

JOB DESCRIPTION

Job Title	Receptionist/Administrator
Band	Band 3
Directorate	Children, Young People and Families
Department	Primary Care Dental Service
Base	Dorset Community Dental Service, Poole
Responsible to	Senior Dental Nurse
JD updated	September 2024

Service Core Purpose

The Primary Care Dental Service for Somerset and Dorset provides high quality oral health care to a defined group of referred in children and adults, who are unable to reasonably access NHS general dentistry. This will be due to complex medical or dental needs or because they have Additional Needs.

Job Purpose

The Dental receptionist is a key part of the dental team and will be responsible for managing the reception and waiting room of the dental clinic, including meeting and greeting patients, visitors and visiting staff.

The dental receptionist is expected to maintain excellent standards of customer service with a positive approach to enquiries. They will communicate effectively via the telephone and face-to-face with patients, families and carers, visitors and staff. Some patients at times will display challenging behaviour.

The receptionist will support the dental team which includes Dentists, Dental Therapists and Dental Nurses with the efficient running of clinics and work closely with their colleagues in the Single Point of Access to ensure an efficient patient journey through our service. Administration duties will include booking patient appointments, reminding patients about their appointments and collecting patient payment charges in line with the NHS Business Services Authority guidelines



Duties and Responsibilities

Communication and Key Working Relationships

- To maintain effective communication links with all members of the dental team, the wider dental service and other Trust services, and with external organisations including General Dental Practices, Nursing and Residential Homes.
- To communicate effectively across a wide age range of patients, for example young children and the elderly, as well as patients with Additional Needs. On occasion this may mean diffusing verbally abusive behaviour.

Planning and Organisation

- To be the first point of contact for the clinic, providing excellent customer service. This includes managing the reception area and waiting room, and liaising directly with patients, families, carers and all visitors, and colleagues in the Single Point of Access.

Analytics

Responsibility for Patient / Client Care, Treatment & Therapy

- Understanding our referral criteria and working with our Single Point of Access to process new referrals to the service, including registration on the electronic patient management system. To manage and maintain accurate patient records ensuring robust information governance and including archiving of records when the patient is discharged.
- To make new and follow up appointments for patients including recording their preferred method of communication, and to ensure appointment sessions are fully utilised, including supporting the Single Point of Access team as and when required.
- To work with patients and/or carers to ensure all paperwork is completed and returned ahead of their appointment, this will include completion of a medical history at the beginning of each Course of Treatment and to update this at each subsequent visit.
- To liaise with dental laboratories over dental appliances for patients to include collection of deliveries and general enquiries.
- To signpost and support patients with hospital transport options and book when required.
- To recognise a medical emergency, summon assistance and support the dental team in managing the situation and to attend annual basic life support training.



- To be the first port of call for patients and visitors either face to face in the department or via the telephone, always maintaining a friendly and professional manner.

Policy, Service, Research & Development Responsibility

- To ensure all mandatory training required by the Trust is completed on time and to adhere to all Trust policies.
- The post holder is expected to participate in regular staff meetings and training sessions. This may include travel away from base on occasion.

Responsibility for Finance, Equipment & Other Resources

- To signpost patients and carers to information to support their understanding of dental treatment charges and record appropriate exemptions for patients who do not need to pay for dental care.
- To collect patient charges where applicable and ensure accurate recording of payment within the clinical record and finance systems, liaising with business team in the event of any query.
- To be an authorised signatory for petty cash if required and to make cash deposits at the bank on behalf of the clinic.
- To assist in the ordering and receipting of goods.

Responsibility for Supervision, Leadership & Management

- The post holder may be expected to be a key holder responsible for the opening and closing of the clinic.

Information Resources & Administrative Duties

- To collect data and complete reports if required.
- To handle and manage the post within the department ensuring mail is opened, actioned and filed where appropriate.
- Taking responsibility for franking mail and meeting the external post deadline.
- Providing administrative support to the clinical team when requested.
- Maintain filing systems, manage patient records and undertake archiving with accuracy.
- Obtaining patient notes ready for clinic lists.



- Check all patients on clinic list for the day have attended their appointment, future appointments booked and payments taken where appropriate.
- Send appropriate patient letters following service pathways.

Any Other Specific Tasks Required

On occasion the post holder may be required to carry out the above duties at other clinics within Dorset to provide cover for annual leave and sickness.



Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (2018), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.



Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

Review of Job Description

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken within this new role. Work will vary in detail in the light of changing demands and priorities, and therefore the duties identified will be subject to periodic change/review, in consultation with the post holder. All employees have a responsibility to abide by all Trust Policies.



Person Specification

Requirement	Essential / Desirable	How Assessed
<u>QUALIFICATIONS & TRAINING</u>		
<u>Evidence of Qualifications required</u>		
<ul style="list-style-type: none"> • A good standard of education with 3 GCSEs or equivalent. 	E	
<ul style="list-style-type: none"> • NVQ Level 3 in Administration or Customer Service or equivalent. 	D	
<u>KNOWLEDGE</u>		
<ul style="list-style-type: none"> • Knowledge of data entry systems with accurate keyboard skills. 	E	
<ul style="list-style-type: none"> • Knowledge and competency in using IT software packages – Microsoft Office, Word, Excel, Outlook. 	E	
<u>EXPERIENCE</u>		
<ul style="list-style-type: none"> • Previous experience of working within a dental service. 	D	
<ul style="list-style-type: none"> • Previous experience of reception duties. 	D	
<ul style="list-style-type: none"> • Previous experience of working in a team. 	D	
<ul style="list-style-type: none"> • Experience of handling patient payments. 	D	
<p>Previous experience of working with patients with Additional needs.</p>	D	
<u>SKILLS & ABILITIES</u>		
<ul style="list-style-type: none"> • Listens to others' views respecting and valuing individual patient needs. 	E	
<ul style="list-style-type: none"> • Ability to recognise and manage challenging situations in a calm and professional manner. 	E	
<ul style="list-style-type: none"> • Able to take instruction and direction and work effectively as part of a team. 	E	



<ul style="list-style-type: none"> Flexible and adaptable to meet the needs of the patients. 	E	
COMMUNICATION SKILLS <ul style="list-style-type: none"> Able to demonstrate a good standard of English language 	E	
PLANNING & ORGANISING SKILLS <ul style="list-style-type: none"> Good organisational skills and ability to prioritise own workload. Proven ability to work as part of a team and independently using own initiative. Ability to work flexibly and manage competing demands in a busy reception area 	E E E	
PHYSICAL SKILLS <ul style="list-style-type: none"> This role will include a large part of the working day in front of a VDU. 		
OTHER <ul style="list-style-type: none"> Willingness to use technology to improve standards of care and support to our patients. Must be a car driver with a valid driving licence or have access to transport with appropriate business insurance. 	E E	
SUPPORTING BEHAVIOURS <p>To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.</p> <ul style="list-style-type: none"> Kindness Respect Teamwork 		



SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		X	
Working in physically cramped conditions		X	
Lifting weights, equipment or patients with mechanical aids		X	
Lifting or weights / equipment without mechanical aids		X	
Moving patients without mechanical aids		X	
Making repetitive movements		X	
Climbing or crawling		X	
Manipulating objects		X	
Manual digging		X	
Running		X	
Standing / sitting with limited scope for movements for long periods of time	X		Desk based position subject to appropriate DSE workstation assessment.
Kneeling, crouching, twisting, bending or stretching	X		Responsible for access to, and filing of, patient records which will require obtaining information from filing systems.
Standing / walking for substantial periods of time		X	
Heavy duty cleaning		X	
Pushing / pulling trolleys or similar		X	



Working at heights		X	
Restraint ie: jobs requiring training / certification in physical interventions		X	
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	X		Multi task role of Receptionist / Administrator – see key responsibilities.
Carry out formal student / trainee assessments		X	
Carry out clinical / social care interventions		X	
Analyse statistics		X	
Operate equipment / machinery		X	
Give evidence in a court / tribunal / formal hearings		X	
Attend meetings (describe role)	X		Attend clinic meetings and any other service meeting as required as part of dental team.
Carry out screening tests / microscope work		X	
Prepare detailed reports		X	
Check documents	X		Checking patient payment exemptions, patient notes and dental specific forms.
Drive a vehicle		X	
Carry out calculations	X		Will need to follow NHS dental charges information to advise patients of payment required.
Carry out clinical diagnosis		X	



Carry out non-clinical fault finding		X	
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events		X	
Giving unwelcome news to patients / clients / carers / staff	X		Conversations with patients/carers/families re cancellation or delay of appointments.
Caring for the terminally ill		X	
Dealing with difficult situations / circumstances	X		Patients/families can react negatively to news of treatment/delayed/cancelled appointments. Clinics also deal with patients with additional needs whose behaviour can sometimes be challenging.
Designated to provide emotional support to front line staff		X	
Communicating life changing events		X	
Dealing with people with challenging behaviour	X		Clinics deal with patients with additional needs.
Arriving at the scene of a serious incident		X	
Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather		X	
Excessive temperatures		X	
Unpleasant smells or odours		X	
Noxious fumes		X	
Excessive noise &/or vibration		X	
Use of VDU more or less continuously	X		



Unpleasant substances / non household waste		X	
Infectious Material / Foul linen		X	
Body fluids, faeces, vomit		X	
Dust / Dirt		X	
Humidity		X	
Contaminated equipment or work areas		X	
Driving / being driven in Normal situations		X	
Driving / being driven in Emergency situations		X	
Fleas or Lice		X	
Exposure to dangerous chemicals / substances in / not in containers		X	
Exposure to Aggressive Verbal behaviour	X		
Exposure to Aggressive Physical behaviour	X		

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
	(Post Holder)	Date:	



Agreed and Signed:			
Date Role Description is Effective From:			

