

National profiles for Clinical Support Worker (Dentistry) and Dental Nurses

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Note:

Following the review of the profiles, the following profiles have been withdrawn.

Profile Title	AfC Banding	Date of Publication
Dental Surgery Assistant/Dental Nurse (Unqualified)	2	March 03
Qualified Dental Nurse	3	March 03

January 2020 minor changes of wording to some profiles. No changes to factor levels

National profiles for Clinical Support Worker (Dentistry) and Dental Nurses

Profile Label: Clinical Support Worker (Dentistry)

Job Statement:

1. Assist dental practitioner to provide dental treatment
2. Undertakes administration for dental clinic/surgery

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills, barriers to understanding Deals with nervous patients, reassures new patients, there may be communication difficulties	3(a)
2. Knowledge, Training & Experience	Range of work procedures and practices, base level theoretical knowledge Knowledge of dental procedures; acquired through Dental Surgery Assistant qualification or equivalent experience	3
3. Analytical & Judgemental Skills	Judgements involving straightforward facts or situations Make judgements concerning own work, how to deal with patient requests	1
4. Planning & Organisational Skills	Organise own day to day work tasks or activities/Plan and organise straightforward tasks, some ongoing Plans own work/ arranges interviews, staff meetings	1–2
5. Physical Skills	Physical skills obtained through practice Mixes dental materials, holds instruments in position for dental practitioner	2
6. Responsibility for Patient/Client Care	Provide basic clinical technical services to patients/clients; provide basic clinical advice Sterilises instruments & equipment; gives advice on oral hygiene, pre and post operative care	3b/3c
7. Responsibility for Policy/Service Development	Follow policies in own role, may require comment Follows clinic policies, may comment on dental policies or procedures	1
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/handle cash, valuables Safe use of dental equipment/may sell dental hygiene aids, handles payment for treatments	1–2(a)
9. Responsibility for Human Resources	Demonstrates own activities to new or less experienced employees May induct new employees	1
10. Responsibility for Information Resources	Record personally generated information Update patient records	1
11. Responsibility for Research & Development	Undertake surveys, audits as necessary to own work May complete staff surveys	1
12. Freedom to Act	Well established procedures, supervision close by Follows dental procedures, dental nurse, dental practitioner close by	1
13. Physical Effort	Frequent sitting, standing in restricted position/occasional moderate effort for several short periods Standing for long periods; carrying equipment on domiciliary visits, pushing x-ray machines	2a D
14. Mental Effort	Frequent concentration, work pattern predictable Concentration for assisting dental practitioner	2a
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with clients with learning disabilities	2a
16. Working Conditions	Frequent unpleasant; occasional/ frequent exposure to highly unpleasant working conditions Mouth odours; body fluids, ulcers	3ab–4b
JE Score/Band	JE Score 189–211	Band 2

National profiles for Clinical Support Worker (Dentistry) and Dental Nurses

Profile Label: Dental Nurse Entry Level

- Job Statement:**
1. Assists dental practitioner with dental treatment
 2. Prepares materials, instruments, equipment for dental practitioner

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact & persuasive skills, barriers to understanding Deals with nervous patients, reassures new patients, there may be communication difficulties	3(a)
2. Knowledge, Training & Experience	Range of work procedures and practices, base level of theoretical knowledge Knowledge of routine dental procedures; acquired through NVQ 3 or equivalent level training	3
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some of which require analysis Decides when patients are urgent; anticipates which instruments dental practitioner will require	2
4. Planning & Organisational Skills	Organise own day to day work tasks or activities/plan and organise straightforward activities, some ongoing Plans own work/ plans domiciliary visits, organises clinics	1–2
5. Physical Skills	Physical skills obtained through practice Assembles equipment, mixes dental materials, holds instruments in position for dental surgeon during procedures	2
6. Responsibility for Patient/Client Care	Provide basic clinical technical services; provide basic clinical advice Sterilises instruments, equipment; gives advice on oral hygiene, pre and post operative care	3b/3c
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows clinic policies, may comment on dental policies, procedures	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; responsible for safe use of equipment other than that used personally; maintain stock control May sell dental hygiene aids; assembles and dismantles dental equipment; orders stock	2ac
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees/ professional/clinical supervision May induct new employees & demonstrate activities/provides clinical supervision to trainees	1–2(b)
10. Responsibility for Information Resources	Record personally generated information/ data entry, text processing, storage of data Maintains patient records/Files patient records & X rays, transfers data to database	1/2a
11. Responsibility for Research & Development	Occasionally participates in R&D, clinical trials and equipment testing May participate in research activities	1
12. Freedom to Act	Standard operating procedures, someone available for reference Uses own initiative but practitioner available	2
13. Physical Effort	<i>Frequent sitting, standing in restricted position/occasional moderate effort for several short periods</i> Standing for long periods; carrying equipment on domiciliary visits, pushing x-ray machines	2a d
14. Mental Effort	Frequent concentration, work pattern predictable Concentration for assisting dental practitioner	2a
15. Emotional Effort	Occasional exposure to distressing or emotional circumstances Deals with clients with learning disabilities	2a
16. Working Conditions	Frequent exposure to highly unpleasant working conditions Body fluids	4(b)
JE Score/Band	JE Score 218–239	Band 3

National profiles for Clinical Support Worker (Dentistry) and Dental Nurses

Profile Label: Dental Nurse

- Job Statement:**
1. Assists dental practitioner with dental treatment; provides pre- and post-operative, dental hygiene advice to patients
 2. Prepares materials, instruments, equipment for dental practitioner
 3. Provides day to day or clinical supervision to less experienced staff

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine/complex information requiring tact & persuasive skills, barriers to understanding Deals with nervous patients, reassures new patients, there may be communication difficulties/ explain dental procedures, treatment to patients	3(a)–4(a)
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine, intermediate level of theoretical knowledge Knowledge of range of dental procedures; acquired through NVQ 3 or equivalent training plus experience to diploma level or equivalent	4
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some of which require analysis Decides when patients are urgent; anticipates which instruments dental practitioner will require	2
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Organises clinics, domiciliary visits	2
5. Physical Skills	Physical skills obtained through practice Assembles equipment, mixes dental materials, holds instruments in position for dental surgeon during procedures, keyboard skills	2
6. Responsibility for Patient/Client Care	Provide clinical advice in relation to care Provides pre and post operative advice and instruction for dental procedures	4c
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment/ implement policies and propose changes to practices, procedures for own area Follows clinic policies, may comment on dental policies, procedures/ implements policies to comply with legislation, contributes to policy development	1–2
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control May sell dental hygiene aids; assembles and dismantles dental equipment; orders stock	2abc
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees/Day to day supervision; professional/clinical supervision Demonstrates own activities/ provides clinical supervision to less experienced staff	1/2(a)(b)
10. Responsibility for Information Resources	Record personally generated information/ data entry, text processing, storage of data Maintains patient records/Files patient records & X rays, transfers data to database	1/2a
11. Responsibility for Research & Development	Occasionally participates in R&D, clinical trials and equipment testing May participate in research activities	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Accountable for own professional actions: not directly supervised	3
13. Physical Effort	Frequent sitting, standing in restricted position/occasional moderate effort for several short periods Standing for long periods; carrying equipment on domiciliary visits, pushing x-ray machines	2a d
14. Mental Effort	Frequent concentration, work pattern predictable Concentration for assisting dental practitioner	2a
15. Emotional Effort	Occasional/frequent exposure to distressing or emotional circumstances Supports clients and their parents, carers with e.g. learning disabilities, challenging behaviour	2a–3a
16. Working Conditions	Frequent exposure to highly unpleasant working conditions body fluids	4b
JE Score/Band	JE Score 271–308	Band 4

National profiles for Clinical Support Worker (Dentistry) and Dental Nurses

Profile Label: Dental Nurse Team Leader

- Job Statement:**
1. Allocates trained and trainee dental nurses to support patient care, undergraduate teaching, dental hygiene students
 2. Supervises work of unqualified dental nurses, dental nurse students; teaches students
 3. Provides clinical support to dental practitioner during procedures
 4. Ensures all dental instruments, equipment available for range of dental procedures

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information, requiring tact and persuasive skills, barriers to understanding Communicates condition related information, deals with nervous patients, children, clients with learning disabilities; communicates condition related information to staff	4(a)
2. Knowledge, Training & Experience	Expertise within specialism underpinned by relevant practical experience Knowledge of range of dental nursing procedures; acquired through training and experience to diploma level plus knowledge of supervisory procedures to degree or equivalent level	5
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis, comparison of range of options Identifies urgent cases and triages referrals. Problem solving in relation to breakdown of complex equipment, staff shortages	3
4. Planning & Organisational Skills	Plan, organise straightforward activities, some ongoing Allocates, plans work of team, arranges meetings, organises rotas and staff training	2
5. Physical Skills	Highly developed physical skills, accuracy important, manipulation of fine tools, materials Assembly and use of dental equipment	3(b)
6. Responsibility for Patient/Client Care	Provide clinical advice in relation to care Provides pre- and post-operative advice and instruction for dental procedures	4(c)
7. Responsibility for Policy/Service Development	Implements policies, proposes changes to practices, procedures for own area Ensures implementation of departmental policies, relevant legislation, contributes to policy development	2
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control Handles cash from sale of oral hygiene products; assembles and dismantles equipment, ensures all equipment available; orders supplies	2(a)(b)(c)
9. Responsibility for Human Resources	Day to day; clinical supervision; practical training/Day to day management Supervises junior staff, students; provides training/recruitment and selection, return to work interviews	2(a) (b) (c)/3(a)
10. Responsibility for Information Resources	Record personally generated information Maintains patient records	1
11. Responsibility for Research & Development	Occasionally participates in R&D, clinical trials, equipment testing Participates in environmental, clinical audits	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Accountable for own professional actions: not directly supervised	3
13. Physical Effort	Frequent sitting, standing in restricted position; occasional moderate effort for several short periods per shift Standing for long periods, moves equipment, assists, manoeuvres patients	2(a)(d)
14. Mental Effort	Frequent concentration, work pattern predictable Concentration for assisting dental practitioner, teaching trainee dental nurses	2(a)
15. Emotional Effort	Frequent distressing or emotional circumstances Supports clients and their parents, carers with e.g. learning disabilities, challenging behaviour	3(a)
16. Working Conditions	Frequent unpleasant, occasional/frequent highly unpleasant conditions body fluids	4(b)
JE Score/Band	JE Score 359–368	Band 5

National profiles for Clinical Support Worker (Dentistry) and Dental Nurses

Profile Label: Dental Nurse Higher Level

- Job Statement:**
1. Assists dental practitioner with dental treatment; provides pre- and post- operative dental hygiene advice to patients in specialist dental areas, works with patients with complex medical histories and needs
 2. May carry out dental radiography and/or sedation
 3. Prepares materials, instruments, equipment for specialist dental practitioner
 4. Provides day to day or clinical supervision to less experienced staff

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information requiring tact & persuasive skills, barriers to understanding Explain dental procedures, treatment to patients, who may be nervous, have communication difficulties or complex medical needs. Communicates with outside agencies, e.g. social services, school nurses, GP practices	4(a)
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine, intermediate level of theoretical knowledge Knowledge of range of dental procedures; acquired through training and experience to diploma level or equivalent plus further knowledge and training in specialist area, e.g. sedation, dental radiography, orthodontics, maxillo-facial, health promotion, or equivalent level of experience	5
3. Analytical & Judgemental Skills	Facts or situations, requiring analysis, comparison of range of options Identifies urgent cases and triages referrals. Fault finding on specialist equipment, how to respond to particular groups of clients e.g. children	3
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Organises clinics and domiciliary visits	2
5. Physical Skills	Highly developed physical skills, accuracy important, manipulation of fine tools and materials Dexterity & co-ordination for working in confined area during dental procedures, manipulation of dental materials and fine tools, fine adjustment of laser and dental motors	3(b)
6. Responsibility for Patient/Client Care	Provide specialist clinical advice in relation to care Provides pre and post operative advice and instruction for specialist dental procedures e.g. orthodontic, maxillo-facial, anaesthesia; health education	5c
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures for own area Implements policies to comply with legislation, contributes to policy development for specialist area	2
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; authorised signatory May sell dental hygiene aids; assembles and dismantles surgical and other dental equipment; orders stock, checks and organises reordering of drugs, supplies; signs off invoices for supplies	2abcd
9. Responsibility for Human Resources	Professional/clinical supervision Provides clinical supervision to less experienced staff	2(b)
10. Responsibility for Information Resources	Record personally generated information/Data entry, text processing Maintains patient records/Files patient records, transfers data to database	1/2(a)
11. Responsibility for Research & Development	Occasionally participates in R&D, clinical trials and equipment testing May participate in research activities	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Accountable for own professional actions: not directly supervised	3
13. Physical Effort	Frequent sitting, standing in restricted position/occasional moderate effort for several short periods Standing for long periods; carrying equipment on domiciliary visits, pushing x-ray machines, transferring patient using mechanical aids	2 a d
14. Mental Effort	Frequent concentration, work pattern predictable Concentration for assisting dental practitioner	2a
15. Emotional Effort	Frequent exposure to distressing or emotional circumstances Supporting clients and their parents, carers with e.g. severe disfigurement, terminal illness, challenging behaviour	3a
16. Working Conditions	Frequent highly unpleasant conditions Body fluids	4b
JE Score/Band	JE Score 367–372	Band5

National profiles for Clinical Support Worker (Dentistry) and Dental Nurses

Profile Label: Dental Nurse Team Manager

- Job Statement:**
1. Line manager for dental nurse staff
 2. Organises clinical support to dental practitioner during procedures
 3. Organises placement and delivers training to students and qualified dental nurses

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information, requiring tact and persuasive skills, barriers to understanding Communicates condition related information, deals with nervous patients, children, clients with learning disabilities; disseminates service information, delivers training	4(a)
2. Knowledge, Training & Experience	Expertise within specialism underpinned by relevant practical experience Knowledge of range of dental nursing procedures; acquired through training and experience to diploma level plus specialist management training and experience to post graduate diploma level or equivalent	6
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, comparison of range of options Judgements on a range of complicated clinical, staff and training schedules	4
4. Planning & Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Organises multidisciplinary meetings, complex work planning, planning training schedules	3
5. Physical Skills	Highly developed physical skills, accuracy important, manipulation of fine tools, materials Assembly and use of dental equipment	3(b)
6. Responsibility for Patient/Client Care	Provide clinical advice in relation to care Provides pre- and post-operative advice and instruction for dental procedures	4(c)
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area Makes recommendation on changes which impact beyond own area e.g. infection control	3
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than that used personally; maintain stock control; authorised signatory, small payments Ensures all equipment available; orders supplies; signs off overtime sheets	2(b)(c) (d)
9. Responsibility for Human Resources	Day to day management/teach, devise training and development programmes, major job responsibility Involved in appraisal, recruitment and allocation of staff/trains dental nurses and students in specialist area	3(a)–4(b)
10. Responsibility for Information Resources	Record personally generated information Maintains patient records	1
11. Responsibility for Research & Development	Undertake surveys and audits, as necessary to own work Completes regular activity audits and statistics	1
12. Freedom to Act	Broad occupational policies Works within occupational standards, policies and procedures, manages team, lead dental nurse	4
13. Physical Effort	Combination of sitting, standing and walking Light physical effort	1
14. Mental Effort	Frequent concentration, work pattern predictable Concentration for meetings, interruptions around service issues	3(a)
15. Emotional Effort	Occasional distressing or emotional circumstances Handles patient complains, staffing issues	2(a)
16. Working Conditions	Occasional unpleasant, occasional/frequent highly unpleasant conditions body fluids	3(b)
JE Score/Band	JE Score 439–450	Band 6

National profiles for Clinical Support Worker (Dentistry) and Dental Nurses

Profile Label: Dental Nurse Tutor

Job Statement:

1. Prepares coursework & delivers dental nurse learning programme
2. Organises course programme and administration
3. Assesses and evaluates student performance

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Present complex, sensitive or contentious information to large groups Presents course material during classroom teaching using presentational aides, conference presentations.	5b
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge through training for dental nursing & teaching certificates plus experience.	6
3. Analytical & Judgemental Skills	Range of complex facts or situations requiring analysis, interpretation, comparison of options Develops & evaluates course material to appropriate national standards, assesses & evaluates student performance	4
4. Planning & Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Plans and co-ordinates course programme in line with training needs of students, liaising with Training authority to ensure compliance with national standards, organises student placements	3
5. Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools, materials Assembles instruments & equipment for dental & surgical use, manipulation of materials used in dentistry where accuracy is important.	3b
6. Responsibility for Patient/Client Care	Provide specialised advice in relation to care Provides pre & post operative instruction & oral health instruction to students to assist in developments to improve patient care	5a
7. Responsibility for Policy/Service Development	Implements policies and propose changes to practices, procedures for own area Implements local and national policies, proposes & influences development of policies affecting the delivery of dental nurse education	2
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally Ensures students use dental equipment safely	2(b)
9. Responsibility for Human Resources	Teach, devise training and development programmes, major job responsibility Organises, develops and delivers training for dental nurses	4b
10. Responsibility for Information Resources	Record personally generated information Records & types own teaching materials and presentations	1
11. Responsibility for Research & Development	Occasionally undertake clinical trials Participates as necessary in trials to improve facilities which will improve patient care	1
12. Freedom to Act	Broad occupational policies Lead dental nurse tutor for organisation, guided professionally by General Dental Council guidelines.	4
13. Physical Effort	Combination of sitting, standing, walking Occasional requirement for light physical effort for short periods	1
14. Mental Effort	Frequent concentration; work pattern predictable Student assessments, preparation and delivery of course work, educational meetings.	2a
15. Emotional Effort	Occasional distressing or emotional circumstances Provision of support to students during course programme, assessment of student performance.	2a
16. Working Conditions	Occasional/ frequent highly unpleasant conditions Body fluids	3b–4b
JE Score/Band	JE Score 457–463	Band 6