

TRI-COUNTY HEALTH NETWORK



Position: Program Supervisor - Skippy
Supervisor: Executive Director
Status: Non-exempt, Part-Time

JOB SUMMARY:

Under the general direction of the Executive Director, the Skippy Program Supervisor will be the lead in managing Skippy, Tri-County Health Network's (TCHNetwork) mobile oral health program. Duties include managing all program operations; overseeing the clinical team; developing relationships with stakeholders; cultivating champions; promoting the program; conducting needs assessments and satisfaction surveys; staying current on innovative dental practices, billing, and OHSA; and launching "community care clinics" across the region.

DUTIES AND RESPONSIBILITIES:

May include the following, and other duties as assigned.

1. Maintain program operations manual to ensure best practices are in place, the program is operating efficiency, and quality care is provided
2. Work with schools, eldercare providers, and partner clinics to schedule Skippy+ clinics twice a year at each site throughout the region
3. Develop, manage, and foster relationships with schools, grantors, partner clinics, software vendors, community dentists, elder care providers, and parents. Identify and cultivate program "champions"
4. Ensure all equipment and software remains calibrated and in working condition, and that proper licensing is maintained, as applicable
5. Manage supply ordering and inventory to ensure sufficient supplies during each school semester and that limited surplus remains on-hand
6. Develop marketing plan and conduct outreach to ensure program is reaching target populations
7. Lead the completion of grant deliverables and reporting requirements
8. Maintain clinical workforce that includes recruitment, credentialing, and adding new team members to relevant insurance contracts
9. Become the billing expert to ensure reimbursement is maximized
10. Chair quarterly Dental Subcommittee meetings and work with lead hygienist to host biannual Community Registered Dental Hygienist (RDH) meeting
11. Collaborate with lead dentist and RHD to launch community clinics across the region.
12. Understand and ensure compliance with OHSA regulation
13. Research new and emerging evidence-based and promising practice in virtual and mobile dental care. Make recommendations to TCHNetwork leadership on new practices
14. Identify new funding sources, different lines of business, and assist in grant writing to ensure sustainability
15. Enhance use of social media, distance learning, and webinars to raise awareness of programs and educate the public and to coordinate regional activities
16. Work collaboratively with grant cohort members to help the adoption of the virtual dental home model across Colorado

17. Assist in the development of program evaluation activities and quality improvement efforts

18. Any other duties as required to ensure TCHNetwork is successful.

EDUCATIONAL AND EXPERIENCE REQUIRED:

- a. Bachelor's degree
- b. 5+ years of successful program management experience including staffing and promotion
- c. 3+ years of experience in healthcare related field ideally in dental care and with the elderly population
- d. Proven success in marketing and/or outreach
- e. Prior experience with volunteerism
- f. Must be proficient in MS Word & MS Excel and have aptitude for computers and working with various software
- g. Two years lived or work in a rural community

PREFERRED QUALIFICATIONS:

- a. Knowledge and experience working in/with schools, clinicians, public health, &/or parents.
- b. Experience working with disadvantaged/underserved or aging populations.
- c. Experience with financial planning and strategic planning

REQUIRED SKILLS:

- a. Articulate, succinct, accurate and culturally competent in both written and spoken communication
- b. Ability to effectively present information and respond to questions from groups of government officials, stakeholders, executives, clients, families, and the general public
- c. Ability to quickly establish trust, gain rapport, and work effectively.
- d. Demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages, and economic circumstances.
- e. Ability to maintain a high level of confidentiality of client information
- f. Advanced time management abilities
- g. Strong work ethic, self-motivated, and collaborative style
- h. Change agent demeanor; must be a flexible thinker, with an ability to quickly adapt to a changing environment
- i. Ability to exercise forethought, to look ahead and anticipate needs
- j. Excellent critical thinking and consultative problem-solving skills

OTHER:

May require local, regional, and national travel. Must have reliable transportation to travel as needed and comfortable traveling in inclement weather. Valid driver's license and car insurance required.

Ability to work a flexible schedule including evenings and weekends, as applicable.