JOB DESCRIPTION FOR THE POST OF

HEAD DENTAL NURSE /ASSISTANT MANAGER

This job description is valid from October 2016

Title of Post
The post is that of Head Dental Nurse & Assistant Manager working for the Practice Owners CDS (Midlands) Ltd.

Employment Duties

The main employment duties of this post are:

1. To work alongside the Practice Manager to ensure the smooth and efficient running of the practice in accordance with established procedures and protocols.
2. Leading the practice nursing team as a Head Nurse, to carry out high quality dental chair-side assistance in a safe and effective manner.
3. To ensure that all cross-infection procedures are carried out in all the work undertaken by the practice and to immediately report any breach of such controls or any example of bad practice.
4. Reception and office duties.

The performance of these duties is under the reasonable directions of the Practice owners made known from time to time as appropriate. The job is to be performed to the highest standards.

Performance will be appraised annually in accordance with the Staff Appraisal Scheme.

The post-holder will:

- Be responsible to the Practice Manager for their reception duties and practice tasks, and for their nursing duties and responsibilities.
- Work with a number of different Dentists and Hygienists and should carry out all tasks with them in a professional manner and seek to establish and maintain productive relationships with them in order to promote mutual understanding and the highest standards of service delivery.
- Work with a number of other colleagues in the practice and should also carry out all tasks with them in a professional manner and seek to establish and maintain productive relationships with them.
- Liaise with the Practice Manager on all matters concerning administration, pay and service conditions.
Key Tasks

1.0 Clinical Lead Duties

1.1 Be responsible for all aspects of infection control and maintenance of all clinical aspects with the practice.

1.2 Ensure that all clinical team members are adhering to all legislation & regulation as well as all company policies and protocols.

1.3 Be responsible for maintaining all monthly task, logs and audits.

1.4 Be responsible for the maintenance and service of all clinical equipment.

1.5 Train, develop and performance manage staff to meet performance standards

1.6 Any other general necessary duties involved in maintaining the correct clinical standard within the practice.

1.7 Maintaining regular CPD to remain up to date on current guidance, legislation and regulations.

1.8 Organize and oversee supply purchases, equipment upgrades and operations expenses.

1.9 Determine staff schedules and ensure operational standards are met.

2.0 Administrative/ Reception

2.1 Be aware of the importance of the receptionist’s role in ensuring that every patient’s visit is as pleasant and effective as possible.

2.2 Greet patients at the desk and if required escort them to and from the surgery, dealing with the patients in a pleasant and accommodating manner.

2.3 Make appointments for patients in person or on telephone for the dentist and hygienist.

2.4 Be able to communicate comfortably and effectively with patients about money and accept payments for treatments in the appropriate manner.

2.5 Dealing with financial transactions leading to full reconciliation at the end of the day.

2.6 Help administer the Dentist recall system.

2.7 Answer the telephone in a professional manner and make telephone calls to patients as appropriate.
2.8 Opening up of reception, checking answerphone etc. to start the business day. Ensure waiting area is clean and welcoming at all times.

2.9 Be capable of using a computer system within the Practice effectively. Operate the appointment system in the Practice on the computer.

2.10 Be responsible for the input of new patient and change of patient information onto the computer database.

2.11 Be able to type letters if necessary.

2.12 Ensuring that the Practice Manager knows about patient complaints and comments.

3.0 **In the Surgery**

3.1 Assisting the Dentists and Hygienists with dental procedures.

3.2 Sterilizing and performing cross-infection controls after each patient.

3.3 Setting- up and preparing the surgery before the start of each clinical session.

3.4 Ensure that the dental surgery operates efficiently, is fully stocked and equipped, and that the operating environment for the dentist is as efficient as possible.

3.5 Help provide a comfortable, attractive, clean and uncluttered environment for the patients.

3.6 Maintain correct uniform and a professional manner and appearance.

3.7 Deal competently and safely with hazardous or toxic waste or materials.

3.8 Be flexible with hours of work in the case of a dental emergency.

4.0 **Business Planning/Training,**

4.1 Meet regularly with Practice Members to discuss aspects of the service and to consider improvements.

4.2 Help make agreed business objectives happen, and monitor achievements.

4.3 Work with all staff on the marketing plan.
4.4 Maintain awareness of new developments and dental techniques, which may involve attending courses and/or training, and ensure that this information is passed onto to the other Practice Members.

5.0 **All Practice Members**

5.1 Ensure that medical and emergency procedures, fire procedure, accident reports are maintained.

5.2 Ensure the practice is clean and tidy at all times.

5.2 All other such duties as may be reasonable to carry out.

**HEALTH AND SAFETY**

All Practice Members are required to acquaint themselves with health, safety and fire regulations and the accident notification system, whilst taking all possible steps to safeguard the health, - and welfare of staff, patients and colleagues during working hours, in accordance with the Health and Safety at Work Act 1974.

**CONFIDENTIALITY**

All Practice Members should be aware of the need to preserve strict confidentiality in dealing with patients and should not disclose information obtained in confidence except to authorized persons or organization as instructed.

**DATA PROTECTION**

All Practice Members are required to comply with the Data Protection Act 1984 which regulates the use of computerized information.

**NO SMOKING POLICY**

The Practice has a no smoking policy on the Practice premises.

**Statement of Responsibilities**

The job description and allocation of particular responsibilities may be amended by agreement from time to time.

I have read and understood my Job Description

Signed...........................................(Employee)    Signed...........................................(Employer)

Date..........................    Dated..........................