

COMPREHENSIVE COMMUNITY HEALTH CENTERS, INC.
JOB DESCRIPTION

EFFECTIVE DATE: AUGUST 5, 2024

POSITION: CLINIC SUPERVISOR DENTAL
REPORTS TO: DENTAL MANAGER
FLSA STATUS: EXEMPT

JOB SUMMARY

Supervises the daily operations of the practice including personnel, financial, clerical, housekeeping, and maintenance and purchasing functions. Plans, allocates, and assigns duties to employees. Reviews records for compliance and billing requirements. Monitors activities and operations to ensure that the practice successfully meets its objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Leads Employees to accomplish all job objectives in line with clinic mission and vision
- Oversees clinic operations to ensure providers have adequate support to provide high quality dental care
- Provides supervision and coordination for general clinic operations
- Facilitates patient flow by following check in protocols, being aware of delays, and communicating with patients and clinical staff.
- Provide continuous and on-going training and reinforcement skills to patient care coordinators.
- Is aware of, able to abide by and enforce, all HIPAA regulations protecting patient confidentiality
- Attend trainings and meetings as needed.
- Schedules and conducts periodic office staff meetings to inform the staff of changes in the practice's policy, to update and educate staff, and to resolve and prevent problems; prepares and retains minutes of all meetings.
- Demonstrates leadership skills of:
 - Critical Thinking
 - Conflict Management
 - Negotiation and Motivation
 - Personnel Development
 - Time Management
 - Prepare and present reports
- Demonstrates initiative and implements changes to improve clinic operations
- Able to anticipate inventory and equipment needs and communicate needs to appropriate staff.
- Order and maintain supplies, ensures mail is opened and processed, offices are opened and closed according to established procedures
- Participate in audits, prepare and collect, track, trend and analyze data as requested
- Oversees front and back office daily operations, i.e: payer source, verifies insurance and obtains any necessary authorizations, assigns correct pay type, collects payments due, etc.
- Manage providers' schedules, works closely with software vendor to identify ways to improve efficiencies, reviews workflows and suggest changes, as indicated
- Works with Quality Improvement Department to conducts periodic Quality Improvement activities and shares data with staff
- Clearly defines expectations from staff and develops team work

- Utilizes resources in an effective and economical manner
- Monitors clinic operations to achieve and maintain financial performance targets
- Has a working knowledge of the centers overall operating budget
- Ability to analyze budget quarterly to reflect reasons for variances of >5%
- Meeting the clinic goals and objectives
- Achieves and maintains targeted staffing, quality and service standards
- Manages internal and outreach services of the clinics
- Oversees all handling of daily collections and prepares for transfer to accounting department.
- Manages and reconciles the petty cash
- Works collaboratively with Billing department to assure timely and accurate capture of charges for services provided
- Plans and schedules work in a cost-effective manner
- Creates dashboards for presentation and calls out issues and provides recommendations
- Consults with Human Resources or Administration prior to a formal counseling or dismissal of employee(s).
- Processes all paperwork in a timely manner and forwards to appropriate departments (i.e., Administration, Payroll etc.), for time off, counseling actions, and performance evaluations.
- Conduct performance reviews. Recommends staff merit increases, promotions and disciplinary actions.
- Completes and updates personnel files-ensures required forms are completed.
- Submits office staff time cards for payroll processing bi-weekly verifies accuracy and completeness of employee time.
- Approve and maintains all vacation and other “days off” schedules for providers and staff.
- Ensures all positions are filled with trained personnel during vacation/sick calls and fill in when needed.
- Responsible for maintaining high morale and good relations throughout the office.

PATIENT EXPERIENCE EXPECTATIONS

- Support the implementation of patient experience strategies.
- Conduct regular observations of patient interactions and provide feedback.
- Collaborate with peers and leadership to deliver training and guidance to staff.
- Assist in analyzing patient feedback and survey metrics, identifying areas for improvement, and developing action plans.
- Model high standards of patient service.

EDUCATION, TRAINING AND EXPERIENCE

- Graduation from junior college or an accredited University is a plus.
- Minimum of five to seven years of work experience, with increased responsibility, in a dental environment.
- Minimum of five years of experience supervising staff.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to find solutions when barriers are identified.
- Strong documentation skills.
- Ability to multi-task and prioritize when needed.
- Ability to independently seek out resources and work collaboratively.
- Ability to read, understand and follow oral and written instructions.
- Experience and work ethics that supports working within a high functioning, team-oriented environment.
- Demonstrates a willingness and ability to work under supervision.
- Ability to supervise, coordinates, and monitors patient flow and staff activities to ensure prompt courteous and accurate response to patients.
- Able to manage difficult or emotional patients' situations; responds promptly to patient's needs; responds to requests for service and assistance.
- Ability to develop and maintain good working relationships with staff.
- Ability to use computer and learn new software programs.
- Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.
- Demonstrates ability to work in a regulatory climate that includes oversight of state and federal entities, payer contracts etc.
- Possesses ability to communicate effectively, both verbally and in writing.
- Possesses genuine respect for others and acceptance of their individual social and cultural traits.
- Proficient knowledge of Microsoft Outlook, Excel and Word
- Able to travel and attend professional meetings, conferences, trainings and clinic sites.
- Demonstrate flexibility, enthusiasm, and willingness to cooperate while working with others in multi-disciplinary teams.
- Flexible and able to multi-task; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems
- Ability to learn new software programs.
- Proficiency and/or ability to expand knowledge of department specific key performance indicators. This includes interrupting data and ability to generate, as well, share self-service reports. In addition, the ability to use reports/data to drive decision making.
- Knowledge and experience in information privacy laws, access, release of information
- A 'Can-Do' attitude, showing initiative and willingness to adapt to change.
- Ability to handle staff questions, problems and concerns.
- Ability to handle delicate and possible stressful situations
- Ability to understand managed care.
- Ability to understand reimbursement requirements.
- Knowledge in scheduling efficiency and patient flow in a dental practice.
- Ability to manage issues of a confidential nature.
- Ability to adapt to a variable and frequently extended work schedule.
- Ability to drive or arrange reliable transportation to meetings, seminars and as a needed for office functions.
- Ability to effectively delegate tasks to personnel and supervise their completion.
- As directed by a manager , performs other related and/or necessary tasks to achieve organizational and programmatic goals and objectives

PHYSICAL DEMANDS

Position requires prolonged sitting at a computer, some bending, lifting, stooping and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopy machine, telephone, and other office equipment is also required. Employee must have normal range of hearing and eyesight.

NOTE: The essential job functions for this position include, but may not be limited to those listed in this job description. Employees hired for this position must be able to perform the essential functions of this job without imposing significant risk of substantial harm to the health or safety of themselves or others

I acknowledge and agree to the terms of the job description:

Employee Name

Date

Employee Signature

Supervisor's Name

Date

Supervisor's Signature