortable using MS Teams.
- Advertise the events accurately on the HEIW online learning management system, Y Ty Dysgu in a timely and organised manner for publishing. The learning management system will be a regular part of the user's role; therefore, it is imperative the role holder is confident in using and learning a new IT system.
- Support all HEIW events that take place at Wrexham Medical Institute providing efficient support and guidance to the TPDs, Educators and Training Providers. You may occasionally be required to support the administration of events at other PG centres when required.
- Act as the first point of contact for all enquiries from various stakeholders (dental professionals, trainees, Educational Supervisors, Training Programme Directors, Associate Dean for DFT, Dental Educators and speakers) regarding sometimes sensitive information. Some of the enquiries can be resolved by the postholder depending on the nature and complexity of the query.
- In the case of more complex queries, the post holder will be expected to use their own professional judgement and present relevant information to the Training Programme Director/Dental Educator for them to resolve and then direct the post holder on appropriate actions to take if required.

- Liaise and communicate with Foundation Dentists, regarding attendance at study days, communicating any updates to them regarding the programme, answering sometimes confidential and sensitive queries, guiding them on how to claim their expenses, and on occasions make specific arrangements for any external study days.
- Undertake Eligibility to Work in the UK training for the right to work checks to be carried out for training providers who are claiming via the casual worker route. Use their judgement when carrying out the right to work checks.
- Assigned approver for trainees' expenses using the Selenity programme, following travel and subsistence guidance to ensure the claims are correct.
- Ensure the training providers have the correct claim forms to complete and submit in a timely manner.
- Liaise with the Business Manager and DFT Manager regarding any queries related to payment of training providers, providing appropriate guidance and support to the claimant.
- In conjunction with the Training Programme Director and Dental Educator develop the annual costs for the programmes in line with the study day/event plans, whilst conforming to HEIW financial deadlines.
- Monitor the schemes' annual budgets highlighting any discrepancies to the Business Manager and DFT Manager.
- Working closely with the TPD(s), assist with IRCP and FRCP data collection for DFT to include monitoring trainee attendance / absence of study days.
- Produce reports as and when required in relation to the training programmes.
- In liaison with the Business Manager and DFT Manager, develop, implement and maintain administrative systems to contribute to the organisation of the training programmes, ensuring the relevant quality assurance frameworks are followed.
- Provide advice and support to other team members within HEIW regarding Dental Foundation and CPD Training Programmes.

General Duties

- Attend and actively participate in all required meetings relating to the DFT and CPD programme of activity. Attend the All-Wales Dental Postgraduate Team Meetings.
- Analyse existing policies and procedures and propose change that will improve efficiencies in working practices.
- Ensure all queries are resolved in a timely manner, whilst following all policies, procedures, and guidelines of HEIW.
- Responsible for planning and setting priorities for own workload on a day-to-day basis.

- Participate in staff surveys as and when required.
- Ensure that an understanding of the importance of confidentiality is applied when undertaking all duties.
- Perform other duties occasionally which are not included above, but which will be consistent with the role.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

- Qualified dental professional, registered with the GDC with evidence of up to date CPD.
- High level of numeracy, written and spoken English.

Desirable

- Understanding of postgraduate dental education.

Experience

Essential

- Substantial recent experience of working in a clinical environment.
- Demonstrate sound understanding and awareness of current dental equipment and materials.
- Able to demonstrate a high standard of organisational and planning skills.
- Experience of working in an administrative role.
- Experience of entering and maintaining accurate data systems.
- Experience of providing high levels of customer service and support.
- Experience of working to strict deadlines.

Desirable

- Experience of organising educational events.
- Budget monitoring.

Skills and Attributes

Essential

- Excellent dental nurse skills and knowledge.
- Excellent IT skills – Good working knowledge of MS Office.
- Ability to work unsupervised to deadlines, planning and setting priorities for own work.
- Ability to communicate specialist and complex information effectively and professionally to a range of stakeholders, with varying levels of understanding.
- Ability to solve problems using initiative and creativity.
- Excellent organisational and time management skills.

Desirable

- Welsh Speaker (Level 1) or willingness to work towards

Other

Essential

- Ambitious and willing to learn and develop skills.
- Flexible approach to work.
- Willingness and ability to travel to different venues in Wales when required.
- Tenacious, driven, and enthusiastic to achieve goals and see things through to completion and conclusion.
- Responsive to change and continuous improvement.
- Willingness to work together as part of a high performing team.
- Respectful and inclusive approach to all.