#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Dental Receptionist  Responsible to (insert job title): Waiting List Pathway Manager  Department(s):  Directorate: Oral Health Service  Operating Division: West Lothian HSCP  Job Reference: 192810  No of Job Holders:  Last Update (insert date): 13th June 2022 |

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| 2. JOB PURPOSE |
| To provide reception, telephone answering, cashiering, and clerical services for the dental teams based at and working in the Oral Health Service. |

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| **3. DIMENSIONS** |
| * The Oral Health Service provides a full range of specialist and referral services to patients within Lothian and the surrounding areas. * Reception and telephone answering services are provided on a daily basis for staff, patients, carers and visitors. Making patient appointments on R4 patient information system. Processing payments for dental income on R4 system on a daily basis. * A cashiering service for dental income and oral hygiene products is provided on a daily basis. * A central comprehensive secretarial and support service is provided for the dental teams working for NHS Lothian. |

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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| * The Oral Health Service provides a comprehensive range of high quality dental services to priority groups throughout Lothian. These include dental treatments, screening for dental disease, oral health education, preventive programmes and epidemiological surveys.  The receptionist provides a range of routine clerical support services to the teams working at or based within the dental department at each Oral Health Service site. |

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| 6. KEY RESULT AREAS |
| * Receive and welcome patients, carers and visitors to the dental department to ensure an effective and efficient service is provided. * Provide a telephone answering service, answering enquiries to ensure an effective communication service is offered to patients, staff and general public. * Carry out routine clerical support duties and deal with incoming and outgoing mail to ensure that the dental team receives adequate and effective administrative support. * Sell oral hygiene products and provide advice on the products available to patients and the general public to ensure a convenient and effective sales service is provided. * Provide a cashiering service for dental income for dental treatment and the sale of oral hygiene products in order to comply with the Division’s standing financial instructions * Make patient appointments on TRAK patient information system and process payments for dental income on R4 system. |

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| 7a. EQUIPMENT AND MACHINERY |
| * R4 Patient Information System * TRAK Patient Information System * Fax machine * Shredding Machine * Telephone System * Streamline Payment Machine * Laminator * Photocopier |
| **7b. SYSTEMS** |
| * Ensure adequate stocks of oral hygiene products are maintained. * Distribution of mail to staff pigeon holes and frank outgoing mail * Maintain the franking machine at the appropriate cash level. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is assigned by the Dental Team Leader on a day to day basis. The post holder works as an integral part of the team  Review of Work:   * Post holder is appraised by the Waiting List Pathway Manager or the Directorate Assistant on an annual basis. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * To forward telephone calls to the appropriate person/department taking into consideration the caller’s requirements |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Communicating effectively with anxious/phobic and special needs patients over the phone or face to face in the reception area. * Communicating effectively with some patients face to face in the reception area who challenge the requirement for them to pay for treatment |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Communications are with the general public, senior dental staff, receptionists, dentists, hygienists, laboratory technicians and dental nurses either personally or on the telephone. * Contact with the general public is mainly associated with providing a reception and telephone answering service to patients, relatives and carers. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * **Physical Skills**   Good interpersonal and telephone answering skills.   * **Emotional Demands**   Communicating with anxious and potentially verbally abusive patients and carers and with patients who have special care requirements.   * **Working Conditions**   The reception/office area is a confined space, where reception and telephone answering services are provided to a busy dental department. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Previous receptionist experience and trained in customer care skills. * Good communication and interpersonal skills. * Able to work as part of a team and have ability to work on her own initiative. * Able to work under pressure. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |