

SHAPE YOUR STORY

Recruitment Information Pack



Dental Receptionist



Our Vision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
W WELCOMING	<ul style="list-style-type: none"> Introduce yourself by saying "Hello, my name is ..." Smile and acknowledge the other person(s) presence Treat others as you would wish others to treat you Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors
E ENGAGING	<ul style="list-style-type: none"> Get involved in making improvements and bring others with you Encourage feedback from patients and colleagues and respond to it Acknowledge efforts and successes; say thank you Use feedback to make improvements, and empower colleagues to do this without needing to seek permission Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable
C COLLABORATIVE	<ul style="list-style-type: none"> Give time and energy to developing relationships within and outside own team Demonstrate pride in Team Barts Health Respect and utilise the expertise of colleagues Know your own and others' part in the plan
A ACCOUNTABLE	<ul style="list-style-type: none"> Always strive for the highest possible standard Fulfil all commitments made to colleagues, supervisors, patients and customers Take personal responsibility for tough decisions and see efforts through to completion Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing Do not pretend to have all the answers; actively seek out those who can help
R RESPECTFUL	<ul style="list-style-type: none"> Be helpful, courteous and patient Remain calm, measured and balanced in challenging situations Show sensitivity to others' needs and be aware of your own impact Encourage others to talk openly and share their concerns
E EQUITABLE	<ul style="list-style-type: none"> Value the perspectives and contributions of all and ensure that all backgrounds are respected Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out Work to enact policies, procedures and processes fairly Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them



Job Particulars

Job Title	<i>Dental Receptionist</i>
Pay Band	<i>Band 2</i>
Location	<i>RLH Dental Hospital / Post holder also required to work across sites</i>
Reports to	<i>Dental Supervisor</i>
Responsible to	<i>Dental Manager</i>

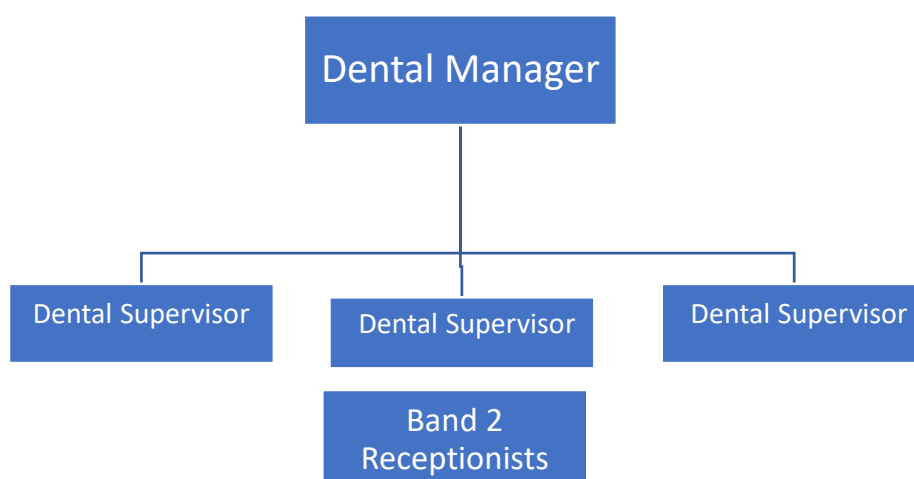
1. Job Purpose

To provide professional receptionist support to the Trust's Dental clinics ensuring the provision of an excellent "front of house" service. To provide seamless Dental care in conjunction with the medical and nursing team for The Trust's patients ensuring that all patients, relatives and visitors to the Department are dealt with in a prompt and courteous manner at all times.

2. Key Working Relationships

Internal	External
Administrative staff throughout the Trust	N/A
Clinicians	
Health Records staff	
Medical Staff	
Dental Nurses	

3. Structure Chart



4. Main duties, responsibilities, and results areas

- To log all Dental outcomes promptly for every patient.
- To make follow-up appointments as requested by the clinician within appropriate timeframes.
- To inform clinical staff if appointments cannot be made in accordance with their request.
- To work closely with the nursing teams to keep them informed of any problems with the clinic i.e. late arriving patients.
- To direct patients to diagnostic and support departments i.e. Radiography, Phlebotomy, Pharmacy.
- To process patients who Do Not Attend (DNA) in line with Departmental policy and complete clinic 'sign off' promptly.
- To assist with clinic telephone calls and enquires or direct to the correct person.
- To ensure that interpreters are booked in a timely manner.
- To ensure that mail is dealt with appropriately.
- To ensure that filing is completed in strict alpha/numeric order as applicable.
- To undertake any other duties which are commensurate to the grade.
- This position can be based at St Bartholomew's Hospital, Mile End Hospital or The Royal London Hospital. However, staff may be expected to work under certain circumstances at any of the sites within the Trust



5. Working conditions

Criteria	Description
Physical	<i>Good Keyboard and computer skills. Attention to details no margin for error with inputting data. There may some lifting of notes and office stationary/equipment.</i>
Emotional	<i>Ability to show compassion with distressed patients and relatives. The post holder maybe exposed to potentially highly emotional situation such as unwell patients, distressed and anxious members of the public.</i>
Working Conditions	<i>Ability to work in busy noisy area with little or no windows. Potential exposure of aggressive/challenging behaviour from patients and relatives.</i>
Mental	<i>Ability to concentrate in noisy and busy areas. Ability to work in a fast-paced working environment. Ability to deal with disruptions caused outside of one's control.</i>

NHS Manager's Code of Conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). www.nhsemployers.org/

Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant (October 2002). www.nmc-uk.org/



Person Specification

Post	Dental Receptionist	Band	2
Dept/ward	Dental Hospital		

Domain	Essential Criteria	Desirable Criteria
Qualifications	Good General Education. (eg. GCSE English and Maths A-C)	
Experience	Minimum of 1 Year experience of working in a busy office/Customer Care Environment on a daily basis either face to face or via telephone. Experience of IT Packages.	
Knowledge/skills	Team Working Organisational Skills Confident Telephone Manner Strong Communications Skills Good customer Care Skills Excellent Time Management Ability to file Alpha and Numeric	
Other		Ability to listen and prioritise duties appropriately. Smart Appearance. Knowledge of Information Governance. Ability to work to defined protocols and seek advice where appropriate. Confident and Outgoing Pleasant Attitude



About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

