



Somerset
NHS Foundation Trust



Recruitment Pack and Job Description

Receptionist / Administrator

Somerset

Primary Care Dental Service

Special Care Dentistry, Dorset and Somerset

Kindness, Respect, Teamwork
Everyone, Everyday



Hello and Welcome

Thank you for your interest in our Primary Care Dental Service for Dorset and Somerset - part of Somerset NHS Foundation Trust.

Our teams are here to deliver great care and high quality services for our cohort of special care patients. We are all particularly lucky to be able to do this in the most beautiful counties of Dorset and Somerset.

In joining us you will be part of, and be supported by, a dedicated and passionate workforce with the patient at the heart of everything we do.

We wish you much success in your application and look forward to welcoming you into our service.



*Zillah Morris, Service Manager
and Daniel Rawles,
Deputy Service Manager*



*Lorna Hollingsworth, Consultant in Special
Care Dentistry & Clinical Director and James
Coulston, Consultant Vascular Surgeon
& Associate Medical Director*



Why Somerset NHS Foundation Trust?

Somerset NHS Foundation Trust runs acute hospital services, community services, mental health and learning disability services, and a quarter of Somerset's GP practices. It runs services from two acute hospitals – Musgrove Park Hospital in Taunton, Yeovil Hospital in Yeovil – services in the community, services from the 13 community hospitals in Somerset, a range of mental health and learning disability services and Symphony Healthcare Services which runs a quarter of GP practices in Somerset. Our Primary Care Dental Service is delivered across Somerset and Dorset.

Our trust is the result of two mergers. The first merger in April 2020, between Taunton and Somerset NHS Foundation Trust and Somerset Partnership NHS Foundation Trust, brought together acute services, community service and mental health and learning disability services. The second merger brought together acute services from both acute hospitals in the county and a large proportion of the county's GP practices under Symphony Healthcare Services.

We believe that the broad range of services that we offer within one organisation put us in a better position to provide mental and physical health services for our population, helping people to enjoy healthier lives with improved equitable access to the specialist care and treatment they need, when they need it.

We are commissioned by the Somerset Integrated Care Board (ICB) and the Dorset Integrated Care Board (ICB), and work with stakeholders such as Local Dental Committees in Dorset and Somerset, the South West Managed Clinical Networks (MCNs), general dental practitioners, social care and the voluntary sector.



Kindness, Respect, Teamwork
Everyone, Every day



Primary Care Dental Service Dorset and Somerset



Supported by

Consultant in Special Care Dentistry
Clinical and Assistant Clinical Directors
Specialists in Special Care Dentistry
Salaried Dentists
Specialist Trainee Registrars
Dental Therapists
Senior Dental Nurses / Dental Nurses
Service Management Team
Receptionists and Administrators
Business Team



Dorset



Somerset

Clinics in Poole and Dorchester

Clinics in Bridgwater, Taunton,
Yeovil and Frome

Offering special care and
occasional care for adults and
paediatrics, sedation, domiciliaries
and general anaesthetics
(Dorset County Hospital)

Offering special care and
occasional care for adults and
paediatrics, sedation, domiciliaries,
minor oral surgery, urgent care
and general anaesthetics
(Musgrove Park Hospital
and Yeovil District Hospital)

Where we are



Living in Dorset and Somerset - did you know..?

- Over half of the county is designated an Area of Outstanding Natural Beauty, including the spectacular Jurassic Coast – the only natural World Heritage Site in England
- Over 150 miles of coastline with award winning beaches
- Dorset has 364 more hours of sunshine throughout the year compared to the UK average
- Between 83% and 93% of schools in Somerset and Dorset have been rated good or outstanding by Ofsted
- Many beautiful market towns and seasonal cultural events through the counties including the iconic Glastonbury Festival
- Great links to motorways and public transport reaching towns and cities such as Bath, Bristol and Exeter
- Both counties have easy access to international airports such as Bournemouth, Exeter, Bristol and Cardiff
- Fast ferry service linking Poole and Portsmouth with the Channel Islands of Guernsey and Jersey and the Western Channel ports of St Malo and Cherbourg.
- Somerset is home to some of the most iconic food brands in the world including Cheddar and Cider!



**Kindness, Respect, Teamwork
Everyone, Every day**

Why choose the Primary Care Dental Service?



Consultant and Specialist led service



Appointment times range from 30-90 minutes



Rising Star and NHS leadership programmes e.g. Edward Jenner and Mary Seacole



Experienced clinical supervisors and mentors



Supported CPD days for your GDC portfolio



Progression and development opportunities from trainee to consultant posts, including Specialist placements



Team based working



Clinic opening hours from 08.30 – 17.00



Mature business structure to support and take on claim and administration duties (no lab bills)



Salaried dentist terms and conditions of employment, including Crown indemnity and PAYE



Clear job planning annually and to support any new developments in your practice



Explore postgraduate training and courses - Special Care Dentistry, Conscious sedation and radiography



Variety of work including inhalation sedation, IV, MOS, general anaesthetic and domiciliaries



Agenda for Change terms of employment for dental nurses, dental therapists and all support team members



Monday-Friday working week, full time equivalent hours of 37.5 per week



Typical working day would be 75% patient facing, 25% non-patient facing



Wide range of NHS benefits including relocation, flexible working, pension contributions, market leading annual leave allowance, not to mention Blue Light Card and NHS exclusive discounts.



Dedicated and highly skilled dental nurse team support



Opportunity for Out of Hours bank work



Today we are looking for

**Receptionist / Administrator – Somerset (Band 3)
Permanent contract**

Looking to join a dedicated, patient focussed team supporting delivery of high quality community dentistry care?

Contact us or visit the clinic to meet prospective colleagues and see if this could be the next career move for you.

Further details within the job description / person specification available on application through NHS jobs.

In summary:

- As one of our receptionists you will very often be the first point of contact for our cohort of special care patients, adults and children, welcoming them for their appointment.
- We will be looking for you to help create a calming and efficient environment for our patients, some of whom will at times display challenging behaviour, their relatives and carers.
- You will be a pivotal member of our dentistry service, supporting our dentists, dental nurses, therapists and business support teams, whilst working closely with your colleagues in the Single Point of Access to ensure a seamless patient journey.

Some of your main responsibilities with our patients will include:

- Maintaining excellent relationships with internal service colleagues as well as with our patients, relatives, carers, nursing and residential homes and general dentistry practices, who will be referring their patients to us.
- You will be communicating with a wide range of patients, both adult and children, who may need that extra bit of time and patience.
- Collecting patient payment charges in line with the NHS Business Services Authority guidelines and checking patient exemptions.
- An eye for detail and accuracy will be essential whilst working to robust information governance processes, as you make new and follow up appointments and record patient details on our clinical, patient management system.



Opportunities:

- A varied and fulfilling role working with a very special cohort of patients, adults and children.
- Opportunity to work with an experienced, multi disciplined team, as part of a wider service with colleagues in both Somerset and Dorset.
- Development opportunities for internal and external training relevant to your role.
- Admin Best Practice Groups throughout the year to meet service wide colleagues, share learning and updates in processes.
- Excellent NHS terms and conditions of employment for Agenda for Change staff.
- A real focus on your wellbeing as part of a large supportive organisation.

We'd love to hear from you...



Please feel free to contact those below for further information about an informal visit or for further information about the role.

Clea Carter, Senior Dental Nurse
Clea.carter@somersetft.nhs.uk / 07771 388036

Erica Boulton, Workforce Development Manager
erica.boulton@somersetft.nhs.uk - 07771 396042



**Kindness, Respect, Teamwork
Everyone, Every day**

