



Northern Devon Healthcare NHS Trust

JOB DESCRIPTION

Job Title:	Team Secretary/Administrator – Dental Access Centre
Band:	3
Responsible To:	The direct line manager
Accountable To:	Service Manager of Salaried Dental Service
Section/Department/Directorate	Salaried Dental Service / Exeter NHS Dental Access Centre / Northern Devon Healthcare Trust

Job Purpose:

To provide all aspects of secretarial and administrative duties to include diary management, audio typing patient letters, note taking, operating a bring forward system and preparation of agenda's and associated papers. The post holder will liaise with other departments and hospitals communicating appointment and admission related information and assist with patient enquiries.

Context:

The Secretary will be based in the Exeter NHS Dental Access Centre and will provide administrative support to the Primary Care Oral Surgery Service & the Special Care Dental Service.

The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager. The post holder will be responsible for their own workload.

Speciality Specific Information:

The post holder will provide secretarial & administration support to the Oral Surgery Team, Senior Management Team of the Salaried Dental Service in all their undertakings by:

- Providing a high quality and confidential secretarial service, exercising initiative, tact, independent judgement and strong interpersonal and organisational skills.
- To provide a comprehensive support service to the Senior Management Team.
- To provide a full administrative service to meetings/committees as required; this will include room preparation and the accurate taking of notes and preparing of minutes in a timely and efficient manner.
- The post holder will be required to use their own initiative on a daily basis and will be required to deal with patient queries & appointment bookings.
- To provide administrative support to the whole Salaried Dental Service Team when required.

Key Working Relationships:

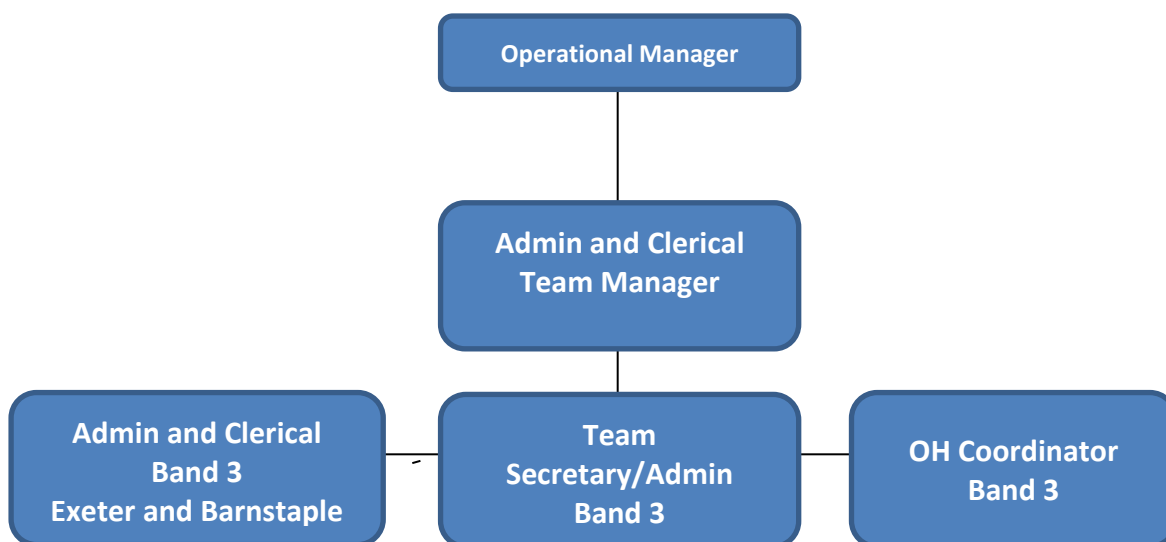
Specialist Services Managers

Operational Manager

Salaried Dental Service Team - Lead Dentist, Senior Dental Officers, Dentists, Dental Therapists, Dental Nurses and admin staff

Secondary Care Oral Surgery Team
Devon Referral Service
General Dental Practitioners
Clinicians, Secondary Care Consultants and other Salaried Dental Services
Estates, IT and Housekeeping
Commissioners of Dental Care
Risk Management / Complaints Team and PALS
Cross Infection Control Team
Dental Practice Board
Business Services Authority
Members of the public

Organisational Chart:



Key Result Areas/Principal Duties and Responsibilities:

Communication and Relationship Skills

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and dealing with clients in a confidential and sensitive manner. This could be face to face or over the phone and requires tact to exchange information relating to appointments/admissions.

To courteously and efficiently receive enquiries (including telephone calls), taking messages and ensuring that these are passed on to the appropriate person. To communicate effectively with staff and clients within partner agency organisations in a confidential and sensitive manner. To distribute and re-direct mail.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

Analytical and Judgement Skills

Make judgements on facts, some of which require analysis, such as resolving conflicting appointments. Handle general issues and use initiative to escalate complex matters to a senior member of staff. The post holder will have the ability to use their initiative and take appropriate action in the absence of team/manager.

Planning and Organisational Skills

The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and have effective diary management to ensure appropriate clinic bookings are processed. The postholder will coordinate waiting lists & clinic appointments.

Physical Skills

Use advanced keyboard skills to be able to audio type.

Responsibility for Patient and Client Care

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers, including appointment and admission information.

Responsibility for Policy and Service Development

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

Responsibility for Financial and Physical Resources

To monitor stock levels of stationery, receive deliveries and report maintenance faults.

To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

Responsibility for Human Resources

Maintain and update own training relevant to post.

Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

Responsibility for Information Resources

To be responsible for transcribing, inputting, storing and providing information, including having responsibility for data entry and note taking. The post holder will maintain the medical records systems and files in line with Trust policy.

Responsibility for Research and Development

Comply with Trust's requirements and undertake surveys as necessary to own work.

Decision Making

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

Physical Effort

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

Mental Effort

The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.

The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.

Emotional Effort

Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.

There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters or documents of a sensitive or distressing nature.

Working Conditions

Use display screen equipment for substantial proportion of working day.

GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

The Trust operates a 'non-smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION

POST : Team Secretary/Administrator – Dental Access Centre

REQUIREMENTS	E/ D*	HOW TESTED? Application Form/Interview/ Reference/Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS / SPECIAL TRAINING :</u> Good Standard of Education NVQ 3 Business Administration or Customer Care or equivalent qualification/ experience Relevant keyboard qualification (Advanced) AMSPAR or British Medical Secretary qualification which includes medical terminology	E E E D	Application Form Application Form Application Form/Skills Test Application Form/Skills Test		
<u>KNOWLEDGE/SKILLS:</u> Effective interpersonal, organisational and communication skills Advanced IT/Keyboard skills including the use of Word, Outlook, Powerpoint and Excel. Knowledge of medical terminology Ability to manage own workload and to supervise the workload of others Ability to delegate tasks	E E D E E	Interview Application Form/Skills Test Interview Interview Interview		
<u>EXPERIENCE:</u> Proven Secretarial experience within customer care environment Excellent administration and secretarial skills Experience of supervising lower banded staff	E E D	Application Form Application form/skills test Application Form		

Previous NHS/Social Services experience	D	Application Form		
Cash management	D	Application Form		
<u>PERSONAL REQUIREMENTS:</u>				
Reliability and Flexibility, able to contribute to changing demands of the service.	E	Interview		
Willing to undertake training relevant to the post.	E	Interview		
Ability to work independently, within a team and delegate tasks to and supervise lower bands.	E	Interview		
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	Interview		
<u>OTHER REQUIREMENTS:</u>				
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	Interview		
Ability to travel to other locations as required	E	Interview		

* Essential/Desirable

HAZARDS :					
Laboratory Specimens		Clinical contact with patients		Performing Exposure	
Proteinacious Dusts				Prone Invasive Procedures	
Blood/Body Fluids		Dusty Environment		VDU Use	X
Radiation		Challenging Behaviour	X	Manual Handling	X
Solvents		Driving	X	Noise	
Respiratory Sensitisers		Food Handling		Working in Isolation	
Cytotoxic drugs		Night working			