

1. JOB DETAILS

Job Title Dental Receptionist/Administration Assistant

Grade: AFC Band 3

Responsible to: Dental Nurse Team Leader

Reports to: Community Dental Clinical Operations Manager

Location: Wheata Dental Clinic

2. JOB PURPOSE

Provide comprehensive reception and administration support to the dental team to assist in the delivery of oral health care to clients who may have learning or physical difficulties, mental health illness, are medically compromised, dependent elderly or have a dental phobia.

Receive and assist patients and visitors in a professional, courteous, efficient and effective way, projecting a positive and friendly image both in person and via the telephone.

3. ROLE OF THE DEPARTMENT

Community & Special Care Dentistry are the main provider of special care dentistry in Sheffield. The service provides dental care in community settings for children and adults who have difficulty accessing dental treatment in general dental practice or who require special care dentistry on a referral basis.

The department work closely with the Charles Clifford Dental Hospital across the primary-secondary interface in the provision of consultant led services on referral, including in-reach specialist care within the hospital. We also support undergraduate dental students, clinicians, senior clinicians and specialists in the delivery of dental care and have wide experience and knowledge of the clinical working environment and current practices/challenges in order to maintain and utilise an appropriately skilled team of dental care professionals to support service delivery

Care is provided in the following settings:-

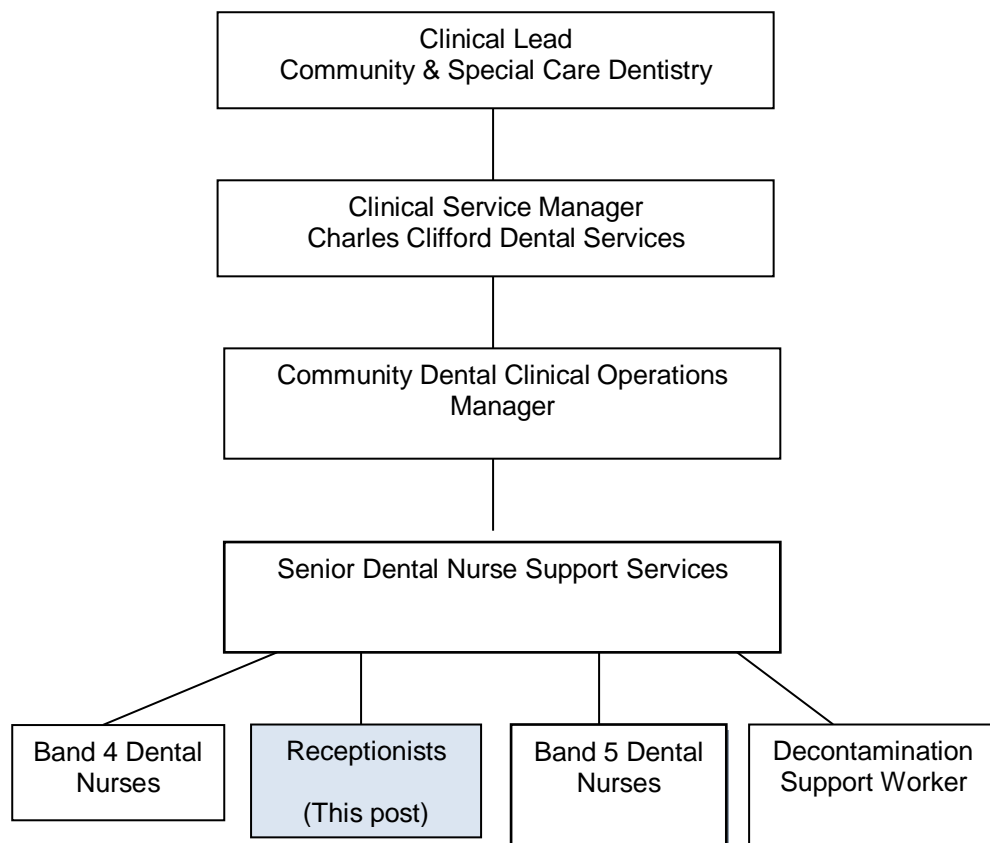
- Fixed dental clinics (4 across the city)
- Special schools
- Secure accommodation at Forest Lodge and Aldine House
- Homeless centres
- Nursing, residential homes and hospitals

Client Group

- Children from socially disadvantaged groups
- Adults and children who cannot access General Dental Services
- Frail elderly
- Housebound
- Homeless
- Medically compromised
- Substance misuse
- Dental phobia

Clients with

- Challenging behaviour
- Learning difficulties
- Physical difficulties
- Communication difficulties
- Emotional and behavioural difficulties
- Mental health related illness

4. DEPARTMENTAL/DIRECTORATE ORGANISATIONAL CHART

5. MAIN DUTIES AND RESPONSIBILITIES

Reception

Responsible for day-to-day management of the reception areas; having knowledge of the full range of reception and clerical procedures and internal software programmes.

Maintain efficient reception support to a multi-disciplinary dental team, ensuring confidentiality at all times, using own initiative when answering enquiries from the general public, other health care professionals, external sources and other NHS department.

Promote a welcoming, helpful environment for patients and visitors entering the building, directing them to their required destination ensuring appropriate access/security is maintained at all times.

Receive and make appointments for clients attending the dental clinic using a computerised dental system.

Receive and assist in the process of referral of clients both into and out of the service.

Record and maintain patient records manually and electronically, including filing and storage in line with CSCDS protocols.

Preparation of records and day lists for clinical sessions, ensuring all paperwork is completed, updating and inputting on to patient's electronic medical records and schemes accordingly. Supporting patients and carers to complete associated paperwork in relation to payment and benefit queries.

Book interpreters and patient transport as required to support treatment needs.

Preparation of over age clinical records for archiving.

Monitor and maintain the clinic's appointment system to ensure capacity and clinical time is fully utilised.

Daily check of medical equipment including AED held on reception.

Charging patients in line with NHS Dental Charges scheme for dental care and completion of the appropriate documentation, ensuring financial balance.

Produce non payment data, following up with patients and carers where payment has not been received.

Administrative duties

Undertake clerical duties relating to clinical services including distribution of incoming and outgoing mail, scanning and uploading data/x-rays to clinical records.

Monitor the 'Was Not Brought' pathway for patients not attending their appointments, following up with clinicians as required to maintain safeguarding standards.

Under the direction of the team leader produce waiting list data to support clinic efficiencies

Input of data and production of standard letters, editing as appropriate and when required using the dental information system.

Provide administrative support to the dental team which may include taking and typing clinic meeting minutes, monitoring spreadsheets to produce information for the services management team, monitor shared mailboxes taking action as required. These tasks will require the use of a range of Microsoft packages.

Completion of statistical data and typing of referral letters as necessary.

Monitor and maintain adequate levels of stationary supplies.

Communication:

Understand the communication barriers related to the services specialist client groups, ensuring the level of understanding incorporates preferred methods of communication, culture and background, adapting communication style and using aids as required. (Widget sheets)

Monitor appointment books and advise clinical staff of issues in relation the clinic utilisation which may prevent the clinic from working at full capacity.

Liaise with and work closely with all members of the dental team and staff from other departments and agencies to ensure efficient running of services within the clinic and across the directorate.

Communicate with senior staff across the Directorate and Trust using appropriate written and verbal communication skills whilst maintaining confidentiality at all times.

Participate in team meetings and contribute ideas for improving systems.

Mental Effort

Frequent requirement for concentration, using multiple spreadsheets and platforms simultaneously.

Work pattern could be unpredictable due to interruptions from patients and staff requiring attention and support.

Changing tasks due to above interruptions

Emotional Effort

Frequent exposure to distressing situations when dealing with anxious patients. (The service is a specialist service for special care patients, medically compromised and mental health patients)

Ability to keep calm and provide reassurance to distressed and anxious patients.

Decision making

Using a degree of initiative in line with receptionist role deal with matters independently being able in the case of clinical enquiries to determine the urgency, deal with it, seek advice or direct to the appropriate person.

Risk

Care staff working within a specialist service which provides dentistry to diverse client groups in areas where personal safety and maintaining a safe working environment are paramount.

Co-operate with and adhere to all trust policies and procedures including health and safety. Understanding the responsibility of the individual to themselves and others.

Understand the issues in relation to taking payment over the counter and be able to assess the risk to take the appropriate action to maintain a safe working environment.

Training

You will be required to attend mandatory training as identified by CSCDS and the Trust i.e. fire safety, moving and handling and resuscitation, attend staff meetings as appropriate and participate effectively in all aspects of the directorate clinical governance and audit programme using outcomes of the process to improve own practice. You will take responsibility for your own CPD and personal development and negotiated training as identified through your Performance and Development Review.

The duties of the post will develop and change in line with service requirements and after consultation with the post holder and in relation to individual Performance and Development Review

6. FINANCIAL MANAGEMENT RESPONSIBILITIES

Administer patient charges in line with NHS Dental Charges scheme for dental care and completion of the appropriate documentation, ensuring financial balance in line with Trust policy.

Produce non-payment data, following up with patients and carers where payment has not been received, this may involve multiple care agencies where patients do not have control of their own finances.

Understanding of the Trust standing financial instructions in relation to money handling and receipting processes.

7. HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES

This post does not require any direct management of staff, but you will be required to support new starters during the induction process, ensuring the receptionist handbook is relevant and up to date.

You will provide training to staff in new policy/protocols related to reception duties.

8. ASSET MANAGEMENT RESPONSIBILITIES

Monitor and maintain adequate levels of stock in relation to reception and the requisition of supplies as and when necessary.

9. WORKING RELATIONSHIPS

Communicate with:

Internally

- Sheffield Teaching Hospitals Staff
- STH Community Services Staff
- Charles Clifford Dental Hospital Staff
- Sheffield Health & Social Care Staff
- Estates
- Finance
- Human Resources
- Sheffield University
- Supplies Department
- Transport Department

Externally

- Steris
- Contractors
- CQC
- Patients
- Patients Carers
- Medical Practitioners
- Residential Care Home Staff
- General Dental Practices

This job description is not meant to be finite and may be changed subject to the exigencies of the service. Similarly the post holder may be requested to undertake such other duties not mentioned in the job description which are commensurate with the grade.

The Trust is committed to protecting all.