

## Dental Nurse – School of Medicine & Dentistry – Grade E

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### Job Description

#### **Purpose**

To provide dental nurse support for the whole dental team, supporting the day to day running of a busy clinic and teaching suite. Assisting with a variety of dental treatments and procedures, providing pre / post operative advice, and preparing equipment and materials for clinical use.

#### **Duties**

##### Customer Service/Administrative

1. Welcome patients and clients in a friendly and supportive manner.
2. Communicate appropriately with patients who may be fearful, vulnerable, are aggressive or have special needs i.e., physical and learning disabilities.
3. Deal efficiently with enquiries from patients, staff, and other healthcare professionals.
4. Deal with external agencies in relation to patient services on behalf of Clinicians e.g., dental laboratories.
5. Liaise with senior staff to ensure all operational information is available.
6. Demonstrate an awareness of the complaints procedure, defusing and resolving or referring potential situations to line manager.
7. Checking treatment plans prior to clinics.
8. Ordering consumables and storage.
9. Preparing take home packs for patients.

##### Clinical Service

1. Comply with all relevant policies, procedures, and training.
2. Supporting and assisting the range of Clinicians onsite (Dentist, Therapist, Hygienist visiting academics or students).
3. Provide pre and post operative advice and instruction for dental procedures.
4. Preparation of clinical areas including instrument sterilization, cross infection control and all relevant information, equipment, and materials in readiness for the treatment of patients.
5. Maintain a fully prepared surgery at all times, including adequate stock levels.

6. Be familiar with all equipment, being able to diagnose and repair basic issues and ensure everything is operational.
7. To be conversant with basic first aid and resuscitation techniques by attending regular training.
8. Actively participate in clinical or peer review.
9. Support and assist with the teaching and commercial activity within the clinic.
10. To keep the surgeries clean and tidy.
11. Be responsible for taking of dental radiographs including OPT's, if appropriately trained.
12. Any other duties as commensurate with the grade.

#### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Substantive experience in a busy dental practice (Application/Interview).
- Knowledge of SOE (Application/Interview).
- Evidence of continuous professional development (Application/Interview).
- Registration with the General Dental Council (Application).
- National Certificate of the Examining Board for Dental Nurses or NVQ Level 3 (Application).
- Ability to work on own initiative within guidelines and scope of practice (Application/Interview).
- Good communication skills (Application/Interview).
- Ability to work under pressure (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions, and behaviours (Application/Interview).

#### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience of working in a multi-disciplinary team (Application/Interview).
- Experience of working within a dental hospital environment (Application/Interview).
- Be studying for or prepared to undertake study in dental radiography for nurses (Application).