**Basic job skills: Dental health secretary**

**Work tasks for the dental health secretary:**

* preventive dental health work
* assist in all treatment situations
* office procedures, including activity planning, accounting, reporting, appointments and record keeping
* cleaning, sterilisation and maintenance of instruments and equipment

**Reading**

**On a daily basis the dental health secretary will:**

* read signs and symbols on medication
* read work schedules
* read messages from the manager or colleagues
* read weekly plans
* read the appointments book
* read various information posters
* read messages and emails

**Regularly the dental health secretary will:**

* read forms
* read patient documentation
* read and stay up to date on relevant literature for the profession

**Occasionally the dental health secretary will:**

* read health, safety and environment (HSE) instructions about hygiene and fire safety
* read forms and information relating to their own employment relationship
* read management information letters

**Writing**

**On a daily basis the dental health secretary will:**

* fill in forms
* write reports in patient records
* write messages to colleagues, management or next of kin
* register appointments

**Regularly the dental health secretary will:**

* fill in order lists
* write messages and emails

**Occasionally the dental health secretary will:**

* fill in forms relating to their own employment relationship
* write information posters
* sign for received goods

**Oral skills**

**On a daily basis the dental health secretary will:**

* listen to patients’ wishes and needs
* listen to instructions from managers or colleagues
* chat to patients
* receive messages
* listen to reports
* give reports to colleagues
* discuss work tasks and plans for the day with the manager and colleagues

**Regularly the dental health secretary will:**

* understand the importance of being service-minded and be familiar with different communication situations
* receive phone messages
* talk to next of kin about the patient
* take part in lunch and break conversations

**Occasionally the dental health secretary will:**

* have conversations with the manager and colleagues about their own work situation
* speak up if a message is not heard or understood
* communicate with patients in different life situations
* care for patients with odontophobia
* use various conflict management strategies
* use correct technical terminology
* explain the relationship between dental and oral health, lifestyle and diet
* provide information about oral hygiene and the use of fluoride

**Numeracy**

**On a daily basis the dental health secretary will:**

* measure and portion medication and dental materials
* schedule appointments
* check payments

**Regularly the dental health secretary will:**

* check stocks
* check their own payslip
* do the daily cash settlement
* check the date on various products
* understand symbols and product code lists

**Occasionally the dental health secretary will:**

* read statistics, tables and graphs
* assess mixing ratios in connection with their own work
* make estimates when making purchases
* calculate offers to customers

**Digital skills**

**On a daily basis the dental health secretary will:**

* check meetings and appointments
* register working hours
* send and receive messages and emails

**Regularly the dental health secretary will:**

* find forms relating to their own employment relationship
* find the latest information on the municipality’s website
* use standard office software
* send emails with attachments

**Occasionally the dental health secretary will:**

* check HSE information
* use various programs for training purposes
* use a smartphone and tablet with different apps relating to tasks
* use various digital arenas for collaboration and communication
* use QR codes and barcodes as needed
* help customers with electronic payment sercvices