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**Job Description & Person Specification**

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| Position: | NHS 111 Dental Nurse  Advisor | Division: | NHS 111 |
| Location: | Derby, Chesterfield, Oldbury, Leicester | Reporting to: | Dental Team Manager |

# Purpose of the Role

Dental nurses at DHU111 are responsible for the telephone assessment of patients with dental symptoms. Dental nurses provide symptom management advice and onward referral, as appropriate. Computer based clinical decision systems NHS Pathways will facilitate and support the assessment and advice given. A commitment to a quality service, excellence in clinical practice and continuous professional development are integral to the role and the development of the service. The dental nurse will also provide call handling triage for patients with a wide range of presenting symptoms requiring urgent medical assistance. The computer systems (Adastra) will be used to capture patient information. The dental nurse will be part of a multi-professional/skilled team including clinical and support staff providing accessible health services to the population across the Midlands

# Key Success Measures

* Compassionate – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities
* Accomplished – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual
* Respectful – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences
* Encouraging – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

# Key Areas of Responsibility & Accountability

* Undertake definitive clinical telephone assessment (triage) of patients with dental symptoms supported by the NHS Pathways software
* Assess and advise as appropriate through high level communication skills to meet the needs of the patient  Establish concordance with patients on appropriate courses of action through telephone consultation.
* Undertake clinical training to enable safe and effective assessment of potential toxic ingestions where a dental patient has exceeded the recommended dose of specific over the counter pain relief medication.
* Refer patients as appropriate to dental services for ongoing treatment as indicated through the protocols and systems of the organisation.
* Maintain appropriate records as required.
* Work within the parameters of his/her skills and knowledge maintaining an awareness of service and dental practice developments.
* Adhere to DHU, NHS Pathways and 111 policies, protocols and standards.
* Answering 111 service calls from the general public in an efficient and courteous manner, accurately recording, checking or amending details on the call logging computer system, Adastra.
* Triage patient calls using the NHS Pathways triage system.
* Signpost patients to the appropriate care using the Directory of Services where appropriate.
* Maintain a tidy office/call centre at all times
* Participate in the clinical governance requirements within the work of the organisation  Maintain an awareness of individual responsibilities in relation to clinical governance.
* Practice within the parameters of policies, protocols and guidelines.
* Participate in quality improvement within the organisation
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act 1984, Information Governance and Caldicott Principles.
* Keeping our patients, the public and ourselves safe and well is part of every role in DHU. To maintain high levels of safety all staff are encouraged to openly report incidents and any risk identified in Datix

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* Maintain an active registration with the General Dental Council
* Work within the regulatory requirements, codes and guidance of the General Dental Council
* Taking responsibility for own continuing professional development and performance and maintaining own portfolio in accordance with registration requirements.
* Supporting new staff in their development.
* Supporting other staff groups regarding dental health issues, sharing up-to-date practice information and acting as a resource.
* To be flexible in working arrangements, in order to meet the needs of the service. Contribute to the implementation of the service.
* To be flexible to changes in service needs.
* Assist in general administrative and clerical duties and maintain manual/computerised records as required, in a professional timely manner.
* Adhere to all procedures, protocols and other relevant memorandum as appropriate
* Provide assistance to new members of staff and assist in training and mentoring to ensure the maintenance of a high quality service
* Attend training and meetings as and when required to do so by DHU
* Maintaining equipment – checking systems and printers as necessary and reporting any faults via the Electronic Shift Report to IT or senior member of staff.
* Provide cover for sickness, bank holidays, annual leave, etc for any call handler/dental nurse as requested including working flexibly at other DHU sites.
* Adhere to Health and Safety Policy
* Communicate outstanding issues to your manager or shift replacement before going off duty.
* Notify manager of any circumstances which may affect the provision of a high quality service.
* Communicate with patients, relatives and representatives.
* Communicate with staff within Derbyshire Health United Ltd and related organisations.
* Communicate with clinical and other appropriate staff in local primary and secondary care services.
* Communicate with staff within social services.
* Communicate with out of hours and other related services within the local health economy.
* Communicate with ambulance services.
* Communicate with all stakeholders within the 111 service.
* As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
* Any other reasonable duties as required from time to time.

# Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

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| Academic/Professional Qualifications |  | Recognised dental nurse qualification approved by the General Dental Council |
|  |  | Registered with General Dental Council |
| Experience |  | Minimum 12 month experience of working as a dental nurse post registration |
|  |  | Previous experience of working with the public in a busy environment |
|  |  | Dental Triage  Previous experience of providing dental care advice to patients |
|  |  | Communication with a variety of people |
|  |  | Computer and keyboard experience (e.g. email systems and other electronic media |
| Practical and Professional |  | Effective communication skills with a variety of media and all |
| Skills |  | levels of staff with the company as well as external agencies |
|  |  | Ability to use initiative |
|  |  | Excellent and accurate record keeping |
|  |  | Excellent telephone manner |
|  |  | Good at problem solving and decision making |
|  |  | Demonstrable negotiation skills |
|  |  | Listening skills |
|  |  | Effective time management – strong organisational skills |
|  |  | Ability to maintain strict levels of confidentiality |
|  |  | Demonstrate awareness of accountability in clinical practice |
| Circumstances – Personal |  | Commitment to role |
|  |  | Able to work unsocial hours |
|  |  | Flexibility to meet service/rota needs |
|  |  | Able to attend training and staff meetings |
| Disposition/Adjustment/ Attitude |   | Proven team player Sense of humour |
|  |  | Diplomatic |
|  |  | Ability to work under pressure |
|  |  | Conscientious, reliable and resourceful |

# Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

# Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |