



Job Title: Receptionist

Accountable to: Practice Manager

Location: 23 Duddingston Park South, Edinburgh, EH15 3NY

ROLE PURPOSE

At Duddingston Park, you're more than just a Receptionist. You are often the most important and first contact by old and new patients. Your attitude, appearance and communication skills give patients and partners an initial impression of the clinic. You are the sympathetic voice for those in pain and you are the solid wall defending your clinical colleagues. At Duddingston Park the Reception is the heart of the clinic and it needs a first class team member to ensure we provide first class customer care which our patients will want to tell their family and friends about.

KEY RESPONSIBILITIES

- ⊕ Provide a consistent high standard of reception skills to our dentists, nurse and patients
- ⊕ Be able to multi-task effectively and prioritise workload effectively
- ⊕ Treat patients with respect and empathy
- ⊕ Have a positive attitude towards dentistry and people
- ⊕ Be part of the team
- ⊕ Embrace and promote the values of Duddingston Park.

KEY RELATIONSHIPS

- ⊕ Patients
- ⊕ Dental Nurses
- ⊕ Clinicians
- ⊕ Workers
- ⊕ Patient Enquiries and Visitors

DUTIES & RESPONSIBILITIES

- ⊕ Communication and relationships
- ⊕ Welcome patients and visitors to DP building; orientate them to the building including fire exits and one way systems
- ⊕ Reassure patients; be empathic when patients are apprehensive, nervous and need extra support
- ⊕ Ensure contact details are up to date
- ⊕ Provide vital information patients may need to know prior to or after treatment
- ⊕ Support Clinicians and other DP staff
- ⊕ Support the Dental Nurseing team in meetings all requirements by DP
- ⊕ Liaise with dental laboratories to ensure work is returned on time or if labs need further information in order to complete work
- ⊕ Book patients in ensure the diary follows as is required by the clinical team to avoid delays or clashes
- ⊕ Participate and contribute in team meetings and additional meetings.
- ⊕ Co-operate and participate as required in any audits or surveys within the practice.
- ⊕ DP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect you to share this commitment and raise any concerns with the clinical director as described in DP safeguarding policy.

OPERATIONAL & ORGANISATION SKILLS

- ⊕ Answer telephone in the prescribed manner
- ⊕ Ensure the appointment system is efficient and accurate
- ⊕ Collect and record patient payments
- ⊕ Maintain and operate referrals and patient recall systems
- ⊕ Scanning and filing of patient records
- ⊕ Encourage prompt payments and chase outstanding debts as advised by the Practice manager
- ⊕ Prepare day lists for each clinician
- ⊕ Keep the office, reception area and waiting room clean and tidy
- ⊕ Organise and order sundry supplies
- ⊕ Operate courtesy call system
- ⊕ Operate and maintain petty cash system
- ⊕ Miscellaneous duties required to maintain the efficiency and standards within the practice environment
- ⊕ Contacting elderly, vulnerable or high priority patients before or after treatment to enquire about their wellbeing, provide advice or give updates

PHYSICAL SKILLS

- ⊕ Have excellent Microsoft Word and Excel skills
- ⊕ Be able to handle a large pressure from various sources, e.g. phoning ringing, staff asking for assistance and patients at desk asking for a new booking
- ⊕ Able to multi-task a large number of jobs of the course of session
- ⊕ Prioritising tasks in an efficient manner to ensure smooth running of both reception and the appointment diary
- ⊕ Using initiative to provide the best service possible.
- ⊕ Utilize keyboard skills during consultations and other data entries on dental software programmes or during audits.
- ⊕ Updating social media account and providing information digitally

PROFESSIONAL BEHAVIOUR

- ⊕ We expect you to maintain high professional standards with a commitment to compulsory and continual professional development.
- ⊕ As the GDC registered professional we expect you to lead by good examples both professionally and on a personal and social level.
- ⊕ We expect DP Dental nurses to be reliable team members who are punctual, proactive, motivated, competent and ethical in their approach to their position, to DP and dentistry.
- ⊕ DP expects you to work co-operatively with all team members to achieve common goals and objectives that allow the business to continue to grow and develop.
- ⊕ Dental nurses are the ambassadors of DP, as such their personal appearance and attitude must be professional and suitable for the position.
- ⊕ DP has a zero tolerance unprofessional behaviour that brings DP and/or the dental profession in disrepute; including but not limited to: disruptive behaviour, victimization, criminal activities, inappropriate social media posts/presence and membership of radical groups.