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| **Kickstart Scheme jobs template** |

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| **Kickstart Scheme Application ID** | **KS3944376C** |
| **Job vacancy title** | Dental Assistant |
| **Job reference** | Impactful Governance (Gateway) |
| **Company name** | Caspian Dental Clinic |
| **Company postcode** | WD19 4FR |

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| **Job summary** |
| Provide the highest quality chair-side support to the dentists. Full patient care including follow up and monitoring of records.  Decontamination and sterilising equipment. Stock control and ordering materials. Telephone management including booking and rescheduling appointments and recalling the patients. Forward planning diaries for Clinicians. Timely administration including collecting consent and medical history forms. Processing payments and recording daily takings. Cleaning the premises at the beginning and end of each day .  **Cleaning and house keeping**  Document and schedule regular maintenance of the equipment within the practice:  Examples include testing of the water systems for autoclaves, hand piece maintenance and other regular equipment maintenance tasks as required. Regular cleaning to medical standards on a daily basis to include all areas of the practice in accordance to established standards.  **Clinical Chair side assistance**  Assisting as a Dental Nurse in provision of dental treatments to clients within the context of the dental surgery  Keep the clinical areas including the surgeries and the contamination and OPG rooms, all equipment and instruments clean and tidy according to the practice health and safety, infection control -procedures. Follow the manufacturer’s guidance on infection control policies. Use all equipment and machinery in accordance with the manufacture’s recommendations. Ensure that all equipment is maintained regularly and in good working order. Wash-up the used dishes where necessary. Ensure that the surgeries and the reception area will be ready for use promptly at the beginning of each day. At the end of the day clinically clean all areas of the practice in accordance with applicable standards. Clean thoroughly the surfaces, sinks, floors .Clean and tidy the reception area, surgeries and the toilet. Empty waste bins containing non-clinical waste. Thereafter, ensure all the equipment and lights are turned off. Be present at all times during the patient’s visit in the surgery to provide chair side assistance ensuring that correct equipment is available. Ensure the care and welfare of the patients. Accurately complete the patient’s clinical records as directed. Handle all the substances in accordance with the health and safety policies. Familiarise yourself with all health and safety rules and guidance, practice policies, including personal protective equipment, infection, waste disposal etc. Attend refresher and update training for medical emergencies and CPR. Ensure adequate stocks of materials and instruments within the surgery. Enter stock requirements in the order book as necessary, when the stock arrives, check the items, the invoice and the original order. Transfer the order to the storage area. Attend practice meetings. Maintain your registration and undergo training to maintain your skills and abilities and improve them. In the event of an unexpected absence of a team member, where it is not possible to arrange temporary cover, that member’s duties should be shared amongst others working at the practice. Other duties as necessary for the efficient operation of the practice; i.e. receptionist and cleaning duties. Act in accordance with practice rules, policies and codes of conduct.  **Front Desk and administrative duties**  Treatment coordination to recognise the patient's needs and promote the correct products to patients.  Responding to client enquiries on the phone and in person in the prescribed manner. Making appointment bookings as required on the practice database. Welcome all patients arriving at the practice. Drafting patient correspondence as required assisting with formal communications to patients relating to practice business. Coordinating with the dental labs to ensure orders have been received, delivery timescales are met and collections are agreed. Conducting errands to the local shops to purchase required supplies on behalf of the practice using petty cash. Providing out of hours and emergency cover for patients appointments where necessary. Supporting practice growth by carrying out marketing activities as required:  Leaflet distribution. Mail shots. Face to face consumer marketing, surveys and questionnaires in person and by phone  Supporting advertising campaigns. Deal with the practice mail in conjunction with the practice owner.  Liaise with sales and suppliers representatives as necessary. Encourage prompt payment. Collect and record patient payments. Chase and arrange for the collection of outstanding debts. Check invoices and prepare payment cheques for signature. Ensure operation of the patient recall system. Ensure the operation of the practice complaint procedure. |

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| **Essential skills, experience and qualifications** |
| Must be proficient in verbal and written English  Candidate must aim to get registered with GDC and have up to date vaccinations for hepatitis B and Tuberculosis.  Previous managerial experience (at least one year) is highly desired.  Excellent clinical and interpersonal skills  Strong teamwork ability with an enthusiastic attitude |

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| **Hours per week** | **25 minimum** |
| **Working pattern** | 5 hours per day (includes every Saturday, 25 hours p/w) |
| **Hourly rate of pay** | National Minimum Wage |

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| **Employability support** |
| **Training provided by Impactful Governance – CIC (Kickstart Gateway)**  **Month one of appointment:** Work preparation for *this* role  Week 1 – session 1 Work Readiness Welcome to your new role   * Working in different sectors * Organisation types * Achievement   Week 1 – session 2 Structures of organisations Expectations of the role   * What employers need. * Structures and reporting * Leadership models * Research on how we work * Team work and individual roles   Week 2 – session 3 Applying yourself The wider community and your role in it   * Emotional rewards or work * Team roles * Empathy in the workplace * Interview skills * Behaviours   Week 2 – session 4 Communications Communication & Action Planning   * Conversation cycle * Learning styles * Voicing concerns the right way * Inclusive practices * Active listening * Action Plan   **Month five of appointment:** Preparation for the *next* job (Job readiness)  Session 5 & Session 6 Mentoring & Coaching   * Support will be offered (for example helping with writing their CV and preparing for an interview). All of all modules as outlined in the Training Agreement. Each session will be for at least one hour. Sessions are held remotely over Zoom. The participant will provide feedback during their placement and after training, and this will be acted on if needed. As part of a signed agreement, employers will allow the employee to participate in the training and where sessions are in the evening or weekend, allow Time Off in Leu (TOIL). Each employee is scheduled into training programmes, informing the employer and the employee about the time and date and begins once started in the role. |

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| **If your vacancies are in more than one location, please complete a separate row for each** | | | | | | | | | |
| **Where is this job based?** | **No of jobs at this location** | **When do you want to start advertising this job?** | **Maximum number of referrals** **you wish to receive per job** | **Is public transport available** **to this location?** | **Full address and postcode of the job location** | **Contact name, email and phone number** for this job | **Closing date for applications** | **How to apply** | **Anticipated start date** for this job |
| Caspian Dental Clinic.  22 Aldenham Road, Watford, WD19 4FR | **2** | **15/11/21** | **50** | **yes** | 22 Aldenham Road, Watford, WD19 4FR | **kimia Mirzakhani**  **07859164561**  [**info@caspiandentalclinic.com**](mailto:info@caspiandentalclinic.com) | **17-12-21** | CV by email & interview appointment time to be agreed with employer by phone. | **21st Nov 2021** |