

Job Title:	Dental Receptionist/Administrator (B3)
Reports to (job title):	Business & Administration Manager - Community Dental Service
Line Manager to:	N/A

Job purpose

The post holder will maintain good communication within a multidisciplinary team, liaising with other clinics and providing clerical and reception support. The post holder will provide excellent customer service to ensure the efficient and smooth running of the Service. Duties are within the normal range expected of a dental receptionist/administrator.

Base

The post is based at Buryfields Clinic, Guildford GU2 4AX but the postholder may be required to travel to other sites within Surrey.

This post is responsible for

Administrative and clerical work within specific clinics.

Key responsibilities

- Liaising appropriately with patients who have been referred to the service.
- Operate the approved appointments system including analysing and prioritising of routine and non-routine appointments. Filling cancellation slots from appropriate waiting lists, judging and allocating emergency appointments.
- Deal promptly and efficiently with queries and concerns of people contacting the service i.e. patients, carers, relatives, doctors, dentists and all other health care professionals.
- To answer telephone enquiries and deal with enquiries from patients, carers and other professionals.
- Implement policies and propose changes to practices, procedures in own area of work.
- Implement and analysis of waiting list information and procedures to ensure appropriate scheduling of clinics and contribute to waiting time policies/procedures.
- Creating and managing waiting lists using analytical and judgement skills.
- Managing recall lists ensuring patients are recalled on time and lists are kept updated, maintaining continuity of care.
- The post holder will be responsible for appropriate use of information systems, clinical records, data entry, recording activity and analysis.
- To maintain records; dental, medical and personal, specific to individual patients both computerised and paper, from information received.

- Preparing day lists for clinicians and providing corresponding patient notes where required.
- To prepare and deal with paper records administration, including filing, scanning etc.
- To deal with incoming and outgoing post using the franking machine as appropriate and direct accordingly.
- To keep a record of all incoming referrals. Monitoring referral and any other incoming reports or letters. Processing this information by data entry and directing accordingly.
- Exchange information with patients and staff on the referral procedures, anxious patients, cultural or language difficulties.
- To co-operate with and gain an understanding of the professional role of others.
- To remain up to date with changing practices, processes and, when possible, make full use of training opportunities.
- To maintain and update professional skills and knowledge by attending suitable meetings and courses including IT, First Aid and Life Support, Manual Handling, Fire Safety. Additionally, undertake patient focused training.
- The post holder will be responsible for maintaining the quality of their own work, encouraging others to follow by example, discussions and peer review.
- To provide clerical support to the dental team which may include audio typing within a set timeframe, producing clinical letters and reports, photocopying and general administrative procedures.
- Maintaining office equipment where necessary.
- Participating in audit, supervision and appraisal programmes.
- Judgements involving facts or situations, some requiring analysis.
- Plan and organise straightforward administrative activities, some ongoing.
- The post holder will be responsible for care and use of equipment and stock control via delegated responsibilities at a local level (not via budget control).
- To be aware of the importance of patient confidentiality and handling of sensitive information, following the Caldicott Guidelines and complying with the Data Protection Act.
- Any other duties in line with the grade and nature of the post.

Outline of Provisional Job Schedule:

Monday – Friday 08:00 -16:00 to be agreed upon successful appointment.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the

expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy

- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Good general education to GCSE standard
- Good standard of written and spoken English.
- Knowledge of Clinical Governance.
- Excellent communication skills.
- Ability to work in a team and build and sustain partnerships.
- Good IT skills and Information management.
- Organisational skills including evidence of ability to prioritise workload.
- Commitment to high ethical standards.
- Enthusiastic, resilient, and able to work under pressure.
- Professional conduct and appearance.
- Ability to work in a team and build and sustain partnerships.

Desirable

- NVQ Reception/Administrator qualification or equivalent.
- Previous experience working in a dental setting.
- Recent experience of Microsoft Word, Excel and Outlook
- Excellent communication skills
- Ability to work well within the team
- Show aptitude for problem solving
- Willing to work flexibly and across sites.
- Hold a full UK driving licence and have use of a car

Other requirements:

- Patient, calm, courteous and accommodating
- Diligent
- Punctual
- Smart appearance
- Good attendance record