

**Location:** Suffolk and North East Essex CAS



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BEST WORK LIFE**

**+ MAKE A DIFFERENCE  
EVERY TIME**



**Reporting to:** CAS Manager

**Hours of work:** Flexible shift patterns to meet the needs of the service including days, evenings, nights, weekends and bank holidays

### **Education/Qualifications**

- National Diploma in Dental Nursing Level 3 or Diploma in Dental Nursing Level 3 or equivalent
- Registered with the General Dental Council

### **Experience:**

- Experience of working within a multi-professional / multi-agency environment
- Willingness/experience to undertake necessary training and participate in clinical supervision within the work place

### **Skills / Knowledge**

- Provide a holistic package of care to patients whilst working within a multi-agency team
- Good communication, listening and interpersonal skills
- Ability to work under pressure
- Articulate
- Understand the role of a Dental Nurse Advisor
- Sound understanding of telephone advice triage service
- Understanding of patient management in the Primary Care Setting
- Sound understanding of legal / professional implications of independent practice
- To be computer literate
- Commitment to organisational development and learning
- Sound clinical decision making capabilities
- Ability to work on own initiative

## **Dental Nurse**

To provide safe and effective telephone advice, health assessment, onward referral and information to the callers who have been identified as having a dental problem.

To work as part of the multi-disciplinary team in providing quality, evidence-based health care to meet the immediate needs of the patient.

To take an active role within the cross-disciplinary, multi-skilled team to ensure service quality in line with corporate goals and strategy, and to assist in the development of new models for service delivery that have a positive impact on the health economy.

### **What you'll be doing:**

- Be responsible and accountable for assessing health and / or social needs of patients using agreed clinical protocols and clinical guidelines
- Manage telephone calls from patients, undertake an assessment of the presenting concerns, and give advice as appropriate and making timely decisions regarding future management
- Advise patients to carry out self-care through the effective communication of evidence-based health care advice or refer to other service providers where necessary
- Facilitate clear patient pathways through primary, community, secondary and tertiary care
- Support other clinicians, or liaise with other specialised clinicians to provide the most appropriate outcome for the patient
- Keep accurate and immediate records of every interaction, including assessment and advice given regarding patient care
- Hold a virtual case load and be accountable for delivery and integrated, quality patient care
- Manage all calls in a controlled and professional manner and treat patients with empathy, respect and consideration
- Assist in the education of patients in the correct use of primary care and emergency care services and other health care related organisations
- Support the achievement of quality standards and performance levels relevant to the service
- Carry out audit activities on an ongoing basis to ensure continuous development and improvement of a quality service in line with the clinical governance agenda
- Maintain and develop clinical competence and knowledge of care delivery within Primary Care setting using both formal and informal training methods
- Ensure that Practice Plus Group policies and procedures are followed
- Be conversant and fully comply with the requirements of the Data Protection Act
- Comply with all policies and regulations relating to clinical governance and patient confidentiality

## Skills / Knowledge continued

- Flexible approach to work
- Client and quality focused
- Team working skills
- Self-motivated
- Computer literate
- To possess imagination and intuition
- To be computer literate
- Commitment to organisational development and learning
- Sound clinical decision making capabilities
- Ability to work on own initiative
- Flexible approach to work
- Client and quality focused
- Team working skills
- Self-motivated
- Computer literate
- To possess imagination and intuition

## Competencies

- Competency in the core skills, knowledge and attitudes, relevant to the clinical area
- Professional portfolio supporting the above, demonstrating learning and formal education



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## Dental Nurse

- Attend meetings and training sessions as requested
- Keep abreast of changes in services provided by the Call Centre/clinical hub
- Identify potential service improvement opportunities and make recommendations as necessary
- Work with service leads to improve quality standards and team performance across the range of services provided
- Promote effective communication and networking within the team.
- Assist with covering sessions where necessary
- Participate in duties as designated by the Bridge or CAS Manager during peak times
- Take a person centred approach to service delivery, based on clear understanding and experience of the modes for service delivery
- Incorporate the Dental nurses role in health education within the unscheduled care environment

## Professional and Educational Responsibilities

- Work within the professional Code of Conduct and other directives as defined by the NMC/HPC
- Undertake appropriate personal and professional development to meet the requirements of PREP / NMC / HPC Registration
- Successfully complete training specifically around the NHS Pathways tool and maintain competencies in line with the defined competency framework
- Using the system provided, keep accurate and contemporaneous records of each enquiry, including assessment and advice regarding care
- Allow patients to carry out self-care as appropriate, through effective communication and health care advice
- Attend training and professional development programmes identified as appropriate
- Participate in the delivery of induction and ongoing in house training programmes
- Regularly participate in clinical supervision
- Participate in individual's performance appraisals activities
- Demonstrate a clear understanding of the accountability and legal implications of the nurse triage role
- Participate in regular performance review with the Lead Nurse and call centre Manger using agreed competency framework appropriate to the individual's scope of practice

## Travel to other sites

- You may be required to travel to other Practice Plus Group locations in the event of a Disaster Recovery plan

**NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.**