



Northeast Valley Health Corporation

a californiah⁺health center

POSITION DESCRIPTION

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|----------------------|---|----------------------|----------------------|
| TITLE: | Associate Dental Director | DEPARTMENT: | Dental |
| EX/NONEX: | Exempt | REPORTS TO: | Chief Dental Officer |
| UNION STATUS: | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | SALARY GRADE: | 25 |
| DATE: | 08/23/2024 | JOB CODE: | ASSCDDIR |

SUMMARY

The Associate Dental Director collaborates with the Chief Dental Officer to lead the dental department with responsibility for providing a broad range of quality dental services. The Associate Dental Director works closely with the Chief Dental Officer to assure that all program and regulatory guidelines are met. The Associate Dental Director provides professional supervision of dentists, dental hygienists, and dental business office managers delivering dental care. Responsibilities include monitoring of the quality of dental care, managing recruitment and retention, and planning and evaluating services.

ESSENTIAL DUTIES

Administrative:

1. Reviews the dental program, initiates and evaluates new methods and modifies procedures and policies to provide optimal dental care and to effect greater efficiency in operation.
2. Formulates and develops administrative and technical standards for dental services.
3. Provides close supervision and is responsible for the activities of the dental staff including dentists, RDH's, Dental Business Office Managers, and Manager of Dental Operations.
4. Interviews prospective employees to determine their suitability to fill vacancies.
5. Participates and attends various meetings and practice growth activities.
6. Oversees the dental appointment scheduling of patients and uses a computer network to manage appointments for the dental clinic.
7. Maintains and supervises all security procedures of the clinic.
8. Collaborates closely with the clinical administrators to ensure that all human resources requirements are fulfilled for employees, as well as for both external and internal audits, facility matters and patient concerns.
9. Participates in all safety programs which may include assignment to an emergency response team.
10. Responsible for implementation of hazardous waste and infection control assignments as required in the health center which may include being designated as an emergency responder to a hazardous substance

release or spill; performing infection control data collection, evaluation, reporting and follow-up as specified in the NEVHC clinical health services policy and procedures manual.

11. Develops, implements, and maintains a list of referrals for procedures beyond the scope of services.
12. Gathers required statistics for Quality Improvement and Quality Assurance.
13. Develops and maintains dental call schedule.
14. Delegates and oversees some of the tasks listed above to the Dental Business Office Manager.

Quality Improvement/ Quality Assurance:

1. Develops and maintains a system of peer review which follows the policies and procedures of the NEVHC Quality Improvement Committee.
2. Consistently follows and implements the Universal Precautions in dentistry.
3. Maintains a policy and procedure for cleaning and sterilization of dental instruments.
4. Maintains equipment maintenance program utilizing an appropriate NEVHC resource.
5. Maintains dental policies and procedures pertaining to the use of radiological imaging in the dental clinic.
6. Observes all established safety policies and procedures including proper shielding techniques.
7. Consistently inquires and records the possibility of pregnancy before utilizing radiological imaging.
8. Maintains appropriate systems for handling and disposing of amalgam and chemicals used in Dental Department and complies with all Haz-Met standards.
9. Maintains a Safety Data Sheet (SDS) for all solutions and products used in the dental clinic.
10. Maintains a schedule of routine and terminal cleaning of dental equipment, chairs, tables, etc., using approved solutions.
11. Coordinates with the Clinic Administrator on a patient evaluation tool of dental clinic services.
12. Performs evaluations (90 days and annual) of all dental staff.

Dental Records:

1. Oversees the maintenance of current complete dental records in EDR (Dentrix).
2. Coordinates integration of system of recordkeeping consistent with NEVHC systems (e.g. EHR-NextGen).
3. Oversees the maintenance of patient confidentiality.

Other Duties:

1. Develops and maintains billing and programmatic knowledge, leadership, supervisory, team building, and process improvement skills through seminars, workshops or other forms of training/education; complies with all mandatory training requirements.
2. Participates as a member of NEVHC's management team; promotes the Clinic's goals and philosophies to staff; participates in committees; and actively cooperates with others in support of the Clinic's goals.
3. Develops and maintains a working knowledge of NEVHC's policies and procedures; interprets policies and procedures for others.
4. Researches, gathers and analyzes data and prepares reports for review and action by managers.
5. Participates in and complies with all NEVHC mandatory trainings including the following:
 - a. Infection Control Program
 - b. Environment of Care Management Plans and Emergency Management Program; and participates in emergency response activities as directed
 - c. Corporate Compliance Program
 - d. Code of Conduct
 - e. Risk Management/Patient Safety & Fraud, Waste & Abuse
 - f. California Harassment Prevention Training
 - g. Justice, Equity, Diversity, and Inclusion (JEDI)
 - h. Workplace Violence Prevention Program
6. Participates in hazardous waste and infection control assignments as required which may include being designated as an emergency responder to a hazardous substance release or spill; performing infection control data collection, evaluation, reporting and follow-up in accordance with clinical health services policy and procedures.
7. Utilize the CARE Communication model to provide impressive service
 - a. Connect with our patients and their families
 - b. Appreciate what our patients and families say and acknowledge their situation
 - c. Respond in ways that would be helpful to the patient and their family
 - d. Empower patients and families to have confidence in their ability to contribute to their health and healthcare.
 - e. Apply the same principles to internal and external customers.
 - f. Support the NEVHC Guiding Principles.
8. **SAFETY**: Participates in all safety programs which may include assignment to an emergency response team.
9. If in a supervisory or managerial role, handles Human Resources issues.
10. It is the responsibility of every employee to understand how the Joint Commission's National Patient Safety Goals relate to their job duties at NEVHC. It is the responsibility of every employee to report any patient safety concerns to their immediate supervisor without fear of reprisal.
11. Must demonstrate the knowledge and skills necessary to provide care for the specific population(s) served. (Refer to HR Policy # 149)

SECONDARY DUTIES

- Performs other duties as required.
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SUPERVISORY RESPONSIBILITY

Select, train, motivate, evaluate performance and terminate employment. Implement disciplinary procedures, maintain discipline and high operational standards necessary for the efficient and professional operation of the functional area.

The employee supervises Dentists, Manager of Dental Operations, Dental Business Office Managers, and Registered Dental Hygienists.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is in a non-confined office-type setting in which he or she is free to move about at will. The environment for this position is mostly clean and comfortable but may include some minor annoyances such as noise, odors, drafts, etc.

The employee may occasionally be exposed to emotionally upset patients/family members.

PHYSICAL ACTIVITY

In the course of performing this work, the employee:

- a. Will spend substantial time sitting, speaking and listening, standing and limited walking.
 - b. May stoop and reach to file documents
 - c. May lift up to 25 lbs. periodically.
 - d. May read, write and type
 - e. May occasionally climb or balance, stoop, kneel, crouch or crawl.
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EQUIPMENT & SOFTWARE

The individual in this position may operate any or all of the following:

- Telephone, cellular telephone /fax
- Computer, printer and related equipment
- Copy machine
- Scanner
- Dental Chair & Delivery Unit
- Dental Compressor,
- Dental Vacuum,
- Amalgam Separator
- All Dental Operator & Dental Sterilization Room equipment, not limited to the following:
 - Dental X-Ray machine(s), X-ray Sensor, Sterilizers, Curing Light, Amalgamator, Handpiece Cleaning Machine, Ultrasonic Scalers, Ultrasonic Machine, Endodontic Systems).
- Blood Pressure Machine, Weight Scale, Glucose monitoring devices, Oxygen tank, AED, Eyewash Device
- Any other equipment used by NEVHC

Computer software may include any or all of the following:

- Microsoft Office including Word, Excel, PowerPoint, Visio
 - Electronic Practice Management
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- Electronic Health Record (NextGen)
 - Electronic Dental Record (Dentrix)
 - Other databases used by NEVHC
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MENTAL DEMANDS

The employee in this position must be able to accommodate any/all of the following: constant distractions, interruptions; and uncontrollable changes in priorities/work schedules. The employee's work schedule will vary to meet the needs of NEVHC operational needs; it may include evenings and Saturday shifts.

HIPAA Privacy Standards Compliance

While not all staff have access to or involvement with clients or their families, all staff is required to be HIPAA compliance. All items listed below are a condition of continued employment:

The employee will:

- Demonstrate compliance with all NEVHC policies and procedures related to information privacy and security, including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).
 - Demonstrate compliance with the HIPAA minimum necessary rule which strictly limits access, use, and disclosure of protected health information by employees of a covered entity to that which is essential in order to perform their job duties as assigned (*This applies to information stored in both internal and external health information systems).
 - Demonstrate compliance with all NEVHC policies and procedures designed to safeguard the security of protected health information stored and transmitted on computers, e-mail, cell phones and other devices.
 - Demonstrate compliance with all NEVHC policies and procedures related to treating family members and intimate partners, including refraining from accessing, using, or disclosing protected health information belonging to these individuals except as authorized and permitted by policy.
 - Refrain from using authorities granted by NEVHC for the purpose of accessing protected health information belonging to oneself, even if those authorities make access possible.
 - Report unauthorized access, use or disclosure of protected health information by self or others to a supervisor or the NEVHC Privacy Officer.
 - Report threats or suspected breaches in information security to a supervisor or the Chief Information Officer.
 - Participate in HIPAA trainings and briefings as assigned and assume responsibility for all content contained therein.
 - Participate willingly and truthfully in HIPAA investigations conducted by the NEVHC Privacy Officer or designee; assist with breach notification activities as assigned.
 - Consult with a supervisor, NEVHC Privacy Officer, or Chief Information Officer on any issues or questions about HIPAA compliance or other NEVHC policies related to information privacy and security.
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POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the employee must have:

1. A Graduate of an accredited medical school with a Doctor of Surgery (DDS) Degree or a Doctor of Dental Medicine (DMD) Degree.
2. Current license to practice dentistry in the State of California and Drug Enforcement Administration (DEA) number.
3. Five years experience in the practice of dentistry, with two years of supervisory experience at a community clinic, FQHC preferred
4. Must maintain a current Cardio-Pulmonary Resuscitation (CPR) certification, in compliance with corporate CPR policy.
5. Must demonstrate through written and/or oral testing, the knowledge and skills necessary to provide care appropriate to the age of the patients served and has knowledge of the principles of growth and development over the life span. He or she is able to identify and categorize each patient's age specific grouping of needs, such as those for infant, adolescent, adult or geriatric patients.
6. Thorough working knowledge of business English, spelling, punctuation, and contemporary general office practices and procedures
7. Fluency in English (speak, read and write).
8. Fluency in Spanish (speak, translate, read and write) is preferred.
9. Excellent leadership skills.
10. Computer skills in Microsoft Office programs (Word, Excel, etc.), electronic health record systems, and database systems.
11. Effective oral communications skills including public speaking experience.
12. Demonstrated ability to listen and communicate with others in a professional and caring manner including sensitivity with individuals from diverse cultures and lifestyles.
13. Self-starter, reliable and dependable with good time management skills.
14. Ability to solve problems and make routine recommendations.
15. Ability to work effectively as a team player.
16. Sensitivity to the different cultures represented among members and staff.
17. Ability to maintain absolute confidentiality about health care and other patient/client information.
18. Current California driver's license, appropriate insurance coverage and a driving record acceptable to the NEVHC's insurance carrier (if required to drive on the job).

Typically, these skills and experience result from completion of an associate degree, plus several years of similar experience demonstrating growth and advancement.

The employee must be able to perform this job safely, without endangering his/her or others, health or safety.

ACKNOWLEDGEMENT

I have been given a copy of this position description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my duties may change at any time, according to NEVHC's needs. Nothing in this position description is intended to create a contract of employment of any type. Employment at NEVHC is strictly on an at-will basis.

| Employee Name (please print) | Employee Signature | Date |
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