**Position Title:** Associate Dental Director  
**Department:** Dental

**Reports To:** Dental Director

**FTE:** Exempt

**JOB PURPOSE:**

Under the direct supervision of the Dental Director, the Associate Dental Director, manages, and supervises the Dental Providers, Dental Hygienists and EFDAs and provides the clinical leadership in their respective sites. Provides comprehensive, coordinated, dental care services to a diverse & underserved patient population. UCNW manages patient care using a team- based approach in our interactions with patients and working to achieve stated objectives and outcomes.

**JOB QUALIFICATIONS:**

**Education and Experience:**

* Successful completion of a 3-year accredited residency or work-related position;
* Graduation from an accredited Dental program;
* Minimum three years’ experience in progressively responsible administrative or management-related positions within a dental clinic environment, preferably in a community health center setting working with underserved populations.

**Certification and Licensure:**

* Current, valid license to practice dentistry in Washington State required
* Board certified or board eligible in applicable field required
* Valid driver’s license required
* Valid DEA Certificate required
* Current BLS certification required

**Specialized Skills & Knowledge:**

* Knowledge of federal, state, and other applicable standards for clinical practice.
* Outstanding written and verbal communication skills.
* Ability to make patient related dental decisions on an hourly/daily basis.
* Ability to provide leadership/guidance in a supervisory role and the flexibility to function as a team member at the management level.
* Excellent managerial & supervisory skills with the ability to plan/organize and follow through in a timely manner.
* Demonstrated ability to work with automated systems, including electronic dental & medical records (we use Dentrix) GE Centricity and MS Office products such as Word, Excel and Outlook.
* Ability to work collaboratively with diverse individuals and situations, including strong problem solving and conflict resolution skills.
* Experience dealing with underserved populations and cultural competency.
* Ability to understand and respond appropriately, effectively, and sensitively to special population groups served by UCNW. Special population groups include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, etc.
* Ability to travel for training, collaboration with other organizations & agencies, and to other areas of community as necessary.

**Blood-Borne Pathogens Exposure: Risk Level: At Risk**

This position’s roles and functions in our team-based model include:

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| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
| **Communication:** | 1. Asks for direction when unsure of job expectation. |
| 1. Makes suggestions and addresses concerns in a constructive manner. |
| 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution. |
| 1. Communicates effectively and courteously to all UCNW staff. |
| **Organization & Time Management** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum. |
| 1. Takes and returns from breaks and lunch times in a timely manner. |
| 1. Maintains a clean, orderly and professional work area. |
| 1. Seeks out appropriate uses of time during non-busy periods. |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention. |
| 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service. |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures. |
| 1. Takes responsibility for own actions and seeks to correct any mistakes. |
| 1. Consistently reports to work on date and time scheduled. |
| 1. Self-initiates and follows through on assignments in a timely manner. |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving. |
| 1. Promotes positive team work and cohesiveness between all staff. |
| 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole. |
| 1. Acts as a resource, communicates appropriate knowledge, skills and conduct. |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed. |
| 1. Remains calm and tactful during stressful situations, emergencies and confrontations. |
| 1. Prioritizes customer service and customer satisfaction. |
| 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW. |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients. |
| 1. Accepts supervision and criticism in a constructive manner. |
| 1. Maintains professional appearance appropriate for position. |
| 1. Maintains organizational and patient confidentiality. |
| 1. Demonstrates an ability to adapt to change. |
| **Job Specific Duties:** | 1. Provides supervision for Dentists, EFDA & Hygiene staff including selecting, orienting, training, coaching, mentoring, disciplining, and performing timely performance reviews, including answering clinical questions and assisting with the dental management of complex patients. |
| 1. Sets clear performance expectations and provides clinical leadership and guidance around quality of care, productivity, patient satisfaction and effective communication and relationships with peers and staff. |
| 1. Assures site delivery of direct primary dental care is consistent with dental provider certification and with departmental policies, procedures and workflows. |
| 1. Collaborates with the Dental Operations Manager on issues affecting patient care, access, compliance and achievement of performance expectations and department goals. |
| 1. Assists Dental Director with the development, implementation and/or approval of treatment protocols and standards of care. |
| 1. Assists the Dental Director and Dental Operations Manager in achievement of the department’s annual goals and objectives. |
| 1. Serves as the site’s clinical champion and owner of the dental quality improvement program, including achievement of annual measures. |
| 1. Participates in resolution of patient grievances regarding clinic operations and staff and peer reviews. |
| 1. Leads providers to help them maintain wellness and prevent burnout. |
| 1. Effectively organizes and chairs regular meetings of UCNW providers and staff, including establishing meeting ground rules, agendas, seeking input from stakeholders, assuring meeting minutes and action plans are captured and that discussions stay on track. |
| 1. Attends required staff meetings, in-service meetings, and trainings. |
| 1. Performs other duties as assigned. |