

Job Title:	Dental Administrative Supervisor
Reports to (job title):	Business and Administration Manager – Community Dental Service
Line Manager to:	Administrators

## Job purpose

The post holder will be responsible for the supervision & training of the reception team and administrative processes across all clinics as well as providing cover for colleague absence when required which will involve travel to clinics across the service.

The successful candidate will have a flexible and enthusiastic approach to all aspects of the role and must be able to communicate confidently and manage their own workload effectively. This role is expected to take on a 'team leader' approach and will deputise for the Business & Administration Manager.

The role will be based at Buyfields Clinic in Guildford which is the CQC registered site for the service

## Key responsibilities

- Supervise the dental administration/reception team providing training, support and supervision as appropriate with support of the Business & Administration Manager.
- Annually appraise staff as required ensuring any performance or development requirements are addressed accordingly with support of the Business & Administration Manager.
- To support Business & Administration Manager and Dental Nurse Manager (SW) with incoming deliveries and routine maintenance schedules at Buryfields Clinic.
- Ensure all reception processes & procedures are updated and followed by colleagues.
- Act as a first point of contact for patients, carers relatives, doctors, dentists and all other health care professionals as well as deal promptly and efficiently with enquiries about the Service and in general terms, the type of care the Service provides.
- Provide advice and information to patients ensuring that leaflets and all information presented is current. Liaise appropriately with patients who have been referred to the service.
- Maintain accurate records; dental, medical and personal, specific to individual patients, both computerised and paper, from information received.
- Strive to encourage and maintain good patient attendance through improving service development and waiting times. Deliver waiting times within the service KPIs.

- Manage recall lists ensuring patients are recalled on time and lists are kept updated, maintaining continuity of care. Participate in audit, supervision and appraisal programmes.
- 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.
- The post holder will be responsible for appropriate use of information systems, clinical records, data entry, recording activity and analysis.
- Remain up to date with changing practices and, when possible, make full use of training opportunities relative to job role.
- Deal with incoming and outgoing post using the franking machine as appropriate and ensure that the machine is kept topped up with enough credit.
- Management of office equipment across all clinics where necessary, including office and postage stamps supplies for all clinics.
- Any other duties in line with the grade and nature of the post.

## 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"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## 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 2018 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

- Education to A level or equivalent (NVQ 3) or equivalent training/experience
- Administrative experience
- Competence in use of various computer software packages
- Organisational skills including evidence of ability to prioritise workload.
- Commitment to high ethical standards.
- Enthusiastic, resilient and able to work under pressure and to deadlines.
- Professional conduct and appearance.
- Willing to work flexibly and across sites.
- Excellent communication skills.
- Good standard of written and spoken English.
- Ability to work in a team and build and sustain partnerships.
- Hold a full UK driving license and have use of a car

### Desirable

- NVQ Reception / Administrator qualification or equivalent.
- Previous experience working in a dental setting.
- Knowledge of Clinical Governance.
- Show aptitude for problem solving.
- Evidence of interacting with a wide range of people
- Recent experience of Microsoft Word, Excel and Outlook.

Employee signature

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Manager signature

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