POSITION SUMMARY

Title: Dental Director
Reports To: CEO

POSITION SUMMARY

- Function as the clinical leader for the oral health program. Provide clinical oversight and direction to all dental services, including primary, secondary and preventive dental care, and related functional areas.
- Ensures that the mission and goals of the organization are realized through the professional and effective delivery of oral health services.

POSITION SCOPE

1. Financial Responsibility – direct
2. Financial Responsibility – indirect
3. Staff/Supervision – direct
4. Staff/Supervision – indirect

PRIMARY ACCOUNTABILITIES

Achieve Results

1. Directly effect improvements in patient well-being through accurate and timely delivery of relevant, high quality dental care. Ensure the delivery of competent, accurate, dental care and treatment to all patients as assigned.
2. Lead and direct the development, implementation, and monitoring of quality dental care services, programs and initiatives. Ensure that the delivery of all dental care meets or exceeds:
   a. the needs and satisfaction of all patients served
   b. all organizational and professional standards
   c. all clinical outcomes and related expectations
   d. all productivity standards, goals, and expectations
   e. all financial metrics associated with the efficient, cost effective delivery of dental care services.
3. Lead and direct the dental program’s quality improvement initiatives. Ensure metrics for clinical outcomes are consistently reviewed, and that the organization is provided clear guidance and direction affecting ongoing improvements in the quality of care.
4. Manage and direct all ancillary clinical services related to oral health. Ensure all clinical services functions achieve expected clinical, productivity, and financial outcomes.
5. Manage all functional areas within budgeted guidelines.
6. Personally provide care to patients, as feasible. Collaborate with all clinic operations functions to ensure ongoing improvements in clinic productivity, patient satisfaction, and financial outcomes.
7. Provide leadership and direction related to clinical collaboratives, studies, programs, or research related initiatives that improve the lives of our patients as well as the communities in which they live.
**Operational Excellence**

8. Ensure all dental staff members are properly contracted, qualified, directed, and motivated to provide patients high quality services and care.

9. Ensure all patient records, charts, and all related documentation is maintained current and consistent with best practices in the dental care field, as well as within all relevant laws and regulations. Ensure the organization meets or exceeds all governmental, regulatory and accreditation standards in all areas of day to day operations.

10. Provide advice and counsel to all clinical personnel on matters related to clinical care, patient grievances and related issues. Minimize risk and exposures to the organization by monitoring trends, managing issues, coaching staff, and ensuring compliance with all clinical protocols and quality assurance guidelines.

**Relationship Management**

11. Manage and ensure favorable relationship within the organization’s leadership team. Provide leadership, insights, solutions, and support to all other functions with the organization.

12. Manage and ensure favorable, collaborative relationships within and among all dental clinical staff. Develop a culture of dental care professionals open and willing to accept an integrated approach to the delivery of services.

13. Manage and ensure favorable relationships with the Bureau of Primary Health, HRSA, NACHC, NNOHA, JCAHO, local and state health departments, other accreditation and related resources vital to the organization’s continued success.

14. Establish positive working relationships with area dental offices, dentists, hospitals, clinics, physicians and specialists, regulatory bodies and related organizations. Ensure the organization maintains a strong provider and referral network of dental offices, dentists, hospitals, physicians, and ancillary providers able to meet the medical and dental care needs of patients served.

15. Develop a favorable reputation for the organization. Develop effective working relationships within the local dental care community as well as with third party insurance resources. Minimize conflict, maximize services, and ensure patients treated through the clinics are done so consistent with the requirements set forth by those through whom they are insured.

**Leadership and Supervision**

16. Ensure the organization is appropriately staffed with a full complement of clinical staff. Foster a workplace that results in the development of a high performing team of professionals and staff. Ensure that all staff are properly coached and directed, and that clearly defined measurements of performance and rewards are utilized to enhance individual and organizational effectiveness.

17. Personally, and at all times, uphold and ensure all associates conduct themselves at all times in a manner consistent with the organization’s values, mission, policies, and expectations.

**ESSENTIAL FUNCTIONS/KEY COMPETENCIES**

- Provide leadership in the establishment and implementation of dental care delivery mechanisms, strategies, tactics, standards and goals.
- Build strong business relationships and strategic partnerships both internally and external to the organization.
- Demonstrate a strong business acumen as well as substantial knowledge and expertise in the dental sciences. Analyze, synthesize and communicate complex data, clinical information, quality outcomes, business needs and related issues in an accurate, objective and straightforward manner.
- Solve problems, and make critical patient and/or management decisions supported by substantial financial analysis, clinical knowledge, and critical data based decision making.
- As necessary and assigned, personally provide all relevant dental services to patients.
PERSONALITY SUMMARY

- Personally direct, lead, coach, and assess the performance of all staff members within the department. Effectively manage conflict, promote change and growth, and inspire the development of a highly effective team of professionals.
- Manage all relationships with regulatory agencies, accreditation entities, network providers, and related concerns.
- Build consensus and focus within the organization as well as within and among various resources, vendors, and strategic partners.
- Recruit, develop and direct a high performing team.
- Travel throughout the region and the country to monitor operational performance and activity, and to establish relationships with key resources and affiliates.

POSITION REQUIREMENTS

Education
- Licensed to practice dentistry in the state(s) in which organization operates.
- D.D.S. or D.M.D.
- Additional advanced degree in business, public health, healthcare administration or related field of study preferred.

Experience
- Demonstrated success in leading and directing a dental care staff of comparable size and scope.
- Demonstrated expertise related to trends and issues, laws and regulations associated with the delivery of oral health services.
- Demonstrated success in establishing a wide range of business and professional relationships.
- Demonstrated success in selecting and developing, motivating and directing high performing teams.
- Experience managing or practicing in a dental or oral health program.
- Capacity to envision and develop clinical programs consistent with clinic’s mission and a publicly operated care delivery system.
- Demonstrated knowledge of quality assurance and risk management standards and processes.
- Familiarity and experience with standards and processes established by JCAHO, CMS, OSHA, CDC, ADA and regulatory entities.
- Knowledge of federal regulations governing dental care clinical staff.
- Knowledge of credentialing process, delineation of clinical privileges and peer review for dental staff.

Physical/Environmental
- Normal accessibility and mobility throughout the region required.
- Normal overtime/extended work hours.

Blood Borne Pathogen Exposure (Please Check One)

- Category I: Job classification includes ALL employees who have occupational exposure* to blood borne pathogens* (blood or body fluids) while performing their job duties.
- Category II: Job classification includes employees who are likely to have SOME occupational exposure to blood borne pathogens because Category I tasks may occasionally be required.
- Category III: Job Classification includes those employees who perform jobs and tasks where NO CONTACT with blood borne pathogens occurs and Category I and Category II tasks ARE NOT a condition of employment.

Additional Requirements