



Job No:

ROLE PROFILE

Job Title: Dentolegal Consultant – Advisory Team	Current Job Holder(s):
Department: Dental Services – Professional Services Division	Date Created/By:

DEPARTMENT DESCRIPTION

The Dental Services Department consists of case handling teams in London, Leeds, Edinburgh and Australia providing dentolegal advice and support to members, both in the UK and internationally.

The Dentolegal Consultants (DLCs) provide a range of dentolegal advisory services to dental members worldwide in both written and telephonic communications.

Case Management Teams are multi-disciplinary teams (comprising DLCs, Legal Advisers, Case Managers, Case Management Assistants and Legal Assistants, supported by Team Administrators) which are principally responsible for handling GDS, Disciplinary, Inquest and Regulatory case types. Case Management Teams work alongside the Advisory Team (comprising DLCs and Advisory Case Managers supported by Team Administrators) which is principally responsible for handling Complaint, Advice, Report and Reimbursement case types, as well as being the initial point of contact for member telephone advice.

DLCs have delegated authority to use their judgement to handle cases in accordance with company policy. DLCs may also be called upon to use their specialist knowledge to assist MPS with formulating policies, which in turn influence thinking in both professional and political areas, as well as working with colleagues across the Professional Services Division and other internal and external stakeholders in order to achieve the corporate objectives.

JOB PURPOSE

To provide leadership and support to Advisory Case Managers (ACMs) as well as dentolegal advisory services under the direction of the Dental Director and within overall policies approved by the Council of MPS.

To assist in the strengthening of the membership base, the promotion of Dental Protection and MPS, and the interests of the membership and the wider profession by means of education, teaching and involvement with external stakeholders and events.

RESOURCES MANAGEMENT

Management responsibility for: N/A to core role

Reports to: Team Leader (Advisory Team)

Budgetary/financial framework: Delegated authority to authorise expenditure on cases in accordance with the appropriate limits in place from time to time.

**KEY RESPONSIBILITIES**

The job is a diverse and ever-changing one, with regular changes in the nature and focus of the day to day work.

Key responsibilities are:

1. Advising members by telephone, in correspondence and face to face if necessary, about a wide variety of dentolegal and ethical issues affecting their professional practice. This can include, but is not limited to: complaints, claims, inquests, disciplinary and Regulatory hearings, or a combination of one or more of these.
2. Advising and supporting ACMs in their evaluation of case strategy and management where there may be a wide spectrum of potential risks to a members' professional standing. Making regular case-handling decisions on complexity issues, including the efficient transfer of a case to the Case Management Team where required, taking into account the requirements of the individual case and member. DLCs make decisions and give advice for which they are individually accountable in numerous matters which may be of grave importance affecting the professional interests and standing of the individual member. In addition to supporting ACMS in their role, DLCs in the Advisory Team will also have their own case load and will be assisted by Case Management Assistants.
3. To work collaboratively within the Advisory Team and to contribute to achieving team targets; to ensure that cases are handled effectively and efficiently by making good use of the resources available within the team by showing leadership and support for other members of the team, and the organisation as a whole.
4. To supervise, coach and develop ACMs within the team, and to ensure that the advisory services offered by the team is of a high standard at all times.
5. To contribute to the training of ACMs, through direct face-to-face teaching, as well as the development of training and assessment resources.
6. Raising the profile of Dental Protection and MPS through participation/contribution in events, publications etc. that assist in educating members and the profession at large about dentolegal issues, liaising with other stakeholders to uphold and promote the interests of Dental Protection and MPS, the membership, and the profession at large
7. To be aware, dynamic and adaptable to the changing face of the dentolegal environment, and the needs of Dental Protection, MPS and its membership
8. Interpretation and implementation of policy and benefits of membership in relation to individual cases within the Dental Department
9. To participate in staff recruitment to ensure the appointment of appropriate individuals
10. Undertaking other duties and tasks that from time to time may be allocated to the jobholder that are appropriate to the grade or role
11. Complying with applicable professional ethical guidance and all relevant internal rules, policy and procedures, including those relating to Health and Safety, Data Protection, IT Security and all those contained within the issued Staff Handbook

**MAIN JOB REQUIREMENTS AND PERSON SPECIFICATION****Education/Qualifications/Training:**

- The jobholder is required to have both graduate and, ideally, postgraduate dental degrees and/or diplomas and to be fully registered and licensed with the recognised regulator within the relevant jurisdiction (e.g. the GDC). A healthcare law qualification would be advantageous
- The jobholder must keep up to date with current advances and developments both in dentistry and relevant law, regulations, policies and procedures.

Specific Experience:**Required**

- Postgraduate experience in clinical dentistry.

Abilities/Skills/Knowledge:

- A clear understanding of the legal and ethical principles that apply in relation to dental practice in the United Kingdom and/or in other relevant jurisdictions where MPS operates.
- The jobholder must have:
 - Excellent oral and written communication and interpersonal skills.
 - An ability to apply the knowledge he or she has to members' enquiries.
 - Demonstrable ability to work effectively and collaboratively within a team
 - Experience of training/coaching and supervision of junior colleagues
 - An ability to tolerate ambiguity and uncertainty.
 - Counselling skills.
 - Negotiating skills.
 - Advocacy skills.
 - An analytical and timely, but pragmatic, approach to problem solving.
 - Good financial awareness.
 - Good time-management skills
 - Integrity and respect for people of all roles and backgrounds, and the ability to gain trust and respect of colleagues, and external contacts
- Resilience and be highly motivated.
- The ability to travel to MPS's Leeds, London and Edinburgh offices as appropriate

I confirm that this is a true and accurate reflection of this job



Job No:

ROLE PROFILE

JOBHOLDER signature:

Print Name:

Date:

LINE MANAGER/SUPERVISOR signature:

Print Name:

Date:

HEAD OF DEPARTMENT (if different from Line Manager above) signature:

Print Name;

Date:

FINAL