APPLE TREE DENTAL

Job Description

Job Title: Dental Assistant Supervisor **Classification:** Non-exempt, paid hourly

Reports to: Center Director

Purpose of Position: To lead, support, and mentor Dental Assistants to optimally develop their professional, clinical and intrerpersonal skills. Facilitate strong working relationships within clinical and support team members. To successfully provide clinical dental services as described in the Dental Assistant job description.

Education/Experience/Licensure:

- Minnesota Licensed or California Registered Credentials
- Must fulfill all education/experience and licensure requirements as listed under Dental Assistant job description
- Supervisory experience preferred, but not required

Fundamental Duties (Essential Functions) include (but are not limited to):

- Perform HR functions including, but not limited to:
  - Recruitment and selection of team members
  - Foster employee engagement, relations and retention, policy interpretation, effectively resolving employee issues and concerns, employee recognition, and monitoring turnover rates
  - Performance management: conducting performance reviews, disciplinary actions, and terminations with assistance and guidance from the Center Director and HR as necessary
  - Coordinate the onboarding of new Dental Assistants by overseeing their training on office and clinic policies and procedures
- Collaborate with Office Manager and Center Director and/or others as appropriate on daily operations such as; scheduling needs/conflicts, patient experiences, coaching, growth and development
- Mentor, train, and lead individual team members in areas regarding clinical care, procedures and professional development
- Create and manage the monthly Dental Assistant schedule for clinic and mobile operations
- Accept and respond to Dental Assistant call-ins and implement any necessary schedule changes
- Collaborate with office manager and care coordinators to ensure highly productive team schedules for clinic and mobile sites
- Ensure compliance with safety, infection control, HIPAA, and other ATD policies and procedures under the direction of Quality Assurance and Education Director
- Manage and coordinate with appropriate staff to ensure that dental assistant/clinic supplies and equipment are ordered and maintained and/or repaired appropriately so as not to disrupt service to patients
- Monitor and manage the clinical schedule to ensure a manageable patient flow in the clinic, including being available to assist clinical staff when needed
- Assist and collaborate with the Education and Quality Assurance Director to satisfy regulatory compliance requirements and the continuing education needs of the dental assistants
- Support the clinical team with achieving and maintaining EHR meaningful use objectives and requirements
- Maintain on-going communications with outside vendor representatives
- Attend all staff/department meetings and serve on other committees as assigned
- Coordiante and lead the Dental Assistant team meetings
- Perform other duties and responsibilities as assigned

General Expectations of persons in this position include (but are not limited to):

- The passion to fully embrace and embody Apple Tree Dental's mission, vision and values
- The ability to successfully mentor staff, identify training needs, and to lead by example in order to achieve organizational goals and objectives
- Must have good decision making skills and discernment to do what is in the best interest of the organization

- Flexibility, dependability, and punctuality
- Ability to multi-task so daily responsibilities are met even with many interruptions
- Possession of exceptional customer service skills, including a demonstrated ability to deal with patients with special needs
- The ability to utilize and/or learn computer skills and systems such as; but not limited to: Open Dental software, Microsoft Office, and other systems as needed
- Willingness to travel if necessary

Physical Expectations: Those physical movements and the degree of mobility, manual dexterity and hand-eye coordination normally associated with dental assisting in general practice dentistry will be performed on a repetitive basis. Prolonged sitting, standing, bending and twisting will be performed on a frequent basis. You may be asked to participate in lifting up to 50 pounds and assist with moving heavy carts (up to 75lbs) if applicable. The ability to distinguish letters and symbols as well as the ability to utilize telephones, computer terminals and copiers is required. Work under stressful conditions as well as irregular hours may be required. Frequent exposure to communicable disease, body fluids, toxic substances, medicinal preparations, radiation and other conditions common to a clinical environment may routinely be encountered.

Facillity expectations:

1. Listens to, understands and appropriately responds to patient/customer needs. Meets the reasonable needs of all patient/family/customer groups and improves overall customer satisfaction.
2. Demonstrates professional behavior with his/her work. Complies with personnel and departmental policies. Supports and participates in quality improvement activities.
3. Works actively with others to get the job done. Consistently exhibits courteous behavior/actions, including maintaining a positive attitude.
4. Supporst and participates in changes and discussions regarding work practices.
5. Acts and speaks respectfully regardless of the presence or absence of the person. Frequently offers praise to others for doing a good job. Listens to and respects the opinions of others, and maintains confidentiality.
6. Demonstrates enthusiasm and commitment towards personal growth and development; completes and attends mandated educational courses. Maintains current licensure and certifications, if applicable. Attends and participates in departmental meetings, and if unable to attend proactively asks or gathers missed information.
7. Addresses issues in a courteous and respectful manner. Maintains the same standard for all patients/families and co-workers. Supports co-workers and patients/families in a positive manner.
8. Follows safety practices. Identifies problems and works to resolve safety issues as they occur and in accordance with policy, asking for assistance when necessary. Help and teach others.

Apple Tree Dental reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if it does not constitute undue hardships upon this organization.

This document should in no way be considered a contract or guarantee of employment. Employment at Apple Tree Dental is at the mutual consent of Apple Tree Dental and the employee, and either party may terminate the relationship at any time, with or without cause, and with or without written notice.

I have received, read and understand the Job Description above, including all duties and expectations.

Employee Signature: _____ Date: _____