

TRI-COUNTY HEALTH NETWORK



Position: Program Supervisor - Skippy
Supervisor: Community Programs Manager
Status: Full-Time, Exempt

JOB SUMMARY:

Under the general direction of the Community Programs Manager, the Skippy Program Supervisor will be the lead in managing Tri-County Health Network's (TCHNetwork) mobile Dental program that includes Skippy, Cavity Free at 3, and community Medicaid clinics. Duties include managing all program operations; overseeing the clinical team; scheduling regional clinics, developing relationships with stakeholders; cultivating champions; promoting the program; conducting needs assessments and satisfaction surveys; staying current on innovative dental practices, billing dental claims, and OHSA; and expanding program locations 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, childcare centers, and community partners to identify locations and schedule TCHNetwork dental clinics throughout the year
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 throughout the year and that limited surplus remains on-hand
6. Develop and supervise implementation of 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. Coordinate ongoing clinic schedules to maximize program operations across region
10. Become the billing expert to ensure reimbursement is maximized
11. Chair quarterly Dental Subcommittee meetings and work with lead hygienist to host biannual Community Registered Dental Hygienist (RDH) meeting
12. Collaborate with lead dentist and RDH to launch community clinics across the region.
13. Understand and ensure compliance with OHSA and American Dental Association (ADA) and other oversight agency regulation in all clinic and non-clinic settings
14. Research new and emerging evidence-based and promising practice in virtual and mobile dental care. Make recommendations to TCHNetwork leadership on new practices

15. Identify new funding sources, different lines of business, and assist in grant writing to ensure program sustainability
16. Enhance use of social media, distance learning, and webinars to raise awareness of programs and educate the public and to coordinate regional activities
17. Work collaboratively with grant cohort members to help the adoption of the virtual dental home model across Colorado
18. Assist in the development of program evaluation activities and quality improvement efforts
19. Any other duties as required to ensure TCHNetwork is successful

EDUCATIONAL AND EXPERIENCE REQUIRED:

- a. Clinical degree in dentistry, dental hygiene, or dental public health preferred
- 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 Medicaid and/or child populations
- d. Proven success in marketing and/or outreach
- e. Prior experience with volunteerism
- f. Must be able and willing to transport mobile dental equipment across region and lift up to 60 pounds
- g. Must be proficient in MS Word & MS Excel and have aptitude for computers and working with various software

PREFERRED QUALIFICATIONS:

- a. Knowledge and experience working in/with schools, clinicians, public health, &/or parents
- b. Experience working with disadvantaged/underserved populations
- c. Experience with financial planning and strategic planning
- d. Experience with health equity, social determinants of health, or social justice

REQUIRED SKILLS:

- a. Articulate, succinct, accurate and culturally competent in both written and spoken communication
- b. Desire to disrupt the Oral Health delivery system
- c. Ability to effectively present information and respond to questions from groups of government officials, stakeholders, executives, clients, families, and the general public
- d. Ability to quickly establish trust, gain rapport, and work effectively
- e. Demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages, and economic circumstances.
- f. Ability to maintain a high level of confidentiality of client information
- g. Advanced time management abilities

- h. Strong work ethic, self-motivated, and collaborative style
- i. Change agent demeanor; must be a flexible thinker, with an ability to quickly adapt to a changing environment
- j. Ability to exercise forethought, to look ahead and anticipate needs
- k. Excellent critical thinking and consultative problem-solving skills

OTHER:

Requires local, regional, and statewide travel. May require national travel. Must have reliable transportation to travel as needed and be 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.