

Position Summary

Position Title: Dental Client Coordinator

Reports to: Program Director

Revision Date: September 2020

Summary:

Under the direction of the Program Director, the Dental Client Coordinator provides support to the dental program by providing administration and coordination, as well as, supports the overall functioning of the program 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 dental operatory treatment room to maximize utilization.
4. Organizes and maintains dental 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 treatment. Identifies and responds to unsatisfied clients with the appropriate recovery action.
6. Prepares correspondence, electronic transmission of documents and administers mail distribution and generates client statistics, daily reports, socio-demographic data, and supports the Dental Program Coordinator in response to requests for information, including from funder(s).

7. Participates in team meetings on topics related to improved quality of client interactions, team relations and enhance service results.
8. Assists with training, program evaluation, completes special projects and performs other duties as assigned.
9. 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.
10. Nurture and maintains strong ties to other professionals and community members.
11. Participates and shares responsibility for the on-call coverage offered by Quest CHC.
12. Promotes the Mission, Vision, Values and Philosophy of Care developed by Quest CHC and adhere to its policies.
13. Provides input for development of strategic plans and attend and participate in staff meetings.
14. 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.
15. Participates and complies with WHMIS and all health and safety processes and initiatives to ensure the organization remains a safe workplace.
16. Maintains and develops professional competence through continuing education.

Qualifications

Education and Experience

- Diploma in dental/office administration or dental assistant is preferred.
- Dental experience working with an electronic health record and practice management system (i.e. Dentrix) 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.

Skills and Abilities

- 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 dental 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.

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 occasionally in an office setting with frequent demands and exposure to potentially infectious diseases. This includes work in clinic environment as part of a team coordinating care for a population of clients. Multiple work locations and a variety of hours to be worked may be a part of regular working conditions.

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