

**JOB DESCRIPTION**

**DENTAL NURSE**

Main purposes of the job: To carry out nursing duties throughout the practice, assist with reception, to carry out any clerical duties as required and perform such tasks as reasonably requested by the Practice Manager.

Responsible to: Practice Manager, Principal Dentist.

Accountable to: Practice Manager, Principal Dentist.

Employment duties:
- To perform high quality dental nursing whilst assisting the dentists she/he has been appointed with, in a safe and effective manner in accordance with the ‘Code of Ethics’ of the British Association of Dental Nurses and the GDC requirements and recommendations to the dentists and their staff. The performance of these duties is under the reasonable directions of the Practice Manager, made known from time to time as appropriate.
- To establish and maintain productive working relationships with all members of the dental team
- To ensure that the surgical areas and equipment are regularly cleaned and maintained, including aspiration systems and autoclaves, paying all due attention to relevant legal and ethical codes, in addition to the practice policy in respect of cross infection control and Health & Safety.
- To keep accurate records and ensure the recording methods are used in line with agreed practice policy, current medico-legal guidelines and recommendations from official bodies.
- To liaise with the Practice Manager on all matters concerning administration, pay and service conditions.
- Support and participate in practice meetings, audits and CQC inspections.
- Maintain a professional look at all times, in line with our Uniform, Cross Infection and PPE Policies.
- To assist at reception and perform other clerical duties if required.

Key Tasks:

**Surgery:**
- Set-up and prepare the surgery for the type of patient and treatment planned before the start of each session
- Undertake necessary start up and end of day tests, keeping all necessary recordings in accordance with HTM 01-05 guidelines
- Prepare the necessary materials and instruments
- Provide clinical assistance to the dentists while treating the patient, under his/her supervision
- Take all reasonable methods to ensure patient comfort
• Continually interpret the needs of the patients and dentists, and deal with them promptly and efficiently

• Assist in the correct procedure for dental radiography including processing and mounting, following IR (ME)R 2000 and I.R.R. guidelines at all times – Digora training on safe use of equipment will be given to all staff at the induction or where required.

• Ensure safe disposal of sharps and clinical waste

• Check patients medical history information is up to date and advise the dentists or therapist of any problems s/he has noted

• Chart and update patients records on the computer as necessary, and assist the dentists in the completion of records

• Clean and sterilise all equipment/instruments and working surfaces to the required standards at the end of each session, including the sterilising room

• To make certain that an efficient link with the dental laboratory is upheld to prevent delays in the dispatch and receipt of work

• Follow all practice policies and procedures at all times

• Follow Health & Safety Codes, C.O.S.H.H and R.I.D.D.O.R. guidelines at all times, including when taking x-rays, handling mercury, disposing of sharps and clinical waste, resuscitation, emergency procedures and fire drill

• Comply all dental ethical guidelines including all rules on Confidentiality, Data Protection and Safeguarding Protection

• Report equipment failures or breakages to the Practice Manager, so that action may be taken to remedy any defects

• Monitor and maintain stocks within the dental surgery as necessary, informing the appropriate person / practice manager and liaising with the dentists over necessary orders, and warning of any shortages of materials in the stores

• To maintain and increase competence in nursing skills by actively following a programme of Continuous Professional Development (CPD)

• Perform any other tasks as reasonably requested by the Practice Manager

• Communicate appropriately and sensitively with patients who may be fearful, vulnerable, have sensitive concerns or have special needs i.e. physical and learning difficulties, elderly, deaf, blind or for who English is not their first language

• Assist in the care of a patient during a medical or dental emergency

• Undertake all mandatory training courses and maintain statutory obligation

• To carry out any other duties requested by the employer to ensure that patients receive a high quality of patient care. To be flexible with your duties to ensure the smooth running of the practice.
Complete necessary daily checklist

**Key Points**
- Ensure all equipment is safe to use and disinfected/sterilised between each patient.
- Try to have all equipment out that is needed before treatment started.
- **Do not** handle patient’s notes with dirty gloves.
- **Gloves not to be worn** outside clinical area.
- Set up Digora, digital x-ray before surgery starts.
- Write up patient’s notes at the end of the treatment or when told by the Dentist.
- Transfer all dirty instruments in Labelled container to Decon room.
- Follow Decontamination, and disinfection procedure at all times.
- **Don’t go into drawers** with dirty gloves.
- PPE should be worn by staff, and PPE for patients as required.

ALL THE ABOVE POINTS ARE TO PREVENT CROSS CONTAMINATION WITHIN THE PRACTICE FOR THE SAFETY OF PATIENTS AND STAFF.

**Reception:**
- Meet and greet patients with a professional friendly manner.
- Answer telephone calls and queries, booking, changing or cancelling appointments as necessary.
- Ensure that reception runs smoothly.
- Keep a record of daily taking, as well as update patients' finance records on the computer system.
- Cash up after the morning and afternoon session daily, and check that it coincides with the daily takings, record and file as necessary.
- Complete necessary daily checklist.

Any other duties which may be reasonably requested.

**All Practice Members**
- Ensure the practice is clean and tidy at all times. Pay attention to the cleaning rota.
**PERSON SPECIFICATION**
**DENTAL NURSE**

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<tr>
<th>DENTAL NURSE QUALITIES</th>
<th>ESSENTIAL</th>
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<tr>
<td>Qualifications</td>
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<tr>
<td>• Registration with the General Dental Council</td>
<td>• Additional post certificate qualifications in:</td>
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<tr>
<td>• National Certificate in Dental Nursing or NVQ Level 3 Oral Health Care</td>
<td>• Dental Radiography</td>
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<td>• Or equivalent</td>
<td>• Oral Health Education</td>
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<td>Experience</td>
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<tr>
<td>• Relevant level of experience working in a dental environment.</td>
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<td>• Previous reception experience</td>
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<td>• Experience of HTM01-05 working procedures</td>
<td>• SOE Exact software</td>
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</table>
- To be honest, trustworthy and reliable
- Enthusiasm and flexible attitude
- Ability to use own initiative
- Well Presented
- Positive attitude
- Professional Manner
- Organised
- Patient Focused

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<tr>
<th>Team Work</th>
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<td>• Partnership proactive approach to team building</td>
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<td>• Must be able to work well with others and be supportive</td>
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HEALTH AND SAFETY
All Practice Members are required to acquaint themselves with health, safety and fire regulations and the accident notification system, whilst taking all possible steps to safeguard the health, and welfare of staff, patients and colleagues during working hours, in accordance with the Health and Safety at Work Act 1974.

CONFIDENTIALITY
All Practice Members should be aware of the need to preserve strict confidentiality in dealing with patients and should not disclose information obtained in confidence except to authorized persons or organisation as instructed.
The jobholder will be in possession of personal details of staff and clients and other confidential information. This must not be discussed or divulged to any unauthorised person. Any such instance would result in dismissal.

EQUALITY & DIVERSITY
It is the responsibility of all employees to support the vision of promoting a positive approach to diversity and equality of opportunity to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the our Equal Opportunities Policy and Equality Policy.

DATA PROTECTION ACT 1998
Under provision of the Act, it is the responsibility of each member of staff to ensure that all data, whether computerised or manual, is kept secure at all times. This includes data relating to patients and other members of staff. Data must not be disclosed to any unauthorised person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal.

REHABILITATION OF OFFENDERS ACT 1974
This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are ‘spent’ must be declared. Previous convictions will not necessarily preclude an individual from employment within the practice but must be declared in writing at the appropriate stage during the recruitment process.

NO SMOKING
The Practice has a no smoking policy on the Practice premises.
The successful applicant will require a CRB/DBS check, which will be reimbursed by the employer, and must show proof of registration and all inoculations, including Hepatitis B.

Statement of Responsibilities
The job description and allocation of particular responsibilities may be amended by agreement from time to time.
I confirm I have read and understood my job description
• Name: ……………………………………………………………………………………………
• Signed: ……………………………………………………………………………………………
• Date: ……………………………………………………………………………………………
JOB DESCRIPTION
DENTAL RECEPTIONIST

Main purposes of the job: To carry out dental receptionist responsibilities requiring courteous communication with patients and effective practice administration, and to carry out any clerical duties as required and perform such tasks as reasonably requested by the Practice Manager. Reception administration to facilitate the efficient running of the dental practice.

Responsible to: Practice Manager, Principal Dentist.
Accountable to: Practice Manager, Principal Dentist.

Employment Duties:
To provide comprehensive reception service to the practice, answer the telephone and deal with all enquiries sensitively and appropriately, communicate effectively with all personnel and effectively scheduling patients to ensure best use of practitioners’ time.

Key Tasks:
MAIN DUTIES/RESPONSIBILITIES
- Provide full and comprehensive reception duties dealing with general and complex enquiries, arranging dental appointments and providing information asked by patients and general public, either by telephone, email or face to face.
- To answer the telephone, exercising initiative when required to respond to general enquiries and/or record/pass on messages as appropriate, accurately, legibly and swiftly. This also includes registered and unregistered patients seeking immediate dental care.
- Receive, collate, process and distribute all incoming mail.
- To establish and maintain appropriate filing systems, so that information is stored securely and is easily retrievable. Ensuring all paperwork is prepared for the clinical session, that x-rays and laboratory work are available, and filed, where appropriate at the end of the working day.
- Helping patients with NHS PR forms, ensuring all correct patient information is entered accurately. (Exemption checks)
- Creating patient records accurately, ensuring no duplication, by checking dates of birth etc. Archiving records that are duplicates, patients left the area or deceased. Ensuring all medical histories are updated to ensure all patient personal details are accurate. Filing all documents. Scanning all incoming relevant documents into patient records.
- Checking all patients financial records are correct and up to date for audit purposes. Preparation of cashbook reports, ensuring monies are dealt with and accounted in accordance with financial instruction. Payments of cash, cheques and any payments made by debit/credit card through CHIP and PIN machine logged correctly through the cashbook and dental software. Reconciliation statements made, checked. Unpaid accounts –
frequently have to contact/ask patients about unpaid accounts, liaising with Practice manager about this.

- Ordering and maintaining stationary supplies, to provide an adequate supply of stock for all staff ensuring dispatch to correct location and tidiness of storeroom.
- To ensure that patient confidentiality is maintained in respect of personal information in accordance with practice policies and statutory legislation.
- To review and implement any new administrative processes.
- To undertake all general office duties, such as photocopying, faxing etc.
- Attend sessions where appropriate for statutory and mandatory training. Seek opportunities to develop skills and understanding that will enhance own performance in the role.
- Health & Safety – ensure your own and that of others health and safety and that all areas in the dental waiting area are clear, signs are relevant and displayed correctly. Hazard spotting for staff and patients.
- Sending out recall letters for registered patients who are due examinations, to ensure they do not lapse
- Report any breakdowns to the appropriate person
- Assist with the compiling of reports and records on practice performance
- Adhere to the recall system policy to ensure the maximisation of diary management.
- Ensure reception area is clean and tidy at all times
- Adhere to all practice policies and procedures
- Maintain daily weekly and monthly checks and audits.

Reception:

- Meet and greet patients with a polite, courteous and professional friendly manner at all times
- Answer telephone calls and queries, bookings, changing or cancelling appointments as necessary
- Ensure that reception runs smoothly
- Book appropriate appointments for patients and highlight any issue to the practice manager
- Keep a record of daily taking, as well as update patients finance records on the computer system
- Cash up after afternoon session daily, and check that it coincides with the daily takings, record file as necessary. Provide receipts for monies
- Weekly cashing up
- Ensure medical histories are updated and signed
- Make courtesy call to avoid failure to attend long appointments
- Complete necessary daily checklist
- Ensure that the practice email is monitored and emails dealt with promptly and appropriately.
• Ensure SOE emails and texts are going out and highlight any problems to the manager
• Ensure lab work is dispatched to the appropriate surgeries on arrival
• Report all issues of importance to the appropriate people
• Meet regularly with Practice Members to discuss aspects of the service and to consider improvements.
• Contribute to agreed business objectives, and monitor achievements.
• Support allocations from all staff on the marketing plan.
• Maintain awareness of new developments and dental techniques, which may involve attending courses and/or training, and ensure that this information is passed onto to the other Practice Members.
• Have sufficient knowledge to competently carry out the following procedures; taking money from patients, banking.
• Ensure that medical and emergency procedures, fire procedure, accident reports are maintained.

Any other duties which may be reasonably requested.

All Practice Members
• Ensure the practice is clean and tidy at all times.
• Promote a professional image of the company at all times and be knowledgeable about the services the practice provides
# PERSON SPECIFICATION
## RECEPTIONIST

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