



Position Summary

Position Title: Client Coordinator/Dental Assistant

Reports to: Program Director

Revision Date: December 15, 2025

Purpose:

Under the direction of the Program Director, the Client Coordinator/Dental Assistant provides support to Quest CHC by providing administration, coordination and Dental assisting as well as, supports the overall functioning of the center to ensure client-driven, high-quality service.

These duties are accomplished as an integral member of a multidisciplinary team of professionals whose objective is to provide holistic health care and follow up. The position has a strong emphasis on health promotion, disease prevention, and community capacity building. Works within the CHC Model of Health and Wellbeing, using an anti-oppressive framework and harm reduction philosophies.

Key Objectives

1. Answers telephone communication, e-mail, schedule and confirm client appointments, takes and relays messages, record and manage client files.
2. Completes intake and registration and enrollment of new clients by setting up new client records, collecting information for initial screenings, explaining program eligibility criteria with clients and assists clients in completing documentation.
3. Optimize scheduling of appointments to maximize utilization of resources for all program areas.
4. Organizes and maintains records and filing systems that support program efficiency, reporting requirements in accordance with PIPEDA, PHIPA and Quest CHC policies.
5. Maintains client relations through ongoing dialogue before, during and after appointments. Identifies and responds to unsatisfied clients with the appropriate deescalation and solution focused supports.

6. Prepares correspondence, electronic transmission of documents and administers mail distribution and generates client statistics, daily reports, socio-demographic data, and supports the center in response to requests for information, including from funder(s).
7. Provide chairside support by assisting the dentist during examinations, restorative procedures, extractions, and preventive care; preparing and sterilizing instruments in accordance with IPAC standards; setting up and breaking down treatment rooms between clients; taking dental radiographs as certified and maintaining imaging records; and preparing dental materials to support efficient clinical workflow.
8. Provides safe, competent and ethically responsible client-centered dental services through Assisting within their full scope of practice in the community health centre, community locations, satellite offices, home and hospital, and within the scope of professional standards.
9. Receive and prepare clients for dental appointments, including reviewing charts and anticipating clinical needs prior to visit.
10. Adhere to infection control standards (PIDAC routine precautions) at all times including when preparing operatories and equipment at the start of the day, end of day, and between clients while maintaining an organized work environment.
11. Provide comprehensive administrative and front-line support in a primary health care setting, including serving as a welcoming first point of contact; answering phones; booking, cancelling, and coordinating appointments; managing client flow; providing Client Coordinator support at the front desk; maintaining accurate electronic medical records; and completing administrative tasks such as scanning, faxing, and handling referrals and clinical documentation across all program areas as part of the regular schedule.
12. Participates in team meetings across the centre on topics related to improved quality of client interactions, safety, team relations and enhance service results.
13. Assists with training, program evaluation, completes special projects and performs other duties as assigned.
14. Acts as part of an interdisciplinary team which assists with the development, analysis and implementation of policies and procedures for the benefit of improvement to the delivery of oral health care services.
15. Nurture and maintains strong ties to other professionals and community members.
16. Participates and shares responsibility for the on-call coverage offered by Quest CHC.
17. Promotes the Mission, Vision, Values and Philosophy of Care developed by Quest CHC and adhere to its policies.
18. Provides input for development of strategic plans and attend and participate in staff meetings.

19. Works within the full scope of practice. Meet organizational quality and quantity of work standards. Complies with policies, regulations and legislation identifying any areas of non-compliance.
20. Participates and complies with WHMIS and all health and safety processes and initiatives to ensure the organization remains a safe workplace.
21. Maintains and develops professional competence through continuing education.

Qualifications

Education and Experience

- Diploma in dental/office administration or related field is preferred.
- Experience working with an electronic health record and practice management system (i.e. Dentrix, PS Suites) is an asset.
- Intermediate experience using Windows based software, Microsoft Word, Outlook and Excel.
- Experience working with the priority populations served by Quest CHC is an asset.

Knowledge, Skills and Abilities

- Completion of a Diploma in Dental Assisting from an accredited program, with registration with the appropriate provincial regulatory body as required, and radiography certification.
- Excellent organizational skills with the ability to manage multiple demands with competing deadlines.
- Ability to establish positive working relationships with interdisciplinary team and community partners.
- Awareness of and sensitivity to the issues of a culturally diverse community to provide compassionate, respectful, non-judgmental anti-oppressive and culturally competent care to Quest CHC's priority populations.
- Ability to diffuse difficult situations and rapidly assess emerging situations to minimize disruption and apply proactive problem-solving skills.
- Ability to communicate effectively in the English language in writing and verbally to give/present information to groups and receive information.
- Self-motivated with a positive attitude, and well organized to plan and organize assigned duties.
- Flexible and adaptable to changing program needs.
- Proficiency in the use of computer software such as Microsoft Office and electronic medical records.
- Proficiency in other languages is an asset.

Physical Demands

- The position requires sitting at a desk requiring sufficient mobility to allow sitting, standing and twisting from a seated position to reach office equipment. Movement from front desk to offices and operatories, occasionally lifting 10-20 pounds.

- Speech and listening are critical aspects of the role to effectively communicate with the clients and colleagues, to give and receive information and to establish general rapport to relieve anxiety.

Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle and a Police Reference Check are required.
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronics Document Act (PIPEDA).

Working Conditions

The duties of this position are performed primarily in a health care setting, and in community settings and exposure to potentially infectious diseases. Multiple work locations and a variety of hours to be worked may be a part of regular working conditions.

Employee Signature: _____	Date: _____
Vacant	
Supervisor Signature: _____	Date: _____