



Role: Clinic Team Leader
Grade: Band 5
Reports to: Clinic Manager
Directly responsible for: Dental Nurses / Trainee Dental Nurses / Dental Administration / PDSE Clinician

Role summary: The role holder will lead the efficient and effective running of the Dental Education Facility (DEF), clinical activity and line management of clinical and support staff. They will be the CQC registered manager for their facility.

Key accountabilities:

- Operational management of the clinical floor and supporting services
- Line management of staff to achieve an innovative, motivational and high performing working environment to best deliver services to patients and students. Includes conducting appraisals, managing performance, managing attendance, conduct etc.
- Assisting in recruitment and development of relevant staff groups
- Liaison with PDSE managers, clinic staff, academic staff and students to maximise the efficiency of the clinics
- Ensure all activities are undertaken in compliance with Equality and Diversity regulations for staff, students and patients
- Ensure all governance procedures are in place and are adhered to
- Plan and lead events such as student induction
- Support and facilitate the work of the Dental Outreach Team and the Dental Nurse Training programme
- Work with the Central Clinical Governance Team and other PDSE staff to plan and manage DEF operations
- Work with other DEF staff to ensure appropriate levels of consistency of operational delivery
- Create an innovative, motivational and high performing working environment to best deliver services to patients and students
- Ensuring that all team members are accountable for their own clinical actions and understand the impact of their work on patients and student
- Ensure the working environment is safe for all employees, students and visitors to the DEF

Measures of success:

- Successful outcomes to items listed in key accountabilities and other delegated tasks
- Meets Key Performance Indicators
- Positive feedback (staff, patients and students)
- Meets deadlines
- Manages competing demands
- Adherence to PDSE policies
- Appropriate outcomes for patients and students through a motivated staff group

Person Specification**Essential**

- Qualified Dental Nurse, registered with the General Dental Council
- Excellent numeracy and literacy skills (minimum GCSE grade C, or equivalent, in maths and English)

Computer literacy, including competence with Microsoft Office

Desirable

- Additional post registration qualification i.e. dental radiography
- Knowledge and use of R4 is desirable
- Evidence of work in a management role
- Evidence of staff management

Skills

- Ability to work as a manager in a team environment
- Ability to motivate a team to be enthusiastic, committed and to improve performance
- Excellent interpersonal, communication and presentation skills, both verbal and written
- Understanding of how internal processes can impact on organisational performance
- Effective problem solving skills
- Methodical approach to organising staff and clinics and resolving issues
- Able to prioritise and move between tasks to meet deadlines

Behaviours

- Demonstrates self-leadership and leadership of others
- Demonstrates enthusiasm and commitment at all times

- Demonstrates commitment and support to PDSE, to PDSE managers, the Clinic Manager and to colleagues
- Takes ownership of tasks
- Uses own expertise and uses this to develop others
- Supports others to achieve goals
- Forms good working relationships with colleagues to achieve successful outcomes
- Ability to manage multiple tasks and competing demands
- Demonstrates an ability to manage and participate in a changing environment with a positive attitude.

This post requires Hepatitis B immunisation and other health clearance as stipulated by Occupational Health.

Staff on 52 week contracts must take the majority of their annual leave allocation outside of term time. Requests for annual leave within term-time will only be granted if the functioning of the clinics will not be compromised.

Due to the essential nature of this role the notice period will be three months.

Enhanced DBS check will be carried out during recruitment.

Other:

This job description provides a general reflection of the key accountabilities associated with the post, it is expected that the role holder will undertake any other reasonable activities to assist in efficient service delivery.

This job description is not exhaustive and may change as the post develops, but such change will not take place without consultation between the post holder and his/her manager. Job descriptions should be reviewed at least annually at the appraisal meeting.

Normal working hours are 0845 to 1700 Monday to Friday, however on occasions to meet business need you will be required to work revised hours, typically between 0800 and 1800. The Working Time Regulations apply to all employees of Peninsula Dental Social Enterprise (CIC) In particular Peninsula Dental Social Enterprise (CIC) will not permit staff in all employments to work in excess of 48 hours in any one week except where there are exceptional service needs where an absolute limit of averaging over a reference period of 17 weeks would apply.