

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: DENTAL DEPARTMENT MANAGER
DEPARTMENT: DENTAL
SUPERVISED BY: DENTAL DIRECTOR
CLASSIFICATION: FULL-TIME EXEMPT

POSITION SUMMARY: Under the supervision of the Dental Director, the Dental Department Manager oversees all aspects of dental services at the clinic ensuring the highest quality care for our patient population. The manager's functions include leadership, healthcare administration, patient navigation, patient advocacy, and exceptional customer service.

ESSENTIAL JOB FUNCTIONS:

- Operational Leadership: Provide strategic oversight and leadership for the dental department in the Clearlake Clinic, ensuring efficient and effective delivery of healthcare services.
- Patient Navigation: Develop and implement patient navigation programs to support patients in accessing healthcare services, navigating insurance, and overcoming barriers to care.
- Patient Advocacy: Advocate for patients' needs and rights within the healthcare system, ensuring culturally sensitive care and promoting health equity.
- Customer Service Excellence: Establish and maintain high standards for customer service, ensuring a welcoming and supportive environment for patients and their families.
- Staff Supervision: Supervise a multidisciplinary team of healthcare professionals, providing guidance, support, and professional development opportunities.
- Collaboration and Coordination: Foster collaboration and communication among dental staff, ensuring coordinated care and holistic patient outcomes.
- Community Engagement: Support the Dental Director and the department on activities with community leaders and organizations to promote clinic services, engage in outreach initiatives, and advocate for healthcare access and equity.
- Budget Management: Assist in managing the dental department budget in the Clearlake clinic, ensuring resources are allocated effectively to meet patient needs and organizational goals.
- Quality Assurance: Monitor and maintain the LCTHC dental department quality assurance standards, compliance with regulatory requirements, and best practices in healthcare delivery.
- Policy Development: Contribute to the development and implementation of policies and procedures to improve operational efficiency, patient care outcomes, and staff performance.
- Clinical: Perform clinical functions under the scope of practice and as needed by the department
- As other duties assigned.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- Bachelor's degree in Hygiene or a related dental field (Master's degree preferred).
- Minimum of 5 years of progressive experience in healthcare administration, with at least 2 years in a supervisory or managerial role.
- Experience working in Native American healthcare or with indigenous communities is highly preferred.
- Knowledge of patient navigation principles, patient advocacy, and culturally competent care practices.
- Strong leadership, communication, and interpersonal skills, with the ability to work effectively in a multicultural environment.
- Proficiency in electronic health records (EHR) systems and healthcare-related software.
- Commitment to the mission and values of the Native American Health Clinic and a dedication to improving health outcomes for underserved populations.
- All LCTHC employees are expected to:
 - Provide the highest possible level of service to clients;
 - Promote teamwork and cooperative effort among employees;
 - Maintain safe practices; and
 - Abide by the LCTHC policies and procedures as they may from time to time be updated.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Sitting / Mobility: Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. Vision: Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 25 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC.

Employees who are under the influence compromise LCTHC's interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date