JOB DESCRIPTION FOR THE POST OF DENTAL NURSE / RECEPTIONIST

This job description is valid from Jan 2015

Title of Post
The post is that of Dental Nurse / Receptionist working for the Practice Owners (Kavanagh & Revill) of the Practice.

Employment Duties
The main employment duties of this post are:
1. To carry out high quality dental nursing to assist each Dentist and Hygienist in all their dental procedures in a safe and effective manner
2. To ensure that all cross-infection procedures are carried out in all the work undertaken by the practice and to immediately report any breach of such controls or any example of bad practice
3. To perform the reception duties of the Practice to the highest standards of efficiency

The performance of these duties is under the reasonable directions of the Partners made known from time to time as appropriate. The job is to be performed to the highest standards.

Performance will be appraised annually in accordance with the Staff Appraisal Scheme

The post-holder will:

- Be responsible to the Principal for their nursing duties and responsibilities and practice tasks
- Work with a number of different Dentists and Hygienists and should carry out all tasks with them in a professional manner and seek to establish and maintain productive relationships with them in order to promote mutual understanding and the highest standards of service delivery
- Work with a number of other colleagues in the practice and should also carry out all tasks with them in a professional manner and seek to establish and maintain productive relationships with them
- Liaise with the Practice Manager on all matters concerning administration, pay and service conditions
Key Tasks

1.0 In the Surgery

1.1 Assisting the Dentists and Hygienists with dental procedures

1.2 Sterilizing and performing cross-infection controls after each patient

1.3 Setting-up and preparing the surgery before the start of each clinical session

1.4 Ensure that the dental surgery operates efficiently, is fully stocked and equipped, and that the operating environment for the dentist is as efficient as possible.

1.5 Help provide a comfortable, attractive, clean and uncluttered environment for the patients.

1.6 Maintain correct uniform and a professional manner and appearance.

1.7 Deal competently and safely with hazardous or toxic waste or materials.

1.8 Be flexible with hours of work in the case of a dental emergency.

2.0 Administrative/ Reception

2.1 Be aware of the importance of the receptionist’s role in ensuring that every patient's visit is as pleasant and effective as possible.

2.2 Greet patients at the desk and if required escort them to and from the surgery, dealing with the patients in a pleasant and accommodating manner.

2.3 Make appointments for patients in person or on telephone for the dentist and hygienist.

2.4 Be able to communicate comfortably and effectively with patients about money and accept payments for treatments in the appropriate manner.

2.5 Dealing with financial transactions leading to full reconciliation at the end of the day.

2.6 Help administer the Dentist recall system.

2.7 Answer the telephone in a personal way and make telephone calls to patients as appropriate.
2.8 Opening up of reception, checking answerphone etc. to start the business of the day. Ensure waiting area is clean and welcoming at all times.

2.9 Be capable of using a computer system within the Practice effectively. Operate the appointment system in the Practice on the computer.

2.10 Be responsible for the input of new patient and change of address information onto the computer database.

2.11 Be able to type letters if necessary.

2.12 Ensuring that the Practice Manager knows about patient complaints and comments.

3.0 Business Planning/Training,

3.1 Meet regularly with Practice Members to discuss aspects of the service and to consider improvements.

3.2 Help make agreed business objectives happen, and monitor achievements.

3.3 Work with all staff on the marketing plan.

3.4 Maintain awareness of new developments and dental techniques, which may involve attending courses and/or training, and ensure that this information is passed onto to the other Practice Members.

4.0 All Practice Members

4.1 Ensure that medical and emergency procedures, fire procedure, accident reports are maintained.

4.2 Ensure the practice is clean and tidy at all times.

4.2 All other such duties as may be reasonable to carry out.

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 organization as instructed.

DATA PROTECTION

All Practice Members are required to comply with the Data Protection Act 1984 which regulates the use of computerized information.

NO SMOKING POLICY
The Practice has a no smoking policy on the Practice premises.

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

I have read and understood my Job Description

Signed..........................................................(Employee)

Date..............................

Signed..........................................................(Employer)

Dated..............................