

Dental Nurse Role Profile

Job Title:	Dental Nurse
Reports to:	Lead Nurse
Liases with:	All team members

Job Purpose

Dental nurses are required to work as part of a dental team in assisting the dentist/DCP in the delivery of exceptional dental services to patients. Your role is to provide support and assistance to the designated Dental Surgeon or DCP. You're required to assist in ensuring all clinical and non clinical aspects of patient customer care is followed, HTM105 compliance, Practice Policies and Procedures are adhered to and is ethical at all times.

You will be required to assist reception consisting of administration duties when requested.

Dimensions

- A) People
- B) Customer
- C) Operational
- D) Financial

People:

You are required to work alongside your colleagues harmoniously, ensuring you are professional at all times, and have clear boundaries amongst your colleagues and the patients you care for. There is an expectation to work as a member of a team and independently. You must comply with procedures and policies and utilise your performance and development file throughout your employment.

Your role involves:

- ❖ Complying with learning, training and development, maintaining your Verifiable and non-verifiable CPD.
- ❖ Complying with exit and return to work interviews.
- ❖ Negotiating and managing your time during your working day.
- ❖ Lead by example and maintain presentable personal hygiene, comply with uniform code.
- ❖ Use of social media is to be kept private, no use of mobiles during working hours.
- ❖ Any grievances are to be brought to the attention of your lead person in the first instance.
- ❖ Your performance will be appraised regularly.

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- ❖ There is an expectation for you to attend and become involved in staff meetings, ideas, promotions and sales.
- ❖ You will be required to fulfil tasks within your scope of knowledge and skills.
- ❖ Communication must be clear and concise whether it's verbal or written and professional at all times.

Operational

You are required to assist the dentist and DCP in all clinical procedures.

Your role involves:

- ❖ To assist the planning of appointments to avoid delaying both patients and clinicians, help maintain a full diary by forward planning of appointments.
- ❖ When given tasks/duties you're expected to take ownership and responsibility in maintaining information to ensure all updates follow ethical procedures.
- ❖ To ensure all dental laboratory work is completed correctly and checked to prevent delays in dispatching and receiving work. Record in diary.
- ❖ You will be required to support reception staff e.g. taking calls, handling money, booking appointments, banking, post and all other tasks within your scope of knowledge and skills.
- ❖ To ensure that surgical areas and equipment are regularly cleaned and maintained following HTM105 guidelines.
- ❖ Adhering to all relevant legal and ethical codes, in addition to the practice policy and procedures and health and safety.
- ❖ To maintain records, note taking to be clear and concise ensuring confidentiality and data protection are adhered to.
- ❖ To advise the lead person of faulty or poorly functioning equipment
- ❖ Ensure a record is made of low or out of stock materials.
- ❖ Daily administration is maintained e.g. contacting patients, referrals, responding to administration tasks.
- ❖ Building and maintenance concerns to be reported to lead person then a written record made.

Financial

You are required to support the organisation in maintaining profits offering ideas for promotions, sales and correct invoicing of treatments.

Your role involves:

- ❖ You will be required to support reception in handling moneys and banking.
- ❖ To ensure patients treatments and estimates are correctly entered onto the patient's records for printing and signing.
- ❖ To liaise with reception patients regarding treatment plans.

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- ❖ Report concerns of financial discrepancies direct to Manager.
- ❖ Discuss options of finance to patients when requested.
- ❖ Be knowledgeable of all fees relating to treatments.
- ❖ Be knowledgeable of the Practices plan/s.

Customer

You are required to ensure customer care is adhered to at all times.

Your role involves:

- ❖ Ensure the Practice customer care is followed.
- ❖ Maintain patient confidentiality, this includes preventing medical histories, treatment plans, conversation and financial details being overheard.
- ❖ To ensure all dental laboratory work is completed correctly and checked to prevent delays in dispatching and receiving work.
- ❖ To keep up to date with available literature given to patients.
- ❖ To carry out any other duties requested by the management to ensure that patients maintain excellent of customer care.
- ❖ To be flexible with your duties to ensure the smooth running of the practice.

Essential Requirements:

GDC registration

Qualifications: NNEB in Certificate for Dental Nurses

Update Certified Professional Development

Desirable Requirements:

Oral Health Certificate

Radiography Certificate

Implant Certification

Personable attributes:

- Team player and work independently
- Pro-active approach towards sales and marketing
- To be patient and caring
- Good with written and oral communication skills
- Knowledge of excellent customer care
- To be flexible

When you become a member of The Whyte House you are introduced to a performance and development file. Your induction programme will run for 3 months from the start of your employment, after this time you should be knowledgeable and understand what is expected of you. You will meet with the Manager after this time to ensure you're clear on expectations and to sign of. The

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performance and development file is there for you to refer to at any time please use it.