



Position Summary

Position Title: Dental Program Coordinator - Community Health Worker

Reports to: Program Director

National Classification Code:

Revision Date: September 2020

Summary:

Under the direction of the Program Director, the Dental Program Coordinator is responsible for providing support to the interdisciplinary dental team, managing schedules, budgets, work plans and timelines with a goal to provide client-driven, high quality service. The Dental Program Coordinator develops, implements and coordinates CHC based oral health services and is responsible for development, implementation, evaluation and quality improvement initiatives.

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 oral health promotion/prevention, program planning and evaluation 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. Provides support to the dental health program including team development, scheduling, training and general coordination.
2. 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.
3. Works within the annual operating budget by monitoring monthly budget status and implementing effective action plans to address any concerns.
4. Oversees the dental clinic area, including ensuring adherence to infection control standards, as well as equipment servicing and purchasing with support from the dental team and Quest CHC administration staff.

5. Ensure program is responsive to client and community by performing ongoing needs assessments, analyzing information, making program recommendations and assessing avenues to address identified gap areas.
6. Acts as a resource and assist in activities related to community inquiries, public relations and client advocacy.
7. Oversee the recruitment, screening, interviewing and orientation of learners and volunteers for programs and events including orientation, training and performance evaluation.
8. Conducts presentations, facilitate workshops, and group meetings as well as participate in program planning and community initiatives.
9. Nurture and maintains strong ties to other professionals and community members.
10. Participates and shares responsibility for the on-call coverage offered by Quest CHC.
11. Promotes the Mission, Vision, Values and Philosophy of Care developed by Quest CHC and adhere to its policies.
12. Provides input for development of strategic plans and attend and participate in staff meetings and special projects as assigned.
13. 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.
14. Participates and complies with WHMIS and all health and safety processes and initiatives to ensure the organization remains a safe workplace.
15. Maintains and develops professional competence through continuing education.

Qualifications

Education and Experience

- Post-secondary degree or a diploma in dental/ health program administration or related field is preferred.
- Experience in clinical or dental office management with responsibility for budgeting and resource management 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.
- Current certification or willingness to become certified in Non Violent Crisis Intervention (NVCI).

Skills and Abilities

- Awareness of and sensitivity to the dental issues of a culturally diverse community to provide compassionate, respectful, non-judgmental and culturally competent care to Quest CHC's priority populations.
- Excellent organizational skills with the ability to manage multiple demands with competing deadlines.
- Excellent team, interpersonal and collaboration skills necessary to develop stakeholder's support and to work effectively with a diverse workforce.
- Ability to establish positive working relationships with interdisciplinary team and community partners.
- 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 self and others.
- Flexible and adaptable to changing program needs.
- Proficiency in the use of computer software such as Microsoft Office and electronic dental/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 may be required.

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 occasionally in a community setting 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: _____ <div style="text-align: center;">Vacant</div>	Date: _____
Supervisor Signature: _____	Date: _____