



Lowell Community Health Center
Job Description

Job Title: Dental Clinical Manager
Department: Dental
Reports to: Program Director
FLSA Status: Exempt

Lowell Community Health Center is seeking a caring and highly motivated dental hygienist to join our leadership team.

This position will work closely with the Dental Director and health center leadership to:

- Ensure that dental clinic and health center goals and objectives are met on a daily, weekly, quarterly and annual basis
- Coordinate the dental clinic Infection Control program under the guidance of the Director of Infections Prevention & Safety
- Provides administrative oversight of the dental clinic, including management of clinical staff, operational issues, regulatory requirements and patient and provider relations
- Oversees all aspects of day-to-day clinical operations to ensure compliance with regulatory requirements and departmental policies and procedures

KNOWLEDGE, SKILL AND TECHNICAL QUALITIES:

- Displays outstanding leadership skills and excellent organizational skills
- Able to work effectively at all levels in a collaborative team environment
- Able to offer guidance and supervision in a constructive and appropriate manner
- Able to make effective administrative/procedural decisions and recommendations
- Able to effectively lead staff meetings to review dental program financial and productivity goals
- Able to maintain quality, safety and/or infection control standards
- Working knowledge of the operations and administration of a dental clinic
- Able to manage dental staff, including organizing, prioritizing and scheduling work assignments
- Knowledge of patient care protocols, procedures, regulations and standards
- Knowledge of dental clinic accreditation, licensure and quality control regulations, policies, procedures and standards
- Knowledge of dental supplies, equipment and services
- Skill in organizing resources and establishing priorities
- Able to communicate effectively, both verbally and in writing
- Able to develop and maintain record-keeping systems
- Skill in the use of computers with a Windows-based operating environment

BEHAVIORAL QUALITIES:

- Responds professionally to high-pressure situations and time limits
- Works independently with little to no supervision



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EDUCATION/EXPERIENCE:

- 3-5 years management experience in a dental clinic or similar health setting required
- Current and valid license to practice dental hygiene in the Commonwealth of Massachusetts required
- Current CPR certification
- Experience in a community or public health setting preferred
- Spanish, Portuguese, Khmer, Swahili language skills a plus

DUTIES AND RESPONSIBILITIES:

- Manages clinical staff
 - Coach, mentor and teach staff to ensure that they performing to their highest potential
 - Establish an environment which fosters teamwork and open communication
 - Manage clinical workflow within the department
 - Assist with recruitment, hiring and orientation of new dental staff
 - Assist with credentialing of new staff and verifying credentialing files for active providers
 - Assist in overseeing disciplinary processes
 - Provide timely and relevant performance evaluations to staff in accordance with Lowell CHC policy and supervisor expectations
 - Oversee clinical work schedules, time-off requests, and timesheets
 - Work with other clinical departments to ensure effective communications and transitions of care
- Manages the development of new dental policies and procedures
 - Update and maintain existing policies and procedures as needed
 - Ensure dental staff understand and consistently follow all departmental policies and procedures
 - Works with the Clinical Quality Department to ensure that the department's clinical quality measures are in line with organizational expectations
 - Oversees the equipment management process to ensure that all clinical and non-clinical equipment is properly maintained and repaired as needed; ensures that all equipment-related activities are properly documented
 - Ensures Dental Department readiness for regulatory visits or surveys (including JCAHO and the Department of Public Health)
 - Assist in overseeing Information Technology in the Dental Department (Electronic dental record/practice management system)—ensures that all staff are appropriately trained, have the proper security clearances and use the technology correctly
 - Oversees the system for managing clinical and non-clinical supplies and inventory; monitors expenses against budget
 - Oversees the dental laboratory system and processes
 - Manages the system for handling patient complaints and reporting adverse incidents
- Oversees the dental clinic Infection Control program
 - Review existing Infection Control policies and standard operating procedures to identify gaps and outdated information
 - Act as a resource for the rest of the team or organization
 - Maintain related permits, licenses and other documents



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- Provide training and education related to infection control
- Monitor compliance through observations, checklists and other methods

- Clinical and Patient Service
 - All regular duties assigned to other Dental Hygienist(s)
 - Work with Dental Office Manager and Dental Director to oversee and manage efficient patient flow
 - Work with Dental Office Manager to facilitate the resolution of staff grievances/complaints following in accordance with Lowell CHC policy
 - Work with Dental Office Manager to oversee aspects of customer service and handle patients' suggestions, feedback, and complaints

- Other duties as needed or required