



## ASSOCIATE DENTAL TECHNICIAN

### INFORMATION FOR CANDIDATES



## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job





## JOB DESCRIPTION

|                       |   |
|-----------------------|---|
| <b>Job Title</b>      | <b>Associate Dental Technician</b>  |
| <b>Band</b>           | <b>4</b>  |
| <b>Directorate</b>    | <b>Head and Neck Centre</b>   |
| <b>Accountable to</b> | <b>Lead Technician in Oral and Maxillofacial Surgery, Orthodontic and Restorative Dentistry</b> |
| <b>DBS Required?</b>  | <b>Yes</b>  |

### JOB OVERVIEW

- The post holder is to produce all vacuum formed appliances for the trust and all external laboratory income generated services.
- To provide a full clinical photography service to the Oral and Maxillofacial and Orthodontics Department.
- To plan, organise and manage the production of all models, the identification and disinfection of all dental and facial impressions for model production, including study and working models for primary appliance construction, teaching aids, diagnostic and duplicate models, facial and osteotomy planning models and refractory models for cobalt chromium appliances. Booking all laboratory work in / out on the laboratory computer database and identifying and naming all models produced. Ensure that all work meets deadlines and complies with Medical Devices Directive and Quality Standards Statement.
- To provide cover in the absence of the Laboratory administrative role

## **MAIN DUTIES AND RESPONSIBILITIES OF THE POSTHOLDER**

### **Clinical**

- When required, to assist in taking facial impressions for patients with acquired facial disfigurement.
- To take clinical photographs using digital photographic equipment of all departmental patients, archive and categorise all images for patient records and audit purposes.
- To understand and comply with all Trust policies, particularly health and safety, patient confidentiality, laboratory operating policy and COSHH.
- Ensure as far as is reasonably practicable, the health and safety and welfare of patients, visitors and staff.

### **Technical**

- To produce all Essix retainers, bite raising appliances, radiotherapy amalgam guards, fluoride trays and any other vacuum formed appliance for the trust and all external laboratory income generated services.
- To cast dental impressions to produce study and working models for primary appliance construction, teaching aids, diagnostic and duplicate models, facial models and models for osteotomy planning in a wide range of materials, plaster, stone and investments.
- To prepare, print and finish 3D Orthodontic Stereolithographic models for use in the construction of intra-oral appliances and records.
- Trimming all orthodontic study models to laid down guidelines.
- To provide training, guidance and advice to students and work experience placements.
- Cleaning, maintaining and preparing highly complex laboratory equipment and machinery including changing filters, preparing materials and programming equipment for daily use.
- Maintaining stock levels of laboratory materials at appropriate defined levels.
- Meet the legal requirements of the Medical Devices Regulations

### **Research and Development**

- To participate in departmental audit and occasionally conduct audit of own work

### **Administrative**

- Maintain stock levels of prosthetic denture teeth and re-order as appropriate.

- Ensure Clinical photography is properly consented and recorded.
- Inputting all work details into the laboratory computer database to conform to Medical Devices Directive.
- Archive, categorise, print and provide for MDT all departmental photographic images.
- Printing of all laboratory stationery, forms, labels, delivery/advice notes, work reports, using the laboratory computer database and printer and scanner.
- Answering the telephone, dealing with queries and passing and receiving information as necessary.
- Packing and despatch of all laboratory work to appropriate destinations.
- With regard to patient information – local policies should be followed regarding medical notes, IT protocols, referral procedure, internal mail, photographs, reports etc – to ensure the quality and confidentiality of such information.
- Follows all Trust policies and will make suggestions for improvements to the policies and practices within the department
- Filing of laboratory prescriptions, booking out work and signing off to comply with Medical Devices Directive.

#### **Decisions, judgements and freedom to act**

- The post holder is required to work independently and use their initiative to carry out all routine work, and whilst providing a clinical photography service.
- It is necessary to read / analyse the laboratory prescription to determine which information should be recorded on the laboratory computer database, what appliance will be constructed, and for which speciality.
- To work within defined policies and protocols, to manage their own caseload and make unsupervised decisions regarding the prioritising of urgent / non-urgent work.

#### **Communications and Relationships**

- When assisting with the taking of impressions of maxillofacial patients the post holder is required to communicate with the patient, to help ease the patient's anxieties.
- The post holder has contact and verbal communication with colleagues, patients, clinicians, students and work experience placements, within the department and across the Trust. To also communicate with external users of the laboratory service such as The QE Hospital, Birmingham Children's Hospital, Good Hope Hospital, Russells Hall Hospital, RJA. This list is not extensive. And with suppliers.
- All the written, oral and electronic information the postholder gives and receives is medically confidential and therefore sensitive.

### **Physical, mental and emotional demands of the post**

- Frequent sitting and standing for long periods at the laboratory bench whilst constructing models on a daily basis.
- The construction of dental and facial models requires 100% accuracy. This can only be achieved with the highest levels of manual dexterity, good hand eye co-ordination whilst using a wide variety of materials with high levels of concentration whilst operating hazardous machinery.
- The inputting of essential information on computer database on a daily basis requires accuracy, concentration and good keyboard skills
- The importance of accurate identification of individual patient impressions is crucial to all ensuing stages of appliance construction, this is done on a daily basis demanding total concentration.
- All work has a date deadline i.e.-patient appointments. Most work is generated by the clinical staff and the workload is entirely unpredictable to which the post holder has to be able to respond.
- The post holder is required to assist on an occasional basis with patients with acquired oro-facial abnormalities and disfigurement, some terminally ill and receiving palliative care.

### **Working conditions**

- The post holder has direct contact with blood and saliva from dental impressions and appliances daily.
- Daily exposure to noxious fumes and smells from chemicals.
- Daily exposure to dust, noise and vibration from laboratory equipment and technical procedures.
- Daily exposure to boiling water and naked flames.

**This job description is subject to annual review with the post holder as part of the performance appraisal process and is also subject to review in accordance with any changes in policy or future developments of the service.**





## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

| ESSENTIAL  | DESIRABLE  |
|--|--|
| <ul style="list-style-type: none"> <li>• Good literacy and numeracy skills.</li> <li>• Educated to GCSE standard with Maths and English Lang. grades A-C.</li> <li>• NVQ 4 OR equivalent experience</li> </ul> | <ul style="list-style-type: none"> <li>• ECDL</li> </ul> |

# EXPERIENCE AND KNOWLEDGE

| ESSENTIAL   | DESIRABLE   |
|---|---|
| <ul style="list-style-type: none"> <li>• Workplace appropriate experience and knowledge of working in a hospital based Maxillofacial and Orthodontic Laboratory</li> <li>• Good IT skills</li> <li>• Health and Safety and Manual Handling</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of working in a Care environment</li> <li>• Experience in clinical Photography</li> <li>• Knowledge in the use of photographic equipment</li> <li>• Knowledge of creating data reports using either Microsoft Access / Excel</li> </ul> |

## SKILLS

| ESSENTIAL  | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> <li>• Excellent communication / interpersonal and empathic skills.</li> <li>• Ability to plan and organise own workload.</li> <li>• Practically minded with good manual dexterity, precise, careful and logical nature.</li> <li>• Adaptable and flexible.</li> <li>• Ability to work under pressure, plan workload to meet agreed time scales</li> <li>• Able to demonstrate sensitivity relating to ill patients and their relatives.</li> <li>• Able to work in different sections of the laboratory.</li> </ul> |           |

## OTHER

| ESSENTIAL  | DESIRABLE   |
|--|---|
| <ul style="list-style-type: none"> <li>• Willingness to learn</li> </ul> | <ul style="list-style-type: none"> <li>• Committed to personal development</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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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 AND CYBER SECURITY

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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

# 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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

# EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

# NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital