



.JOB DESCRIPTION

Title: Dental Office Manager

Reports to: VP of Clinical Services

Department: Dental and Wellness Clinic

FLSA Status: Exempt; Full Time

GENERAL SUMMARY:

This is a leadership position that requires proficiency in management and will further advance HEP's mission and values. The Dental Office Manager is in charge of oversight of clinical practices within the dental clinic and oversees regulatory compliance, safety, and standards of care. The Dental Office Manager is responsible for overseeing the daily operations of a dental practice, ensuring efficiency, compliance, and excellent patient care. This role involved managing staff and volunteer dental professionals, handling financial and administrative tasks, maintaining compliance with healthcare and free clinic regulations, and optimizing the overall patient experience.

The Dental Office Manager ensures fundamental systems and protocols are in place within the dental office, allowing the doctors, hygienists and dental assistant to focus on dentistry. The Dental Office Manager will also maintain the dental budget to achieve sustainability, assist in dental team development, and build positive relationships with the dentists, hygienists, and partners. The Dental Office Manager will manage schedules to meet daily dentistry goals and assume a leadership role in motivating office team members and proactively seeking ways to improve the dental program. In addition, the Dental Office Manager will update the dental team members on communication tools and focus on patient advocacy.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Oversee daily office operations ensuring smooth workflow
- Recruit, manage, and train volunteer dentists, hygienists, and general dental staff
- Coordinate and manage volunteers and partners
- Track and record volunteer hours
- Develop clinical protocols to standardize care
- Oversee annual program budget
- Build positive relationships with community partners, volunteers, and suppliers
- Proactively seek ways to improve efficiency and effectiveness
- Ensure accurate and reliable data to evaluate the clinic's performance
- Monitor and review progress in meeting goals and objectives



- Prepares and submits monthly written reports on Dental and Wellness clinic issues, concerns, program status, initiatives, and progress to the VP of Clinical Services for submission to the Executive Vice President of Operations, President/CEO, and the Board of Directors. Prepares specific reports as requested by community partnerships and grants
- Educates individuals in the nature of oral health related conditions and in the general promotion of oral health related disease prevention
- Travels when necessary to fulfill the organization's needs and attend meetings to represent the organization and/or the Dental and Wellness Clinic
- Participates in the preparation of grant applications for the organization and assumes primary responsibility for developing and implementing the organization's dental health care plan
- Responsible for personnel as well as Departmental full compliance with all applicable federal, state, and local rules/regulations/protocols/procedures governing the practice of dentistry and the clinical provision of dental care as well as those relating to, but not limited to, personnel issues, workplace safety, public health and confidentiality.
- Mange Bio-medical waste, HIPAA, and OSHA protocols for the dental program
- Trains all staff with Bio-Medical waste and OSHA protocols
- Follow guidelines as stated under sovereign immunity for the Department of Health
- Attend Weekly and Monthly meetings as needed
- Occasional evening or weekend events for community outreach or clinic operations

EDUCATION, KNOWLEDGE AND SKILLS:

- Minimum of an A.A. degree from an accredited school (healthcare administration, business, or related field preferred)
- Minimum of 2 years of experience in management (dental assistant experience preferred)
- Strong interpersonal, leadership, management and relationship-building skills
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups
- Superior written and verbal communication skills
- Proficient in Microsoft Office Suite with heavy emphasis on Word, Excel, and Power Point
- Familiarity with dental office procedures and terminology
- Proficient in Dentrix and Dexis software system
- Easily adapt to change and must be comfortable working with individuals of varying backgrounds
- All HEP training required (provided)
- Minimum of five years' clinical experience preferred with an EFDA/CDA Certificate
- Dental Radiological Health and Safety Certificate preferred



WORKING CONDITIONS:

- Sitting, standing, walking, bending, reaching, stooping and climbing is required
- Ability to lift up to 30 pounds with ease; Anything over 30 pounds requires a team lift
- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
- Walking and standing on uneven surfaces around campus
- Must successfully pass a background level 1, Motor Vehicle check, drug and alcohol screenings
- Occasional business travel is required for this position

The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

Employee Signature

Date