Peripatetic Clinical Support Facilitator

Job Title: Peripatetic Clinical Support Facilitator
Salary: £15,251 to £17,978
Hours: 37.5hrs (full time)
Responsible to: Dental Nurse Team Leaders
Accountable to: Head of Nursing and Quality
Location: 3 positions available:
- 1 based in West of the county - Bellair Health Centre
- 1 based in Mid of the County - Truro Health Park
- 1 based in East of the county – Bodmin Hospital

Key Responsibilities:

- Learn to use the dental SOEL Health software package;
- Deal with the public in a professional manner;
- Develop skills to be able to book appointments and undertake other clinic based administrative tasks related to patient care;
- Take telephone calls at reception and provide solutions to a variety of problems and queries;
- Handling and receipting NHS patient payments;
- Filing and retrieval of patient records, radiographs and assorted paperwork;
- Complying with current Health and Safety Regulations;
- Complying with Policies and Procedures;
- Ensuring a sufficient supply of clean instruments are available;
- Practicing good stock rotation and restocking of clinical areas;
- Assists on the clinical floor with tasks such as setting up and closing down of dental chairs, Legionella checks etc;
- Ensure all activities are undertaken in compliance with Equality & Diversity.
Knowledge:
- Some experience in NHS healthcare would be an advantageous;
- Understanding of infection control procedures.

Skills:
- Good written skills;
- Excellent inter-personal skills;
- Be pro-active to complete tasks to meet deadlines;
- Ability to work as an individual in a team environment.

Experience:
- Previous experience in dealing with the public;
- Experience using computers;
- Previous experience in a clinical dental environment is desirable.

Travel to work in other locations will be required.

Other:

This job description provides a general reflection of the key accountabilities associated with the post, it is expected that the role holder will undertake any other reasonable activities to assist in efficient service delivery.

This job description is not exhaustive and may change as the post develops, but such change will not take place without consultation between the post holder and his/her manager. Job descriptions should be reviewed at least annually at the appraisal meeting.

This post requires satisfactory references, occupational health and DBS clearances.

All employees are expected to comply with all organisational policies and procedures, some of which are highlighted in the Staff Handbook but a comprehensive list is available on the organisation’s documents library.
**Supporting Evidence**

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

<table>
<thead>
<tr>
<th>Factors</th>
<th>Description</th>
<th>Essential</th>
<th>Desirable</th>
<th>Assessment</th>
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<tbody>
<tr>
<td>Knowledge, Training and Experience</td>
<td>Basic numeracy and literacy skills.</td>
<td>√</td>
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<td>A/C</td>
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<td>NVQ 2/RSA 2 or equivalent experience.</td>
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<td>Knowledge and experience of using Microsoft office or similar applications.</td>
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<td>Experience of working with people in a customer/patient-facing environment.</td>
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<td>Experience of using and managing electronic and paper-based diary/appointment systems.</td>
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<td>A/I</td>
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<td>Word processing and data inputting skills.</td>
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<td>Ability to communicate clearly on the telephone and face-to-face.</td>
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<td>Good organisational skills.</td>
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<td>Understanding of issues surrounding patient confidentiality and data protection.</td>
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<td>Ability to use initiative when dealing with queries.</td>
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<td>Attention to detail and confidentiality.</td>
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<td>Ability to remain calm in difficult situations.</td>
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<td>Ability to work under pressure and prioritise own workload and be pro-active.</td>
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<td>Ability to work as part of a team.</td>
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<td>Ability to be discreet and diplomatic.</td>
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<td>Willing to undertake further development and training as necessary.</td>
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<td>Flexible – as there is an on-going need to work in other locations.</td>
<td>✓</td>
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*Assessment will take place with reference to the following information:

A=Application form  I=Interview  T=Test  C=Certificate