

Northwest Colorado Health

Dental Clinic Manager

General Statement of Duties: Is responsible for providing leadership and management of clinical operations at the Dental clinics. Acts as first-line supervisor for Dental Assistants. Works collaboratively with clinic medical staff and with system wide leadership team as needed.

Supervision Received: Reports to Health Center Director.

Supervision Exercised: Supervises specified Dental Assistants and paraprofessional staff as directed.

Essential functions:

1. Coordinates and oversees the operations of the dental clinic within the Community Health Center:
 - Assists in creating dental program standards and goals.
 - Assists in creating and updating dental policies, procedures, and workflows.
 - Coordinates patient registration and work flow with the front office.
 - Integrates work with other staff to ensure timely and accurate patient flow, including coordination with dental billing and collections staff.
 - Accurately and consistently understands and communicates (written and oral) dental terminology while relaying information to co-workers, patients, and outside entities.
 - Oversees referrals in-house and to outside dental / medical offices.
 - Provides continuous support with dental software.

2. Participates in the ongoing continuous quality and performance improvement process.
 - Collecting and analyzing data to determine the needs of the target population.
 - Using data to implement and initiate program development
 - Develop reports and provide data on outcomes of individual client interventions as well as general program effectiveness.
 - Provide assistance, training, and sustainment of non-clinical aspects of all initiatives as designated by the PIQA committee.
 - Work closely with the Patient Accounts Manager to ensure standardization of processes between all locations. •
 - Act as the scheduling and front office Superuser for eClinicalWorks and peripherals for both locations. •
 - Attend and participate in Superuser, PIQA, CHC staff and other meetings as appropriate. •
 - Assist in creating workflows, procedures, forms, and policies.

Education: Associate's Degree or higher in business, dental and / or other Health Care related field.

Experience: Medical/dental billing and coding, staff management, dental clinic/dental experience preferred

Requirements:

2. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
3. Current CPR certification according to agency policy.
4. Proven Competency in the Performance of Point of Care tests.

Skills:

1. Psychomotor skills to provide nursing care, including daily and repetitive pinching, grasping, and manipulating (i.e. wound care, flushing I.V. lines).
2. Daily standing, squatting, walking, bending, and maneuvering in private homes which are not barrier-free.
3. Heavy lifting (>50 pounds) to transfer or turn an adult, with or without assistive devices; and lifting requirement of 25 pounds (to pick up nursing bag from floor and place shoulder strap on shoulder), approximately twice per patient.

Knowledge:

1. Thorough knowledge of nursing theory and practice.
2. Knowledge of evaluation techniques utilized in the establishment of a specialized regimen of nursing care.

Abilities:

1. Can read and interpret physicians' orders and notes from other caregivers, as well as respond to them, verbally and in writing.
2. Has ability to calculate drug dosages, mix insulin, measure intake/output, program I.V. pump, etc.
3. Ability to serve as a role model in orienting and working with inexperienced nurses or other staff members.
4. Ability to communicate effectively, verbally and in writing.
5. Ability to motivate and train employees.
6. Ability to establish and maintain working relationships with professional and paraprofessional medical personnel; patients: relatives and friends of patients; and the general public.

Equipment:

1. Equipment to be utilized may include wheelchairs, ventilators, pulse oximetry units, oxygen tanks, etc. Daily, per-patient use of oral thermometer, sphygmomanometer, syringes, etc. and making home visits in all weather conditions.
2. Daily use of telephone, computer, copier and other office equipment.

Working Conditions:

1. Work environment is highly variable, as care is performed in clinics, non-medical facilities, public buildings and private homes. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.

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Job Description

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3. This position meets the criteria for Category 1 of OSHA's guidelines for exposure to biohazards.

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____

Date: _____