**Dental Receptionist**

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| **Directorate** | University of Suffolk Dental Community Interest Company (CIC) |
| **Location** | James Hehir Building, Ipswich |
| **Salary** | Starting from £23,000 |
| **Contract status** | Permanent |
| **Probation period** | 6 months |
| **Hours of work** | 37.5 per week |
| **Annual leave entitlement** | 25 days per annum, pro rata plus bank holidays |
| **Criminal convictions** | This post is subject to a DBS check. |
| **Responsible to** | Operations Manager |
| **Accountable to** | Chief Executive Officer |

**Job Description and Person Specification**

**About the University of Suffolk Dental Community Interest Company (CIC)**

The University of Suffolk Dental Community Interest Company (CIC) is an exciting and innovative collaboration between the University of Suffolk and the Suffolk and North East Essex Integrated Care Board, seeking to provide high-quality NHS dental services to the population of Suffolk through the brand new, state of the art clinical facilities situated on the scenic Ipswich Waterfront.

Embracing the latest technology and innovation, the facility will offer fully equipped surgeries, intraoral cameras, digital radiography, and access to CBCT diagnostics.

As a new provider of NHS dental care in the region the CIC is well-placed to offer *ordinary dental care delivered with extraordinary care*. Our ethos is all about enabling dental care, improving oral health by increasing access to dental services and at the same time providing opportunities for those starting or continuing a dental career in the East of England.

In line with current good practice and optimum care delivery, an opportunity to deliver person-centered care with a focus on prevention, stabilisation, and disease management.

**Purpose of the job:**

To be part of a wider dental team providing reception, administrative & clerical support to the dental service using computerised systems. This will include assisting with the decontamination of instruments, as required.

**Main Duties and Responsibilities**

**Communication:**

* Welcoming and receiving service users and their carers into the dental service
* Deal with telephone and face to face enquiries about the dental service in a professional and empathetic manner.
* To make, change and update appointments for service users which will include direct face to face and telephone contact
* Offer regular updates to service users waiting and where appropriate explain any reason for the delay in being seen.
* Explain NHS service user charges using professional judgement and empathy when there may be barriers to understanding.
* Provide advice and information to service users and or carers, ensuring that leaflets and all information presented is current.
* Work collaboratively with the dental team, senior leaders and wider colleagues to maintain the effective running of the dental service.

**Administrative & Clerical Support:**

* To enter service user details onto computer system, collecting all essential demographic information. Distribute medical history forms to service users, collect and provide to the dentist.
* To utilise the appointment book to fully optimised clinical appointments
* Using computerised systems to track and monitor waiting times
  + Monitor the service user’s welfare and alert clinical team, if necessary, of any concerns.
  + Prepare electronic FP17PR, medical history and other appropriate documentation, gaining service user/or significant other’s signature.
  + Arrange appointments for service users referred into the service, electronic records for the service user, entering details of the referring practitioner onto the computer system.
  + Receive and record details for outreach visits. Liaise with the dental team about appointments and arrange outreach visits, where applicable.
  + Organise incoming and outgoing correspondence
  + Assist with all financial aspects including administering service user charges and receiving various type of payments – cash, credit and debit cards. As appropriate, to cash up at the end of the session and regularly bank dental income.
  + To be responsible for regularly updating the dental income database
  + To be responsible for petty cash.
* Demonstrate own activities or workplace routines to new or less experienced staffs in own work area
  + Input data to maintain accurate stock control record as required, liaising with the Senior Dental Nurse regarding stock levels and ordering requirements

**Decontamination Support:**

* Check that dental instruments and equipment in store are within the ‘use by’ date and reprocess non-compliant items
  + Collect dental instruments and equipment requiring decontamination from dental surgeries and to deliver clean instruments ready for use.
  + Assist with the organising of general and periodic machine servicing and action accordingly and when required:
* Decontaminate dental instruments and equipment, working to the Service’s quality systems, policies, procedures, and guidelines as required.
* Document all daily maintenance of machines and equipment as required.
* Carry out all dental instrument and equipment tracking as required.
* Comply with the daily documentation of the decontamination of all equipment.
* using an automated washer, dental instruments and dental equipment as required to manufacturers’ guidelines.
* sterilise dental instruments using autoclaves.
* disinfect dental equipment in accordance with manufacturers’ guidelines.
* Regularly check the tidiness of the waiting and reception area, tidy as necessary and clean play equipment in accordance with the Infection Control Policy; ensure noticeboards display current information.
  + Assist with stocktaking and requisitioning of supplies and processing payment. This may include a range of items including dental laboratory work, laundry, stationery and dental sundries, etc.
  + Carry out daily equipment checks to adhere to health and safety regulations and organising the repair of all defects to be dealt with promptly.

**Professionalism, Leadership and Management:**

* To be responsible for promoting the Organisation’s values and high-performance standards both individually and as a team, in the achievement of our strategic objectives and priorities
* To build a strong external image of clinical excellence for the organisation and create opportunities to enhance the profile of the social enterprise and its services, ensuring high social responsibility.
* Act within other professionally laws and systems including Health and Safety, Freedom of Information Act and Data Protection Legislation.
* Observe all policies and procedures and maintain the Staff Confidentiality Code of Conduct at all times.
* Follow and implement operational and clinical policies and procedures to comply with legislation.
* Apply safe working practices and take responsibility for own actions.
* Support other members of the dental and wider healthcare team in the interest of service users.
* Demonstrate a commitment to lifelong learning through education, training, and practice against agreed occupational standards.
* Apply an evidence-based approach to learning, practice and decision making and utilise critical thinking and problem-solving skills.
* Take responsibility for personal development planning and reflective practice.
* Maintain professional behaviour and appearance, including being punctual and polite.
* Effectively manage own time and resources.

**The duties of this post may vary from time to time as a result of new legislation, changes in technology or policy changes. In this case, appropriate training may be given to the post holder to undertake this new varied work.**

**Person Specification — Selection Criteria**

How evidenced/assessed: A = Application Form I = Interview T = Test

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| **Criteria** | **Essential** | **Desirable** | **How Evidenced / Assessed** |
| **Education and Qualifications** | * Educated to NVQ level 3 / A’ Level standard or equivalent professional qualifications | * Customer Service Training   Programme or equivalent   * Knowledge of sterilisation   procedures | A |
| **Knowledge and Experience** | * Reception and or Customer Service experience * Knowledge of health, safety and security issues * Intermediate computer skills * Ability to prioritise workload | * Dental and or NHS/Healthcare experience * Knowledge of Dental Services and their roles * Experience of dental software * Dealing with cash transactions | A I |
| **Skills/Other** | * Good communication skills both oral and written * Clear and accurate written skills, including ability to complete forms accurately * Ability to empathise, reassure * Knowledge and competent use of Microsoft office programmes * To provide judgements involving facts or situations, some of which require analysis * Take responsibility for making appropriate safeguarding referrals via the Safeguarding Lead and provide guidance for others to do so * Demonstrate understanding and commitment to equal opportunities, equity, and the promotion of cultural competency * Ability and willingness to travel | * Command of other languages | A I |
| **Attitude** | * Team Player * A ‘will try’ attitude * Good timekeeper * Friendly, approachable and calm manner * Ability to work flexible hours |  |  |

**GeNERAL TERMS OF EMPLOYMENT**

**Professional Registration**

If professional registration applies, the post holder should work in accordance with their professional body’s Code of Conduct. Evidence of continuous registration is a requirement of employment with University of Suffolk Dental CIC.

**Probationary Period**

Dental CIC operates a 6 month probationary period in accordance with its policy and procedure on Probation Periods.

**Personal Development**

The post holder will be expected to undertake ongoing personal and professional development commensurate with the responsibilities of the post. It is specifically expected that the post holder will avail him/herself of any opportunities of mentorship and development offered.

**Role Development**

The duties and responsibilities contained within this job description are indicative but not exhaustive. The post holder may be required to undertake other work consistent with their grade. As Dental CIC develops the requirements of the post may change. The post holder will be fully involved and consulted as such changes occur.

Legal and statutory requirements

The post holder must be aware of and adhere to Dental CIC policies and procedures that are relevant to their post

Confidentiality and the Data Protection Act 1998 – the post holder will be expected to maintain complete confidentiality as a condition of employment. Information relating to service users, other staffs or which is acquired for the purposes of employment may only be disclosed with the express permission of the appropriate manager.

All staffs must comply with the Equality Act 2010 and must not discriminate on the grounds of age, disability, race, nationality, ethnic or national origin, gender, religion, beliefs, sexual orientation, domestic circumstances, social and employment status, gender reassignment, political affiliation or trade union membership or any other grounds.

Safeguarding Vulnerable Children and Adults and Promoting their Welfare

All staffs are expected to;

* Adhere to Dental CIC and Local Safeguarding Children Board policies/procedures and professional codes in relation to safeguarding children and vulnerable adults.
* Undertake the appropriate level of mandatory training in this area.
* Report any concerns to the appropriate authority.

**Care Quality Commission (CQC)**

All staffs of Dental CIC are required to participate in the collection of evidence to support the organisation’s CQC registration requirements.

**Infection Control**

All staffs have duties under the Health and Safety at Work etc. Act 1974, and Management of Health and Safety Regulations 1999, which have a bearing on the prevention and control of infection, in particular:

While at work, every Dental CIC staff must take care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.

All staffs must comply with infection control policies and protocols and recognise their responsibility to their service users and colleagues in maintaining high standards of hygiene practice.

Staffs have a duty not to intentionally or recklessly interfere with or misuse anything provided for in the interests of health, safety and welfare.

Staffs are required to use correctly all work items provided by Dental CIC, such as machinery, equipment, dangerous substances and safety devices etc. in accordance with the training and instructions they receive to enable them to use the work items safely.

Staffs are required to bring to the attention of Dental CIC managers, without delay, any work situation which might present a serious and imminent danger to themselves or others. Staffs should notify Dental CIC managers of any shortcomings in health and safety arrangements, even when no immediate danger exists, so that Dental CIC can take what remedial action is necessary.

**Service user and Public Involvement**

As part of its ongoing commitment to improving service user experience and involving local community members in service development, all staffs working for Dental CIC are expected to be proactive in identifying community priorities and issues, in line with the Dental CIC strategy for service user and public involvement.

**Records Management**

Every staff is expected to keep accurate and well maintained records that meet the requirements of the Dental CIC records management strategy and in accordance with any relevant legislation, such as the Freedom of Information and Data Protection Acts.