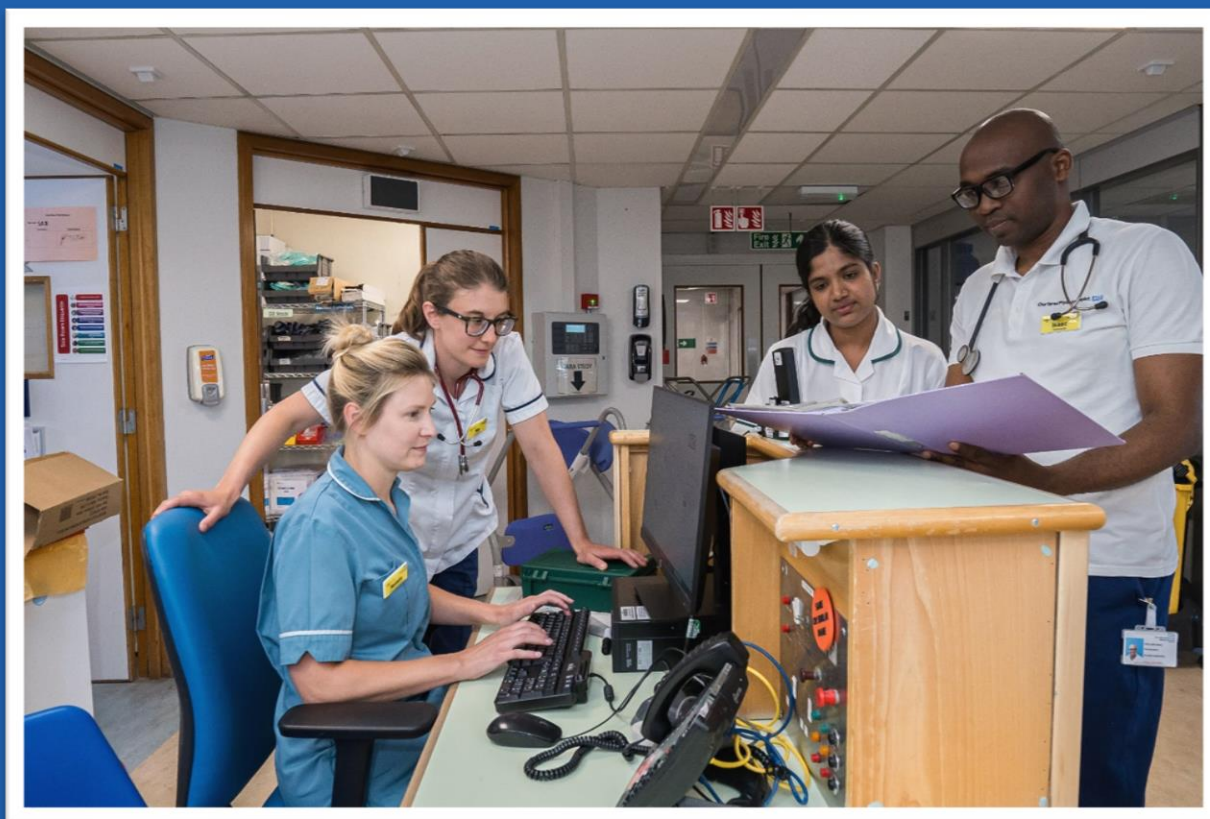


# Dental Nurse

## Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- The role supports dentists and clinical staff in Oral and Maxillofacial surgery, Orthodontics and Restorative dentistry, helping with many different treatments.
- You will help care for patients, making sure they feel safe, respected and well-informed during their visit.
- You will follow all hospital rules to keep patients and staff safe, including infection control and equipment cleaning.
- You will prepare clinics, organise tools and materials, and help with paperwork to keep the department running smoothly.
- You will use good hand skills and stay organised while assisting with procedures, taking x-rays and handling equipment safely.
- You will help new team members learn their tasks and take part in training, audits and personal development.

## Job Description

|                        |   |
|------------------------|---|
| <b>Job title:</b>      | Dental Nurse  |
| <b>Grade:</b>          | 5   |
| <b>Site:</b>           | The Princess Royal Hospital, Telford  |
| <b>Accountable to:</b> | Senior Nurse Manager/<br>The Oral and Maxillofacial and Orthodontic<br>Lead Clinician |
| <b>DBS required:</b>   | Yes – Enhanced  |

## Post purpose

To provide assistance to clinical staff in the Department of Oral and Maxillofacial surgery and Orthodontics in Outpatients at the Princess Royal and Royal Shrewsbury Hospital.

To ensure that high standards of care are provided to the Patients at all times and that the Patients and their carers are dealt with sympathetically and with respect.

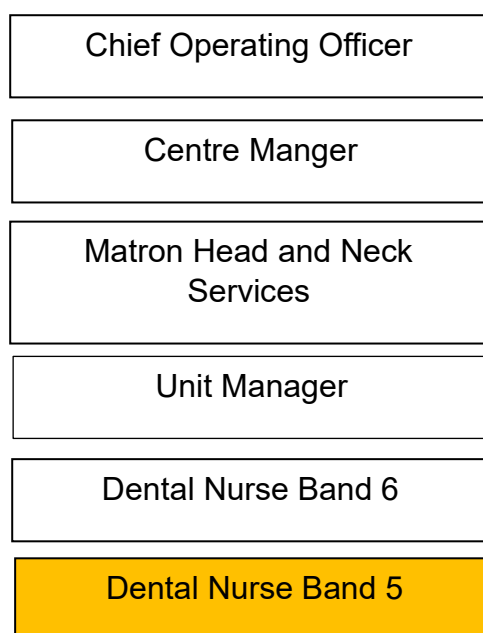
To be fully compliant with Hospital Trust policies, Health Safety and GDC regulations.

To have a high level of manual dexterity and excellent organisational skills

## Scope and Range

The post covers, The Departments of Oral and Maxillofacial Surgery and Orthodontics at the Royal Shrewsbury and Princess Royal Hospital, it also provides department Management cover as required.

### ORGANISATIONAL POSITION



## Main Duties and Responsibilities Clinical

To provide chairside assistance to clinical staff in the Department of Oral and Maxillo-facial surgery, Orthodontics and Restorative dentistry.

## Oral and Maxillo-Facial Surgery

A thorough working knowledge of Oral and Maxillofacial surgery procedures and associated materials and instrumentation, a high level of competency in the assistance of:-

## **Intra-Oral Procedures**

Extractions, the surgical removal of teeth, impacted teeth and buried roots.

Apicectomies and Frenectomies.

Incisional and Excisional biopsies.

The exposure of buried teeth with the bonding of Orthodontic brackets.

Gingival surgery.

The insertion and removal of Titanium implants.

The removal of Intra-maxillary fixation screws and plates and Arch bars.

Incision and drainage of infected abscesses and cysts.

Cryotherapy treatments.

## **Extra-Oral Procedures**

The removal of skin lesions and the removal of skin lesions with local flap closure.

Incision and drainage of infected abscesses and cysts.

Cryotherapy treatments and Diathermy treatments.

Cleaning and suturing of skin lacerations.

Fine needle aspirations.

Silver Nitrate treatments

## **Other Procedures**

Assisting in the administering of Steroid, Anti-biotic cover, Botox, local anaesthetic and Marcaine Block injections.

Applying prescribed dressings to:- Trauma, non-healing, Fungating and Necrotic wounds and Operation sites.

Administering prescribed Oral Anti-biotic prophylactic cover prior to surgery.

Administering Oral Glucose to Hypoglycaemic patients.

## Orthodontics

A thorough working knowledge of all Orthodontic therapies and associated materials and instrumentation, a high level of competence in the assistance of:-

- TREATMENTS CLINICS TO INCLUDE:-

Fixed, removable, Dento-facial/Orthopaedic and Sleep Apnoea appliances and Electropalatography plates. Mixing for alginate impressions, assisting in the cementing of orthodontic bands and the placement and debonding of Orthodontic brackets.

- NEW PATIENT CLINICS TO INCLUDE:-

Completing Orthodontic assessment sheets and recording IOTN data.

Assisting with, or the taking of impressions.

Organising relevant x-rays and photographs.

- OTHER ORTHODONTIC CLINIC DUTIES TO INCLUDE:-

Finding appointment spaces for emergencies, adding Patient details to consent forms, laboratory prescriptions, photograph request forms, waiting list forms, radiograph request forms and Patient assessment sheets, retrieving and filing Patients study model boxes.

## Restorative Dentistry

A thorough working knowledge of Restorative Dentistry procedures and the associated materials and instrumentation, a high level of competency in the assistance of:-

The construction of Crown and Bridgework, the various stages of Denture and Obturator construction, the insertion and removal of Implant abutments, composite restorations, and Periodontology.

General dental tooth charting and periodontal depth charting.

## Head and Neck Department

Providing assistance for Head and Neck Oncology patients in the form of sympathetic support to newly diagnosed patients and their carers in the absence of the Head and Neck CNS Nurse and continuing support as required throughout the patients' subsequent treatment.

## Technical

Competency in the technical skills required to ensure efficient and safe working conditions.

- Compliance with the Trust's current procedures for cross infection control.
- Compliance with the Trust's current procedures for health and safety.
- Adherence to COSHH regulations.
- Disassembling and cleaning contaminated Dental units.
- Cleaning and sterilizing contaminated instruments using steam sterilizers in the clinic rooms.
- Cleaning and packaging contaminated instruments for collection by Hospital sterile services.
- Cleaning of all cabinetry and surfaces in the clinic rooms using departmental and Trust guidelines.
- Correctly able to deal with blood spillage's using departmental and Trust guidelines.
- Correctly able to deal with a Mercury spillage departmental and Trust guidelines.
- The taking, developing and mounting of dental radiographs.

## Administrative

Competent in the provision of administrative duties:-

- Preparing multiple daily clinics by providing the necessary instrumentation, materials, equipment, all reports, laboratory work, radiographs and scans to ensure that they run efficiently.
- Completing daily clinic registers and collating clinic activity information for the department and the Trust.
- Completing Out-patient coding proformas.
- Dealing with queries and problems using the telephone and in person.
- Correctly completing in-patient and day surgery waiting list forms and further appointment slips.
- Handing out the correct patient information/instruction leaflets.
- Checking that all Patient identifier labels used on anything from the department are correct and hold the Patients current information

## Research and Development

- Participating in research and development projects to further knowledge and enhance skills.
- Participating in all aspects of Departmental audit including assisting colleagues with their audit projects and sometimes presenting personal audit projects to around twenty people including Consultants, Registrars and Senior house officers.
- Attending all required statutory training sessions.
- Attending courses/conferences for the purpose of personal development.

## Teaching

- Training and developing new members of the team.
- Sharing skills, knowledge and information with all members of the team to ensure departmental efficiency.

## Personal Responsibility

- Accountable for Cross-infection control, instrumentation cleaning and sterilization in the department, the welfare of the Patient, the accurate completion of all relevant paperwork.
- Accountable for the checking of materials and drugs prior to their being administered to the Patient.
- Giving up to date, correct, verbal and written instruction/advice to Patients following all kinds of clinical procedures.
- Fully responsible for the welfare of the Patients when taking Dental Radiographs.

## Systems and Equipment

A thorough working knowledge of all systems and equipment used in the Department.

- Electrical equipment: The amalgamator, the Diathermy unit, the Alginate, the Implant drill unit, the Naso-endoscope, the Electric Pulp-tester, ultra-violet lights, the Dental unit to include the suction and the portable suction unit.
- Non-electrical equipment: The Cryoprobe, various types of handpieces
- Clinical Equipment: All instrumentation for the Oral and maxillofacial, Orthodontic and Restorative procedures within the department, all sutures, hypodermic needles, scalpel blades, sharps bins, all orthodontic consumables to include: archwires, brackets, bands modules plus many more small components, all restorative consumables: handpiece burs, plus many more small components, Implant equipment: Abutments, Titanium Implants, gauges and insertion tools.
- Radiographic equipment: The Orthopantomograph, the Cephalometrograph, the Oralix Intra-oral, the processing equipment, the film hopper, the film cassettes, the Intra-oral film holders and the viewing equipment.

- Non-clinical equipment: Use of the computers to look at clinic diaries and for some word processing.
- Operating theatre equipment: The Dental drill, the Dento-alveolar instrument trays, the mobile suction unit, and the mobile dental unit and scaler.

## **Decisions, Judgements and Freedom to Act**

Guided by departmental policies and procedures uses own initiative to make decisions and judgements but ultimate responsibility lies with the Senior Nurse or the Deputy Senior Nurse.

## **Communications and Relationships**

Requires an excellent level of communication skills:

- Verbal and Telecommunication with Patients, colleagues at the Royal Shrewsbury hospital and the Princess Royal Hospital, Students, Work-experience placements, General Practitioners, General Dental Practitioners, care-home staff and with a wide range of Hospital specialities.

## **Physical, Mental and Emotional Demands of the Post**

Can be subjected to highly emotional situations and the stresses caused by these, expected to provide support to patients and their carers with the following:

- Reassuring and providing simple care instructions following all kinds of clinical procedures.
- Dealing with angry and/or upset Patients and carers.
- Being sympathetic and supportive to nervous, confused and special needs Patients, children, babies and the elderly.
- Being sympathetic and understanding towards Patients with congenital facial deformities and disfigurements following trauma injuries and major facial surgery.
- Providing care to terminally ill Patients.
- Providing care to Head and Neck Oncology patients and their carers in the absence of or in conjunction with the Head and Neck Cancer Liaison Nurse.
- Providing care to Patients with Mental illness.
- Providing care to chaperoned Prisoners.

Using a high level of co-ordination, manual dexterity, manipulation, speed and accuracy to run a busy clinic, handling extremely small components and assisting in a restricted space ie: the Oral cavity.

Competent in multi-tasking, concentration, adaptability and flexibility to ensure that the demanding, ever changing clinics are managed to a high standard and that Patients charter targets are met.

Standing for long periods of time and standing or sitting in a restricted position for long periods of time to assist for some procedures.

Providing physical support to inform Patients.

## Working Conditions

- Daily exposure to blood, saliva, vomit, sputum, pus and other bodily fluids, gum disease, very dirty mouths, necrotic tissue, infected cysts, abscesses, tissue and wounds, fungating wounds associated with aggressive facial and oral tumours and the highly unpleasant odours associated with these.
- Assisting the Consultant with Dental charting for the purpose of body identification in the Mortuary.
- Regular contact with Patients with HIV, Hepatitis and CJD.
- Daily handling of sterile and contaminated Sutures, Scalpel blades, Hypodermic needles and other sharp components to produce a high risk of Needlestick injury.
- Daily risk of contamination by bodily fluids and of being hit by sharp flying tooth and bone fragments.
- Daily cleaning of contaminated instruments, Dental units and the associated suction.
- Daily use of Steam sterilizers in Patient areas with all its' associated hazards.
- Daily contact with chemicals to include: X-ray processing chemicals, formaline, aspirator cleaners, Silver Nitrate sticks (Caustic pencils) and Mercury.
- Occasional exposure to aggression from Patients, relatives and carers.
- Occasional exposure to physical violence from patients with special needs or Dementia.

## Person Specification

|                             | <b>Essential</b>   | <b>Desirable</b>  |
|-----------------------------|--|---|
| <b>Qualifications</b>       | <ul style="list-style-type: none"> <li>• Educated to GCSE grade 9 -4 in English and Math/ equivalent qualification</li> <li>• Certificate in Dental Nursing</li> <li>• Certificate in Dental Radiography</li> </ul>                            |   |
| <b>Experience</b>           | <ul style="list-style-type: none"> <li>• Relevant experience in a hospital setting</li> </ul>  |   |
| <b>Knowledge and skills</b> | <ul style="list-style-type: none"> <li>• Knowledge of fixed appliance therapy</li> <li>• Knowledge of oral surgery procedures</li> <li>• Good Communication skills</li> <li>• Able to use own initiative and work as part of a team</li> </ul> | <ul style="list-style-type: none"> <li>• IT Skills</li> </ul> |
| <b>Other</b>                | <ul style="list-style-type: none"> <li>• Ability to meet the travel needs of the post</li> </ul>   |   |

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;

- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## **Safeguarding Children and Vulnerable Adults**

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **NHS Sexual Safety Charter**

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## **Equal opportunities and diversity**

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

