



A Guide to progressing your career at GSTT

Dental Nursing

The following pages provide information on the attributes, skills knowledge, training and top tips that assist in each role

- **Student Dental Nurse**
- **Dental Nursing Assistant**
- **Dental Staff Nurse**
- **Deputy Dental Sister**
- **Dental Infection Control Nurse**
- **Clinical Dental Nurse Specialist**
- **Practice Development Nurse**
- **Dental Research Nurse**
- **Dental Sister**
- **Deputy Matron**
- **Matron**
- **Head of Dental Nursing**

Student Dental Nurse



- 1. What are the personal attributes that are required for your role?**
Willingness to learn new skills, doing my best in everything that I do.
- 2. What are the skills and knowledge you need to be good at your role?**
Practice and training as a dental nurse. Continuously assessing and evaluating my performance and relaying these to my superiors/mentors for feedback.
- 3. What training and development is required to carry out your role?**
Undergoing training in the dental unit setting to obtain the diploma required to be a dental care professional. Attending mandatory training in reference to my role, which include infection control, manual handling etc
- 4. What is the phrase that best sums up your role?**
Doing the best in everything for the safety of patients. Evidence based practice and working with the guidance of set standards of practice. Being a good contributor to the entire team.
- 5. What is your key message for staff aspiring to your role?**
Work hard at being a good dental nurse by learning from the personal experience of the staff and my mentors. Learning in continuous so always take the opportunity to learn and practice.
- 6. Top tips for being good in your role.**
Practice and hard work. Accept constructive criticism and use it to improve performance. Always strive to do your best and put patients first.

Student Dental Nurse

Training & development requirements

Skills, behaviours & qualifications needed

Essential

Working towards a National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health and GDC Registration

Desirable

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Dealing with difficult situations
Managing conflict
Internal coaching service
Feedback skills
Values based behaviours

External courses (Contact ET&D)

Dental Nursing Assistant



- 1. What are the personal attributes that are required for your role?**

It is important to be empathetic, polite and kind towards both patients and colleagues. This may mean at times that you are required to be patient and cool-headed during busy and stressful periods. You need to be approachable, attentive and organised. Need to be adaptable and carry out tasks in a methodical way.
- 2. What are the skills and knowledge you need to be a good at your role?**

A basic knowledge of the various types of instruments in dentistry. Aware of infection control and how to maintain it. Good communication skills and generally being a 'peoples person' makes it easier to be good at this job as you are required to work in a team and welcome the patients.
- 3. What training and development is required to carry out your role?**

Health and safety training, manual handling and basic life support. You will also need to develop your approach to patient care as you progress in the role. There are regular appraisals and core competency tests to ensure that the high standards needed to carry out the role are maintained.
- 4. What is the phrase that best sums up your role?**

It is a very exciting, demanding, rewarding and challenging role.
- 5. What is your key message for staff aspiring to your role?**

take pride in your job and be prepared to work independently as well as working in a team. It may feel difficult at times when it is required for you to work alone for a long period, but you will always have a great team to support you every step of the way.
- 6. Top tips for being good at your role?**

Have a hands on approach. Be patient. Be friendly. Always try to be enthusiastic and hardworking.

Dental Nursing Assistant

Training & development requirements

Skills, behaviours & qualifications needed

Essential

Good written and spoken English
Good general education up to GCSE standard and basic numeracy

Desirable

NVQ Qualification
First aid or CPR training
Experience of working as a healthcare assistant, or in a healthcare setting
Basic stock control management

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Dealing with difficult situations
Managing conflict
Internal coaching service
Feedback skills
Mandatory training
Values based behaviours
First Aid
Fire Marshal Training
Dignity
Dementia
Dealing with complaints
Smoking Cessation
Cannulation & Phlebotomy

External courses (Contact ET&D)

Dental Staff Nurse



- 1. What are the personal attributes that are required for your role?**
Effective communication, ability to work in a team, caring nature, willingness to put others first, have empathy and a regard for patients and fellow colleagues, a sparkling smile
- 2. What are the skills and knowledge you need to be a good at your role?**
Good role model, ability to provide and demonstrate the skills needed to best support patients students and colleagues. Be accommodating and approachable. Ability to communicate at all levels, strive to provide outstanding service, close team work to enhance patient experience.
- 3. What training and development is required to carry out your role?**
Continuous professional Development, Mandatory Training, Mentorship, post cert qualifications, Infection control link nurse training, Risk training, Medical Device training, Smoking cessation, dignity, dementia.
- 4. What is the phrase that best sums up your role?**
Dental Nursing is a vocation and provides the platform for a number of career prospects. It is demanding but satisfying to know you are an essential part of the team and without your presence it would not function. It is great to feel needed!
- 5. What is your key message for staff aspiring to your role?**
Be passionate, adaptable, approachable, hardworking, honest and compassionate and enjoy your role going above and beyond the call of duty to ensure total patient satisfaction. This will be reflected in your performance positively impacting on your relationship with patients, students and colleagues
- 6. Top tips for being good at your role?**
Wear a sparkling smile!. This will enable you to break down barriers and create a positive environment. Strong organisational skills are required to ensure the department runs efficiently and smoothly e.g. by preparing patient treatments (dental materials and equipment) in advance and organising the notes and radiographs for the clinician.

Dental Staff Nurse

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC

Desirable

NEBDN post-certification qualifications

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Dealing with difficult situations
Managing conflict
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Impression Taking
Photography
Infection Control Link Nurse Training
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity
Dementia
Dealing with complaints
Education Link Nurse Training

External courses (Contact PDN)

Sedation
Special Care
Infection control
Orthodontic Nursing
Radiography
Oral Health Education
Preparing to Teach in the Lifelong Learning Sector (PTLLS)

Deputy Dental Sister



- 1. What are the personal attributes that are required for your role?**
To be patient, calm, caring, friendly and approachable. To be a good listener and have excellent communication skills. To act professionally & set a clear standard to everyone.
- 2. What are the skills and knowledge you need to be a good at your role?**
Understand the workings of the hospital including the policies and procedures. Understand your team and their personalities. Have good organisational, leadership and management skills. Be able to establish effective working relationships
- 3. What training and development is required to carry out your role?**
Ongoing training on management skills. HR issues and complaints. Dealing with emergencies. Organisation of daily activity and encouraging and developing team members
- 4. What is the phrase that best sums up your role?**
Be flexible and adapt to any situation by remaining calm. Ensure all the decisions are in the patients best interest. Treat patients as you would wish to be treated.
- 5. What is your key message for staff aspiring to your role?**
Be a team player and enjoy leading a team. Be compassionate and put the patient first at all times. Be prepared for different challenges. Show passion and enthusiasm for the role. Understand and follow Trust policies & procedures. Be a committed staff member
- 6. Top tips for being good at your role?**
Have a good sense of humour. Listen and watch. Don't be afraid to ask for help.

Deputy Dental Sister

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC

Desirable

Recognised management Qualification
Supervisory experience
Coaching skills
Experience of conducting staff appraisals

Internal courses

(details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Frontline Leaders
Performance management
Enhancing performance
Managing change
Managing sickness
Effective delegation
Licence to manage
Dealing with difficult situations
Managing conflict
Feedback skills
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Photography/Impression Taking
Infection Control Link Nurse
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity/Dementia
Dealing with complaints
Education Link Nurse Training
Band 6 Development Programme

External courses

(Contact ET&D)

Management Course
Sedation
Special Care
Infection control
Orthodontic Nursing
Radiography
Oral Health Education
Preparing to Teach in the Lifelong Learning Sector (PTLLS)

Dental Infection Control Nurse



- 1. What are the personal attributes that make a good Infection Control Nurse ?**
Able to work with multidisciplinary teams, deliver training at all levels, from dental students to consultants, be approachable.
- 2. What are the skills and knowledge you need to be a good Infection Control Nurse?**
need to be organised, be able to teach others, auditing, have a good general IC knowledge, know dental IC issues, turn negative into positive.
- 3. What training and development is required to carry out your role?**
IC link practitioner training, IC modules, teaching certificates.
- 4. What is the phrase that best sums up your role?**
Spread the word, not the infection-giving clinicians the knowledge to aspire to best practice.
- 5. What is your key message for aspiring Dental Infection Control Nurses?**
Get involved in IC for your department! Anyone can help with hand hygiene training, auditing and teaching. Maybe you could help improve IC practices
- 6. Top tips for being good at your role?**
Understand that IC is always changing and improving.

Dental Infection Control Nurse

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC
Infection Control Link Nurse

Desirable

Recognised management Qualification
Supervisory experience
Coaching skills
Infection Control

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Frontline Leaders
Performance management
Enhancing performance
Managing change
Managing sickness
Effective delegation
Licence to manage
Dealing with difficult situations
Managing conflict
Feedback skills
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Photography/Impression Taking
Infection Control Link Nurse
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity/Dementia
Dealing with complaints
Education Link Nurse Training
Band 6 Development Programme

External courses (Contact ET&D)

Management Course
Sedation
Special Care
Infection Control
Orthodontic Nursing
Radiography
Oral Health Education
Preparing to Teach in the Lifelong Learning Sector (PTLLS)

Clinical Dental Nurse Specialist



- 1. What are the personal attributes that make a good Nurse Specialist?**
A positive, calm, caring attitude and an understanding to each individual needs, a good communicator and interpersonal skills. I am motivated and passionate about what I do and believe that I make a difference to the patient's fundamental care. I am adaptable and to work autonomously, I am trustworthy and loyal, with a good sense of humour.
- 2. What are the skills and knowledge you need to be a good Dental Nurse Specialist?**
Excellent interpretation of patient care, communicating at different levels passing on key oral health messages whilst demonstrating practical techniques. To remain calm and positive. Ability to organise, prioritise and co-ordinate work of self and others.
- 3. What training and development is required to carry out your role?**
Dental Nurse Training, Assessor Training, Oral Health Promotion training, Mentorship Training, Teaching Training, Smoking cessation training, Continued Professional Development and a six sense.
- 4. What is the phrase that best sums up your role?**
"Prevention is better than cure"
- 5. What is your key message for aspiring Dental Nurse Specialist?**
Hard work and dedication will pay off.
- 6. Top tips for being good at your role?**
A welcoming attitude and being able to work in a multi-disciplinary team

Clinical Dental Nurse Specialist

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC
Oral Health Education

Desirable

Recognised management Qualification
Supervisory experience
Coaching skills

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Frontline Leaders
Performance management
Enhancing performance
Managing change
Managing sickness
Effective delegation
Licence to manage
Dealing with difficult situations
Managing conflict
Feedback skills
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Photography/Impression Taking
Infection Control Link Nurse
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity/Dementia
Dealing with complaints
Education Link Nurse Training
Band 6 Development Programme

External courses (Contact ET&D)

Management Course
Sedation
Special Care
Infection Control
Orthodontic Nursing
Radiography
Oral Health Education
Preparing to Teach in the Lifelong Learning Sector (PTLLS)

Practice Development Nurse



- 1. What are the personal attributes required for your role?**
Being Approachable and understanding, these are the main requirements needed to mentor a diverse team of Dental Nurses. You need to be a role model, acting professionally and with integrity. Teaching skills also help!!
- 2. What are the skills and knowledge required for your role?**
I need to know literally everything! In all seriousness I need to be able to support the nurses with their personal and professional development. Confident when conversing with other specialities and a seeker of knowledge.
- 3. What training and development is required to carry out your role?**
A good understanding of all policies and procedures, An Education Award (PTTLS, DTTLS) PCGE teaching certificate, mentorship.
- 4. What is the phrase that best sums up your role?**
An advocate for professional development and a clear sense of right and wrong.
- 5. Key messages for those aspiring to your role**
Teaching is large part of this role. Having the confidence to teach large groups and individuals. Belief in your skills knowledge and the desire to improve the patient experience. Try and use PowerPoint as much as possible!
- 6. Top tips for being good at your role**
Approachable, confident, organised, caring, the ability to encourage others, creative and energetic.

Practice Development Nurse

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC

Desirable

Recognised management Qualification
Mentorship course
Teaching course
Cannulation/ venepuncture
Coaching skills

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Frontline Leaders
Performance management
Enhancing performance
Managing change
Managing sickness
Effective delegation
Licence to manage
Dealing with difficult situations
Managing conflict
Feedback skills
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Photography/Impression Taking
Infection Control Link Nurse
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity/Dementia
Dealing with complaints
Education Link Nurse Training
Band 6 Development Programme

External courses (Contact ET&D,

Management Course
Sedation
Special Care
Infection Control
Orthodontic Nursing
Oral Health Education
Radiography
Preparing to Teach in the Lifelong Learning Sector (PTLLS)

Dental Research Nurse



1. What are the personal attributes required for your role?

A positive calm attitude,

Good management skills, excellent interpersonal skills.

The ability to be able to work with commercial, corporate and a range of clinical staff members. I am dynamic, trustworthy, proactive and have a positive approach always. It's really important for me to meet deadlines. I have to be able to self-manage and structure my workload accordingly.

2. What are the skills and knowledge required for your role?

I have to understand and have a clear knowledge of my research projects, I always demonstrate excellent communication skills,

I need to be organised and have the ability to prioritise.

Teamwork is very important within research in order to be able to facilitate our studies .

3. What training and development is required to carry out your role?

GCP (Good clinical practise)

HTA (Human tissue act training)

Mentorship Training

Research management

4. What is the phrase that best sums up your role?

Hard work, commitment and dedication is important

The only person that can develop you is YOU!.

5. Key messages for those aspiring to your role

Dedication and hardwork can open all kinds of doors

6. Top tips for being good at your role

Approachable

Reliable

Dedicated

Flexible

And adaptable.

Dental Research Nurse

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC
GCP (Good clinical practise)
HTA (Human tissue act training)

Desirable

Recognised management Qualification
Mentorship course
Research Management

Internal courses

(details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Frontline Leaders
Performance management
Enhancing performance
Managing change
Managing sickness
Effective delegation
Licence to manage
Dealing with difficult situations
Managing conflict
Feedback skills
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Photography/Impression Taking
Infection Control Link Nurse
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity/Dementia
Dealing with complaints
Education Link Nurse Training
Band 6 Development Programme

External courses

(Contact ET&D)

Management Course
Sedation
Special Care
Infection Control
Orthodontic Nursing
Oral Health Education
Radiography
Preparing to Teach in the Lifelong Learning Sector (PTLLS)
GCP (Good clinical practise)
HTA (Human tissue act training)
Mentorship Training
Research Management

Dental Sister

- 1. What are the personal attributes that make a good Sister?**
Patience, good listener, flexible, calm, willing to work hard, Good communication skills, trouble shooter, mediator, role model, enthusiastic, smiley and welcoming. Brave, approachable, organised and ready to roll up your sleeves and get on with it.
- 2. What are the skills and knowledge you need to be a good Sister?**
Knowledge of department and an understanding of the Trust's targets and values Be efficient; know where to go for support. Have the ability to manage people and a busy service and student area, Teaching/mentoring skills. Knowledge of policies and procedures.
- 3. What training and development is required to carry out your role?**
Management training, HR Policy training
- 4. What is the phrase that best sums up your role?**
'Jack of all trades' As a sister you need a good depth of knowledge about a lots of policies, procedures, administration, the types of dentistry performed and available to the diverse community of patients that we treat and the various grades of staff and students treating them
- 5. What is your key message for an aspiring Sister?**
It's a demanding but rewarding role. You are the person on the department that everyone looks to for answers. You not only need to possess good dental nursing skills but you need to be able to manage people, lead a team and carry out administrative duties. We work very closely with consultants and professors and need to be able to communicate failures and successes within their preferred area. The role has a lot of teaching exposure which is very rewarding. No day is ever the same, make the most of the opportunities you are given
- 6. Top tips for being good at your role?**
Listen and inform, don't be afraid to delegate, friendly, reliable and approachable, lead by example, Be open to learn, be supportive Do not ask anyone to do anything you would not be prepared to do yourself. Be part of the team.

Dental Sister

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC
Experience of leading a team.
Mentorship course
Strong organisational and leadership skills.

Desirable

Recognised management Qualification
Coaching skills

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Frontline Leaders
Performance management
Enhancing performance
Managing change
Managing sickness
Effective delegation
Licence to manage
Dealing with difficult situations
Managing conflict
Feedback skills
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Photography/Impression Taking
Infection Control Link Nurse
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity/Dementia
Dealing with complaints
Education Link Nurse Training
Band 6 development programme

External courses (Contact ET&D)

Management Course
Sedation
Special Care
Infection Control
Orthodontic Nursing
Oral Health Education
Radiography
Preparing to Teach in the Lifelong Learning Sector (PTLLS)

Deputy Matron



- 1. What are the personal attributes that make a good Deputy Matron?**
Empathetic, ability to delegate and set deadlines, good listener, can work under pressure, mediator, approachable, role model, knowing when to bump up the line, trouble-shooter and problem solver.
- 2. What are the skills and knowledge you need to be a good Deputy Matron?**
Knowledge of all departments within Dental, an understanding of service and school requirements, efficiency, being effective, IT literate excellent skills in excel and Microsoft word, ability to support the team, confidence, knowing how to apply the Trusts policies, developing guidelines following Root Cause Analysis, Risk Management, engage various staff groups in dental initiatives, identify areas where improvement is needed and implement new processes, ability to motivate staff to be the best that we can be.
- 3. What training and development is required to carry out your role?**
Diploma in Management, HR Policy training, Appraisal, Root Cause Analysis, IT Training, Leadership skills, managing difficult situations, conflict resolution, specific area training i.e. Infection control, smoking cessation.
- 4. What is the phrase that best sums up your role?**
'Polyfiller' we fill in all the gaps
'Walking encyclopedia'
- 5. What is your key message for an aspiring Deputy Matron?**
Keep up to date with current policies and procedures, have an open door policy and be approachable, Share your skills and knowledge with the team to enable a smooth running service. Don't be afraid to speak up for what you believe in.
- 6. Top tips for being good at your role?**
Be an advocate for others, diplomatic, supportive, motivated, enthusiastic, empathetic. Be engaged with new initiatives to help improve patient and staff experience.

Deputy Matron

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC
Experience of leading a team.
Strong organisational and leadership skills.

Desirable

Recognised management Qualification
Coaching skills
Smoking Cessation level 2
Infection Control Link practitioner

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Frontline Leaders
Performance management
Enhancing performance
Managing change
Managing sickness
Effective delegation
Licence to manage
Dealing with difficult situations
Managing conflict
Feedback skills
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Photography/Impression Taking
Infection Control Link Nurse
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity/Dementia
Dealing with complaints
Education Link Nurse Training

External courses (Contact ET&D)

Management Course
Sedation
Special Care
Infection Control
Orthodontic Nursing
Oral Health Education
Radiography
Preparing to Teach in the Lifelong Learning Sector (PTLLS)

Matron



- 1. What are the personal attributes that make a good Matron?**
Being empathetic, organised, flexible, patient, open, available, approachable, staff and student focussed, expert with clinical credibility.
- 2. What are the skills and knowledge you need to be a good Matron?**
Good delegation, ability to listen, confidential good clinical background, experience of service, nursing & operational needs. Organised, good communication skills, Time management skills, planning. Ability to enthuse, motivate and involve others.
- 3. What training and development is required to carry out your role?**
Management and leadership training, peer support and shared learning, teaching, HR training. Managing change, business skills. Continuous Professional Development for dental nursing.
- 4. What is the phrase that best sums up your role?**
'jack of all trades'
'The diplomatic middle man'
- 5. What is your key message for aspiring Matron?**
Be focussed, take each opportunity given as a stepping stone and never be afraid to ask a question, the answer will help you at some point. Be open and honest, be true to yourself, think about what you want. Be prepared for challenges, Think and act for yourself and communicate well.
- 6. Top tips for being good at your role?**
Smile and be flexible, don't take things personally, wear your uniform with pride. Listen carefully have an open door policy, be patient and diplomatic. Be a visible and approachable to all and always act as a role model. Stay focussed and remember the patients.

Matron

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC
Operational service management at a senior level
Clinical experience relevant to the post.

Desirable

Recognised management Qualification
Mentorship course
Coaching skills
A Masters level qualification

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Frontline Leaders
Performance management
Enhancing performance
Managing change
Managing sickness
Effective delegation
Licence to manage
Dealing with difficult situations
Managing conflict
Feedback skills
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Photography/Impression Taking
Infection Control Link Nurse
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity/Dementia
Dealing with complaints
Education Link Nurse Training

External courses (Contact ET&D)

Management Course
Sedation
Special Care
Infection Control
Orthodontic Nursing
Oral Health Education
Radiography
Preparing to Teach in the Lifelong Learning Sector (PTLLS)

Head of Dental Nursing



- 1. What are the personal attributes that are required for your role?**
Motivated and motivating others, proactive, ability to look at the whole picture, patient and staff focused. To be self aware and reflect on situations.
- 2. What are the skills and knowledge you need to be good at your role?**
Background in Dental Nursing and understanding the challenges the team face in their roles. Communication, listening, networking, supportive, decision making, organised , acknowledge when you need help.
- 3. What training and development is required to carry out your role?**
Human Resources, Finance, Budgets, understanding of people.
- 4. What is the phrase that best sums up your role?**
Having the confidence and courage to challenge issues and encouraging others to do the same in an approachable and supportive manner.
- 5. What is your key message for staff aspiring to your role?**
To listen, learn and not be afraid to take on new challenges
- 6. Top tips for being good at your role?**
Communication, caring, clinically credible, critical thinking., Inspire others.

Head of Dental Nursing

Training & development requirements

Skills, behaviours & qualifications needed

Essential

National Certificate, Diploma in Dental Nursing or NVQ level 3 in Oral Health
Registered with the GDC
Relevant Masters/MBA qualification or equivalent experience.

Desirable

Recognised management Qualification
Mentorship course
Coaching skills

Internal courses (details via intranet)

Relevant Statutory and Mandatory Training
Difference is You
Developing Relationships
Frontline Leaders
Performance management
Enhancing performance
Managing change
Managing sickness
Effective delegation
Licence to manage
Finance business skills
Dealing with difficult situations
Managing conflict
Feedback skills
Internal coaching service
Internal mentoring service
Values based behaviours
Smoking Cessation
Cannulation & Phlebotomy
Photography/Impression Taking
Infection Control Link Nurse
Manual Handling Trainer
First Aid
Fire Marshal Training
Dignity/Dementia
Dealing with complaints
Education Link Nurse Training

External courses (Contact ET&D)

Masters/MBA
Sedation
Special Care
Infection Control
Orthodontic Nursing
Oral Health Education
Radiography
Preparing to Teach in the Lifelong Learning Sector (PTLLS)