



TITLE: DENTAL MANAGER

REPORTS TO: CHIEF OPERATING OFFICER

SUPERVISES: DENTAL RECEPTIONISTS, DENTAL ASSISTANTS

REVISION DATE: 01/24/2018

FLSA: EXEMPT

GENERAL DESCRIPTION:

Provide leadership and employee direction focusing on clinical quality, staff competency and effectiveness and standards of practice for dental clinics. Provides day-to-day administrative support and coordination of the dental center's activities. Consults with and advises the Practice Manager, COO and the CEO on problems relating to the operation of health center's facilities. Recommends changes in administrative policies to carry out objectives of MyCare Health Center more effectively. Work in cooperation with the Practice Manager and Chief Operating Officer to ensure consistency within the organization.

SPECIFIC DUTIES AND JOB FUNCTIONS:

1. Leads efforts with Dental Director and ancillary staff to ensure a standard of quality and consistency for all clinic operations.
2. Identifies dental, staff and facility requirements timely and reports same to Chief Operating Officer on a timely basis.
3. Provides leadership, implementation and administrative support for the development, sizing, and implementation of programs or projects as identified by the executive staff or Board of Directors.
4. Provides and promotes content expertise in support of service delivery of family dental care.
5. Establish routine practices that promote professional ethics and practices among all dental staff.
6. Develop and implement Policies and Procedures as established by the organization.
7. Monitor and supervise ancillary staff in collaboration with Dental Director and consistent with organizational goals and the organization's mission statement.
8. Train front office staff in adherence with MyCare policy and protocol. ensuring patient registration, scheduling and record keeping adheres to practice guidelines and UDS reporting requirements.
9. Ensure that patient appointments, cancellations and last-minute adjustments are handled properly.
10. Supervises, evaluates, coaches and disciplines, up to termination, all ancillary dental staff. Collaborates with Dental Director and Chief Operating Officer on staff evaluations, on a timely basis.
11. Communicate with staff and management of site activity, identifying strengths and weaknesses.
12. Determine staff schedules to ensure operational standards are met.
13. Supervises, plans, and implements programs and projects as directed.
14. Resolve patient issues in accordance with company policies and procedures, healthcare regulations and dental board standards.
15. Oversee collection of patient satisfaction surveys.
16. Assist patients with Sliding Fee Application, including collecting required documentation and meeting with the patient to review treatment plan and arrange payment schedule in accordance with policy.

17. Assist the Revenue Cycle Manager with billing of dental services and credentialing of dental providers to facilitate timely billing and collections.
18. Organize and oversee supply purchases, equipment upgrades and operations expenses.
19. Maintain patient data according to regulations and company policies.
20. Ensure that records are stored securely and in compliance with privacy and security regulations.
21. Take responsibility for the appearance and functionality of the office.
22. Maintain facilities and equipment in accordance with hygiene and safety regulations, including OSHA
23. Make recommendations to Chief Operating Officer relative to ineffectiveness or more effective operation procedures to ensure overall site(s) effectiveness.
24. Meet routinely with Practice Manager and executive staff to ensure organizational consistency.
25. Provide CEO with productivity reports by practitioners on a routine basis.
26. Travels when necessary to meet operational needs.
27. As directed by a supervisor, performs other related and/or necessary tasks to achieve organizational and programmatic goals and objectives.
28. Responsible for personal compliance in full with all applicable federal, state, local and center rules, regulations, protocols and procedures including, but not limited to, the participation of a Dental Assistant in the provision of clinical dental care, as well as those relating to, but not limited to, personnel issues, work place safety, public health and confidentiality.
29. Responsible for compliance with all MyCare policies and procedures.
30. Promote efficient, organized and pleasant office operations in the health center and in the community consistent with the mission of MyCare to offer care in an atmosphere of dignity and respect.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Must demonstrate excellent interpersonal skills and team building skills.
2. Must have excellent decision making skills and attention to detail and accuracy.
3. Must have excellent organizational skills
4. Must demonstrate effective verbal, written and listening communication skills.
5. Possess Excellent computer skills including spreadsheet, word-processing programs, email and Health Electronic Medical Record at a highly proficient level,
6. Knowledge of Dentrix Enterprise, preferred. Knowledge of AllScripts System is a plus.
7. Working knowledge of dental billing and insurance protocols, including preauthorization processes.
8. Must possess stress management and time management skills, and the ability to multi-task efficiently.

PERSONAL ATTRIBUTES:

1. Must maintain strict confidentiality in performing the assigned duties.
2. Must be honest and trustworthy, respectful of others.
3. Must be flexible and possess cultural awareness and sensitivity.
4. Must demonstrate a commitment to the mission of MyCare Health Center.

MINIMUM QUALIFICATIONS:

1. Bachelor's degree or equivalent experience of 5 years in a healthcare, preferably dental, management position.
2. Must be experienced with ancillary dental staff.
3. Must be able to communicate effectively to staff, board members, and outside agencies.