

Job Description

Job Title: Receptionist

Name:

Purpose of the Job:

Responsible to: Practice Manager

Accountable to: Group Operations Manager

Employment Duties:

The postholder will provide comprehensive reception service to the practice, answer the telephone and deal with all enquiries sensitively and appropriately, communicate effectively with all personnel and effectively scheduling patients to ensure best use of practitioners' time.

Key Tasks:

MAIN DUTIES/RESPONSIBILITIES

- Provide full and comprehensive reception duties dealing with general and complex enquiries, arranging dental appointments and providing information asked by patients and general public, either by telephone or face to face.
- To answer the telephone, exercising initiative when required to respond to general enquiries and/or record/pass on messages as appropriate, accurately, legibly and swiftly. This also includes registered and unregistered patients seeking immediate dental care.
- Receive, collate, process and distribute all incoming mail.
- To establish and maintain appropriate filing systems, so that information is stored securely and is easily retrievable. Ensuring all paperwork is prepared for the clinical session, that x-rays and laboratory work are available, and filed, where appropriate at the end of the working day. Processing FP17 forms, ensuring all correct patient information is entered accurately.
- Creating patient records accurately, ensuring no duplication, by checking dates of birth etc. Archiving records that are duplicates, patients left the area or deceased. Ensuring all medical histories are updated to ensure all patient personal details are accurate. Filing all documents. Scanning all incoming relevant documents into patient records.
- Checking all patients financial records are correct and up to date for audit purposes. Preparation of cashbook reports, ensuring monies are dealt with and accounted in

accordance with financial instruction. Payments of cash, cheques and any payments made by debit/credit card through CHIP and PIN machine logged correctly through the cashbook and dental software. Reconciliation statements made, checked and sent to Financial Services. Unpaid accounts – frequently have to contact/ask patients about unpaid accounts, liaising with Finance about this. Physically take money.

- Ordering and maintaining stationary supplies, to provide an adequate supply of stock for all staff ensuring dispatch to correct location and tidiness of store.
- To ensure that patient confidentiality is maintained in respect of personal information in accordance with NHS policies and statutory legislation.
- To review and implement any new administrative processes.
- To undertake all general office duties, such as photocopying, faxing etc.
- To travel to any other dental site to provide cover of the workload of other administrative staff within the department as and when required during periods of annual leave or sick leave.
- Attend sessions where appropriate for statutory and mandatory training. Seek opportunities to develop skills and understanding that will enhance own performance in the role.
- Health & Safety – ensure your own and that of others health and safety and that all areas in the dental waiting area are clear, signs are relevant and displayed correctly. Hazard spotting for staff and patients.
- Sending out recall letters for registered patients who are due examinations, to ensure they do not lapse
- Report any breakdowns to the appropriate person
- Assist with the compiling of reports and records on practice performance
- Adhere to the recall system policy to ensure the maximisation of diary management.
- Ensure reception area is clean and tidy at all times
- Adhere to all practice policies and procedures

Reception:

- Meet and greet patients with a polite, courteous and professional friendly manner at all times
- Answer telephone calls and queries, bookings , changing or cancelling appointments as necessary

- Ensure that reception runs smoothly
- Book appropriate appointments for patients and highlight any issue to the practice manager
- Keep a record of daily taking, as well as update patients finance records on the computer system
- Cash up after the morning and afternoon session daily, and check that it coincides with the daily takings, record and file as necessary. Provide receipts for monies
- Ensure medical histories are updated and signed
- Make courtesy call to avoid failure to attend long appointments
- Complete necessary daily checklist
- Ensure that the practice email is monitored and emails dealt with appropriately
- Ensure SOE emails and texts are going out and highlight any problems to the manager
- Ensure lab work is dispatched to the appropriate surgeries on arrival
- Report all issues of importance to the appropriate people

Business Planning/Training,

- Meet regularly with Practice Members to discuss aspects of the service and to consider improvements.
- Contribute to agreed business objectives happen, and monitor achievements.
- Support allocations from all staff on the marketing plan.
- Maintain awareness of new developments and dental techniques, which may involve attending courses and/or training, and ensure that this information is passed onto the other Practice Members.

Practice Management

- Have sufficient knowledge to competently carry out the following procedures; taking money from patients, banking.
- Ensure that medical and emergency procedures, fire procedure, accident reports are maintained.

Any other duties which may be reasonably requested.

All Practice Members

- Ensure the practice is clean and tidy at all times.
- Promote a professional image of the company at all times and be knowledgeable about the services the practice provides

HEALTH AND SAFETY

All Practice Members are required to acquaint themselves with health, safety and fire regulations and the accident notification system, whilst taking all possible steps to safeguard the health, and welfare of staff, patients and colleagues during working hours, in accordance with the Health and Safety at Work Act 1974.

CONFIDENTIALITY

All Practice Members should be aware of the need to preserve strict confidentiality in dealing with patients and should not disclose information obtained in confidence except to authorized persons or organisation as instructed.

EQUALITY & DIVERSITY

It is the responsibility of all employees to support the PCT's vision of promoting a positive approach to diversity and equality of opportunity to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the our Equal Opportunities Policy.

DATA PROTECTION ACT 1998

Under provision of the Act, it is the responsibility of each member of staff to ensure that all data, whether computerised or manual, is kept secure at all times. This includes data relating to patients and other members of staff. Data must not be disclosed to any unauthorised person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal.

CONFIDENTIALITY

The jobholder will be in possession of personal details of staff and clients and other confidential information. This must not be discussed or divulged to any unauthorised person. Any such instance would result in dismissal.

REHABILITATION OF OFFENDERS ACT 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the PCT but must be declared in writing at the appropriate stage during the recruitment process.

NO SMOKING

The Practice has a no smoking policy on the Practice premises.

Terms of Employment: Your hours of work will be between the hours of

with one hour unpaid lunch. The successful applicant will require a CRB check, which will be reimbursed by the employer, and must show proof of registration and all inoculations, including Hepatitis B.

You may be occasionally required to travel between our practices to cover for holidays and sickness.

Statement of Responsibilities

The job description and allocation of particular responsibilities may be amended by agreement from time to time.

I confirm I have read and understood my job description

Name:

Signed:

Date:

PERSON SPECIFICATION
Receptionist

QUALITIES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • NVQ level 2 in customer services, or equivalent • 5 GCSE grades A-C 	
Experience	<ul style="list-style-type: none"> • Relevant level of experience working in a dental environment and on reception • Good at working as part of a team 	<ul style="list-style-type: none"> • Previous reception experience • SOE Exact software • Conflict resolution training
Ability	<ul style="list-style-type: none"> • Good interpersonal, oral and written communication skills • Appropriate IT Skills • Familiar with dental software package • Reception skills • Ability to prioritise tasks • Willingness to study and learn new skills • Good time management skills • Proactive approach • Accurately deal with and balance money • Use own initiative 	<ul style="list-style-type: none"> • Evidence to suggest continuous professional development • Ability to supervise students
Personal Attributes	<ul style="list-style-type: none"> • Ability to calm and reassure nervous or anxious people • An interest in the welfare of patients, with a mature, friendly, confident and caring nature • To be punctual • To be honest, trust-worthy and reliable • Enthusiasm and flexible attitude • Ability to use own initiative • Well Presented • Positive attitude • Professional Manner • Organised • Patient Focused 	
Team Work	<ul style="list-style-type: none"> • Partnership proactive approach to team building 	

	<ul style="list-style-type: none">• Must be able to work well with others and be supportive	
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