

TRI-COUNTY HEALTH NETWORK



Position: Dental Program Coordinator

Direct Supervision: Director of Programming

Status: Non-Exempt, Fulltime (Willing to consider temporary or part-time basis)

JOB SUMMARY:

Under the general direction of the Director of Programming, the Dental Program Coordinator's role will be dynamic, including maintaining a positive environment and ensuring high levels of organizational effectiveness and communication. The Dental Program Coordinator will facilitate the scheduling and day-to-day operational aspects of the program. They will be responsible for the general operation of the dental program, with duties including but not limited to, scheduling, working in the field to assist the Dental Hygienist; charting and documenting exams; billing; reviewing, evaluating, & identifying ways to improve program efficiency and effectiveness; promoting programs; improving workflow productivity; increasing client participation; and helping to ensure program sustainability.

DUTIES AND RESPONSIBILITIES:

May include the following, and other duties as assigned.

1. Develop and maintain operations manual for dental program to ensure best practices are in place, the program is operating efficiency, and quality care and communication is provided.
2. Act as main contact for managing schedules, validating invoices, and ensuring open communication. Assist Dental Hygienist and Dentist with tech issues.
3. Maintain organization and inventory of supplies; conduct supply ordering to ensure full stocking.
4. Clean and maintain dental tools and equipment.
5. Maintaining records of dental program utilization and provide data reports as needed to comply with grant reporting requirements.
6. Developing relationships with school districts and community partners to expand dental program services.
7. Schedule and facilitate, as needed, dental hygiene educational program and activities to daycare and preschool classes in the community.
8. Ensure data is entered into electronic medical records; oversee data collection and prepare reports on outcomes and performance for program.
9. Provide direct client services, including calling patients or patient guardians, preparing take-home forms for school-based patients, scheduling, etc.
10. Regularly review client satisfaction. Conduct fact-finding investigation of client grievances, upon request.
11. Process referral requests of client medical records and x-rays to other clinics, as necessary.
12. Perform credentialing and recredentialing of dental hygienists and dentists. Ensure TCHNetwork and clinical team remain validated to see Medicaid/CHP+ clients through

HCPF.

13. Process insurance billing for dental services. Acquire pre-authorization from Medicaid for treatment provided by Dental Hygienist, when necessary.
14. Evaluate and monitor program needs, identify unmet needs; share findings and recommendations with director to effectuate change.
15. Collaborate with the marketing/communication team to help promote dental programming.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

1. 3+ years' experience in operations, health care setting, or dental office.
2. Excellent computer skills, including a high degree of proficiency in OneDrive, Microsoft Word, Excel, Outlook, and PowerPoint.
3. A bachelor's degree

SKILLS AND QUALIFICATIONS:

1. Excellent verbal and culturally competent communication skills (in person, on the telephone, and through email correspondence).
2. Prior experience handling programmatic responsibilities, experience in customer service, or managing electronic medical records.
3. Highly organized multitasker who works well in a fast-paced environment
4. Must meet physical requirements: While performing the duties of this job, the employee is frequently required to sit, stand, talk and hear. The employee must be able lift and/or move up to 50 pounds.
5. Knowledge or willingness to use MS Office, EMR software, and CRM software.

PREFERRED QUALIFICATIONS:

1. Bilingual (Spanish/English)
2. Knowledge and experience working in rural communities with diverse populations
3. Ability to meet deadlines, manage future scheduling, and prioritize tasks.
4. Exceptionally detail-oriented and organized
5. Flexible, adaptable, organized, energetic, creative, optimistic team player with a willingness and ability to work independently.

PERSONAL ATTRIBUTES:

1. Must possess demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages and economic circumstances.
2. Ability to maintain confidentiality and HIPAA Compliance.
3. Ability to work in a fast-paced environment.
4. Strong work ethic, self-motivated, and collaborative style
5. Must be a flexible thinker, with an ability to quickly adapt to a changing environment.
6. Ability to exercise forethought; to look ahead and anticipate events.
7. Excellent critical thinking and consultative problem-solving skills.

BENEFITS:

Starting salary range is \$42,000 – \$46,000 based on experience.

Great benefits: comprehensive employer health and dental insurance coverage, 10 paid holidays, 3 weeks PTO, individual retirement account (IRA) with up to 3% employer match, mental health & powder days.

LOCATION: San Miguel, Ouray, or Montrose Counties - Colorado