



Position Description

CLINIC (SITE) DENTAL DIRECTOR

Department: Dental

Date Updated: June 2017

Reports to: Vice-President of Dental Services

Location: Thornton Dental Pod, Westminster Hygienist on the Pod Program

OVERALL RESPONSIBILITIES:

To uphold Clinica Campesina's mission to serve the medically underserved by providing the highest level dental practice while embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and leader for providers, supporting continuous quality improvement for clinical dental services, health education, and preventive services. This individual provides senior leadership at the site, partnering with the Dental Operations Director and site Clinic Medical Director(s) to assure that organizational key result areas are achieved. To perform dental care in the diagnosis and treatment of patients in addition to the administrative functions of planning and directing all dental programs at the site level.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains own administrative schedule as appropriate, leveraging administrative time to maintain optimal dentist in-clinic FTE when possible or necessary.
- Maintains own clinical practice as defined by Clinica Family Health guidelines.
- Provides care in the following disciplines of general dental practice: diagnosis, preventative dentistry, operative dentistry, pedodontics, periodontics, removable prosthodontics, endodontic, fixed prosthodontics, oral surgery, and orthodontics.
- Exhibits positive leadership skills, actively striving to improve the patient and staff experience of Clinica, and, including strong communication skills and a willingness to grow and develop skills in motivational interviewing.
- Assists in strategic planning and implementation of the planned care model and its applications for the dental program.
- Implements and aligns the organizational strategic and tactical business plans for the dental program and site.
- Maximizes and maintains community linkages while acting as an advocate for patients to ensure comprehensive scope of services.
- Assists with deliverables on grants and Total Quality Management.
- Assists with clinical responsibilities, including customer service, quality of care, and service standards.
- Oversees site dental team's (including dental providers and clinically-oriented support staff's) performance towards clinical quality outcomes.

- Provides day-to-day direct supervision/coaching of all dental providers at the site, the Dental Hygiene Team Manager, and (in partnership with the Dental Operations Director) the Dental Assistant Team Managers' clinical functions, including recruiting, training, and supporting with hiring/firing authority and performance appraisals.
- Oversees completion of all biannual credentialing and privileging for site dental providers to ensure compliance with malpractice coverage, patient safety, and appropriate access to services within the dental program's scope of care.
- Responsible for appropriate management of complaints directed at the dental provider team, involving the Dental Operations Director when appropriate.
- Provides oversight of site-level dental infection control processes through partnership with site Dental Hygienist Team Manager and the Vice-President of Dental Services, including periodic audits, data monitoring, and appropriate staff training and orientation.
- Evaluates the dental team for continual improvement of the efficiency and effectiveness and provides individuals with professional and personal growth.
- Shares responsibility with the Vice-President of Dental Services, Clinic Managers, and other staff in assuring an appropriate clinical interface between sites.
- Assists with the management oversight of performance standards within the clinic site, including integration with on-site services (e.g. medical, pharmacy, behavioral health, medical and dental operations, etc.). Partners specifically with site Clinic Medical Director to support service line integration and seamless patient-centered continuum of care.
- Coordinates operational aspects of the site dental practice in collaboration with the operations team, including maintaining patient access and productivity standards.
- Coordinates with Dental Operations Director to ensure the minimum clinical coverage is maintained daily.

OTHER DUTIES AND RESPONSIBILITIES:

Maintains safe work environment:

- Implements, reviews, applies, and actively enforces the clinic's safety policies.
- Supports the safety of the program by actively identifying opportunities to improve safety practices and evaluates staff for safety practices and ergonomic issues.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of responsibility.
 - Responsible for reporting any potentially non-compliant conduct.
 - Cooperates fully with Compliance Office in upholding Clinica's Compliance Plan.
- Other duties and responsibilities as assigned.

SUPERVISION: Yes

Responsibilities:

- Manage and coach provider staff.
- Initial and annual Performance Evaluations.
- Disciplinary action as needed.
- Leadership and modeling of Clinica values.

SCOPE OF AUTHORITY:

- Authority for hiring and day-to-day coaching of dental provider staff.
- Final authority on decision to terminate the employment of a dental provider.
- Works with Dental Operations Director to oversee efficient flow and effective management of site dental clinics and integration with site-level departments/services.
- Works with the Dental Operations Director to maintain quality of care and efficiency.

Progress is reviewed quarterly and results are measured and formally evaluated annually.

POSITION QUALIFICATIONS:

A. Education / Experience

1. Graduation from an approved School of Dentistry.
2. Possession of a current license/DEA to practice dentistry in the State of Colorado.
3. Current CPR Certification.
4. One year experience in administration and clinical management preferred.

B. Knowledge, skills and abilities:

1. Sensitivity to low income and ethnic minority community a must.
2. Bilingual in Spanish preferred.
3. Excellent leadership and coaching skills.
4. Ability to flourish in team management and team-oriented system required.
5. Ability to establish and maintain effective working relationships with patients and staff.
6. Operational, implementation, and detail-oriented perspective with ability to apply them to managing projects and tasks.
7. Ability to diagnose and treat dental and oral disease.
8. Working knowledge of the principles, standard practices methods, and techniques of dentistry.
9. Knowledge of preventative dentistry and educational methodologies utilized in prevention with an emphasis on population-health and implementation of public health principles.
10. Skill in oral health operative techniques.

PRINCIPAL WORKING RELATIONSHIPS:

- All Clinica clinical and dental staff
- All Clinica employees, managers, and leadership
- Patients
- Outside contacts such as community, other dental providers

MATERIALS AND EQUIPMENT DIRECTLY USED:

- Dental supplies and equipment
- Computer
- Data and data-based development and resources
- Telephone, Cell Phone

WORKING ENVIRONMENT / PHYSICAL ACTIVITIES:

- Risk of exposure to Bloodborne pathogens.
- Dental Operatory and equipment as well as usual office environment with sitting, walking, standing, stooping.
- Ability to travel from clinic to clinic in own vehicle as required.
- Oral and auditory capacity enabling interpersonal communication as well as communication through automated devices such as email and telephone.
- Evening or weekend work may be required.