

JOB DESCRIPTION

POSITION TITLE: D.D.S.

DEPARTMENT: Dental

REPORTS TO: Dental Director

POSITION OVERVIEW:

The D.D.S. oversees clinical practices, regulatory compliance, safety, and standards of care, and shall be responsible for the administrative practices relevant to the dental department. The D.D.S. directly supervises the Dental staff, i.e., R.D.A and D.A., and provides direction and oversight.

DUTIES/RESPONSIBILITIES:

1. Provide hands-on patient care as scheduled each week.
2. Develop, maintain, and implement formal clinic policies and procedures; guide dentists and professional staff to deliver consistent standards of care according to policies and assuring clinical practices are above reproach and of the highest quality.
3. Provide feedback in the interview process and orient and train new professional staff.
4. Evaluate the staff to ensure performance goals related to production, clinical quality and regulatory compliance are met.
5. Undertakes continuous self-improvement, attending applicable training, seminars, in-services, and educational classes to maintain skills competency and current knowledge for standard of care and effective practices.
6. Responsible for following all agency safety and health standards, regulations, procedures, policies, and practices.
7. Identifies, initiates, and implements measures to deliver high quality care to patients and improve services.
8. Responds efficiently and timely to all patient and provider staff needs and inquiries.
9. Ensures excellent customer service to all FHCCGLA patients.
10. Works with the operations managers to manage patient scheduling and flow to address bottlenecks, scheduling issues, etc.
11. Handles patient grievances according to FHCCGLA's Policy & Procedure.

12. Assists in developing, updates & reviews of FHCCGLA Policies & Procedures (P&P's) as needed (with input from all other key personnel).
13. Ensures HIPAA compliance by maintaining strict confidentiality of all patient data and E.H.R./Practice Management System (PMS) according to regulations and FHCCGLA's P&P's.
14. Attends the following meetings/trainings:
 - Mandatory Quarterly Staff Meeting/Trainings- Quarterly (Jan., Apr., Jul. & Oct.)
 - Corporate Risk Management Meeting- Quarterly (Jan., Apr., Jul. & Oct.), as needed (advanced notice will be provided when feasible)
 - Clinical & Operations (C&O) Meeting- As needed (advanced notice will be provided when feasible)
 - Meetings with FHCCGLA's Executive Leadership, as needed (advanced notice will be provided when feasible)
15. Other pertinent meetings- As scheduled
16. Remains informed of:
 - Current legal and regulatory changes related to scope of practice.
 - Specific programs/payors, insurances accepted, and services being offered at FHCCGLA.
 - All applicable Policies & Procedures
17. Shall participate in all applicable board and management meetings and annual planning processes to support FHCCGLA's objectives and implementation of the strategic plan.
18. Collaborate with the Operation Managers and other clinic management to ensure smooth operation of the dental department and programs including staffing and patient visit ratios, scheduling, cost-benefit of programs; advise on facilities and equipment purchases and repairs.
19. Shall be responsible to enhance working relationships with the local dental community who provide FHCCGLA with external oversight of clinic practices; conduct quality assurance reviews each quarter.
20. Shall participate in all CCALAC roundtables, workgroups, etc.... to keep up to date with all pertinent regulatory information.
21. Represent FHCCGLA at community meetings and events, as requested.
22. All other duties as assigned.

MINIMUM QUALIFICATIONS:

1. A team-player with demonstrated dedication to excellence. Personal integrity manifested in a positive and credible image.
2. Current CPR Certification- required to be kept up to date.
3. FQHC experience, highly preferred.
4. Excellent analytical skills.
5. Motivation to take initiative to ensure all tasks performed are completed thoroughly and accurately.
6. Excellent writing and verbal communication skills.
7. Knowledge of administrative principles and procedures.

8. Computer knowledge preferred (e.g., NextGen (E.H.R. & PMS), Microsoft Word and Excel).
9. Bilingual English/Spanish and familiarity with the Hispanic culture.
10. Access to automobile with valid California driver's license and state mandated automobile insurance.
11. Willingness to adapt to changes with regards to the agency's growth and expansion.
12. A management style that supports a collaborative environment and continuous improvement culture. Experience leading teams and coaching employees toward successful outcomes.
13. A current CA dentistry license.
14. 3 - 5 years of hands-on dentistry experience; up to date knowledge of regulations, methods, trends and equipment; professional dental association membership(s); adequate malpractice insurance.
15. Successful upper-level dental field management experience preferred.
16. Established comfort working with diverse cultures, backgrounds, lifestyles, and experiences.
17. Excellent chair-side manner.
18. Detail oriented. Effective organizational skills. Meets timetables. Successful working in a fast-paced situation and is self-directed with minimal supervision.
19. Desire to expand knowledge from both a clinical and administrative perspective, including management and leadership skills.
20. Willingness to have working knowledge and comfort using FHCCGLA/E.D.R./Q.S.I. software.
21. Bi-lingual (Spanish) is a plus.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

1. Ability to work well with others in a professional and team-oriented environment.
2. Well-developed interpersonal skills, friendly personality and able to motivate staff by promoting teamwork.
3. Ability to relate to the public regardless of ethnic, religion and economic status.
4. Excellent communication skills.
5. Willingness to travel.
6. Strong planning and organizational skills.
7. Problem analysis and critical thinking skills.
8. Excellent customer service skills.
9. Knowledge of the following (but not limited to), preferred:

<input type="checkbox"/> My Health LA	<input type="checkbox"/> PPO's	<input type="checkbox"/> HMO's
<input type="checkbox"/> Medicare	<input type="checkbox"/> Family PACT	<input type="checkbox"/> CPSP
<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Fee-for-Service	<input type="checkbox"/> CHDP
<input type="checkbox"/> Managed Care Plans	<input type="checkbox"/> Every Woman Counts	

Employee Signature

Date

Supervisor Signature

Date