



Job Description: Dental Nurse

Our practice constantly strives to provide excellent, comfortable patient care delivered in an efficient and prompt manner. The role of the Dental Nurse is essential in enabling this to happen. Whilst the following list is not exhaustive it outlines the main duties that you will be asked to perform. We require commitment and enthusiasm from our team.

Key Responsibilities:

Assist the dentist/hygienist/therapist in all clinical procedures, providing chairside assistance.

Maintain impeccable standards of hygiene and cross infection control, according to the latest guidelines and following practice procedures and policy.

Prepare instrument trays for procedures.

Follow all practice procedures and protocols to maintain patient confidentiality

At the end of the surgical day, ensure the surgery management is adhered to in line with practice procedures and policy.

Advise the Lead Nurse of any faulty or poorly functioning equipment, so that prompt action can be taken to remedy any defects/problems and ensure service and maintenance at the required frequency.

Ensure that all the relevant paperwork is completed promptly and accurately and that all client records are updated and maintained, according to practice procedures.

Maintain Registration and comply with all GDC requirements.

Assist in managing the appointment book for all clinicians, ensuring that the daily production targets can be met and the booking system is followed and to ensure a smooth delay free workflow for patients or clinicians.

Build trusting and caring relationships with all patients, and take all reasonable steps to ensure their comfort and retain them as a client. Maintain patient confidentiality at all times.

Monitor stock levels for materials and sundries and order/liase with Lead Nurse on ordering.

Coordinate with the laboratory on timely dispatch and receipt of work.

Assist the clinical team and reception team in gaining acceptance for treatment plans from clients and support the practice in gaining testimonials and referrals from clients

Proactively contribute to regular practice meetings.

Assist in manning the reception as the business necessitates, providing a customer-focused and seamless patient journey according to the practice's brand standards that assists in recruiting and retaining patients.

Skills & Attitudes:

Enthusiasm and commitment

Ability to work flexibly

Excellent communication skills, both written and verbal (including a positive and friendly phone manner)

Excellent listening skills and a calm, empathetic approach to patients

Dedicated to providing a first class customer service experience

Builds trust and rapport with a wide range of people

Good organisational skills

Good technical skills and knowledge

Excellent follow-up ability on all tasks

Ability to work as part of a team, and alone when required

Good IT skills

An ability to bring energy and enthusiasm to any situation and always act with honesty and integrity

A "can-do" attitude, with the desire to learn new skills and take on new challenges

To be proactive and demonstrate initiative

Prepared to work according to the practice systems and brand standards

A professional appearance