

MOTT CHILDREN'S HEALTH CENTER

Job Description

CURRENT JOB TITLE: Supervisor

FLSA STATUS: Exempt

DEPARTMENT: Pediatric Dentistry

DATE: November 2006

REPORTING RELATIONSHIP/IMMEDIATE SUPERVISOR: Manager, Pediatric Dentistry

PAY GRADE: 203

GENERAL SUMMARY

In collaboration with Manager, Pediatric Dentistry provides administrative support and direct supervision of assigned Dental Assistant and CSR staff. Assists with the identification and implementation of methods to improve workflow and efficiency. Monitors and evaluates programs and personnel to ensure departmental goals, objectives and quality standards are accomplished. Develops and implements ongoing in-services and/or trainings for staff.

ESSENTIAL JOB FUNCTIONS

Administrative

- Identifies and implements methods to improve workflow and efficiency of the Department.
- Oversees assigned programs/activities and assists in identifying departmental goals/objectives.
- In collaboration with the Manager and Department Head, assures that patient concerns/complaints are investigated and resolved in a timely manner.
- Ensures that operating policies/procedures are followed and assigned staff work collaboratively towards achieving departmental goals and objectives.
- Chairs or co-chairs monthly DA and/or CSR meetings for assigned staff. Prepares agenda and minutes for the meetings.
- Prepares various administrative reports as requested.
- Builds, manages and continually monitors provider schedules.

Supervision

- Provides direct supervision, evaluates and counsels assigned dental assisting and/or CSR staff.
- In collaboration with Manager and Department Head, interviews, recommends hiring/termination and provides orientation/training for staff as requested.
- Works with staff to maintain adequate workload, staffing and client scheduling.
- Accurately completes employee time-off requests, time sheets, record keeping of the same.

Continuous Quality Improvement

- Reviews assigned programs/department activities and procedures to ensure that progress is being made toward specific MCHC and Departmental standards.
- Recommends strategies to increase effectiveness and enhance provision and quality of services to target population.
- Participates in the Departmental QIT process.

Training

- Organizes and/or provides orientation and necessary training for new staff members.
- Assists in organizing and/or providing additional training on various topics including computerized patient information system.

OTHER RESPONSIBILITIES

- Performs chair-side dental assisting or CSR duties as needed.
- Other job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS

- Graduate of a State certified dental assistant program or equivalent level of education and experience.
- Currently licensed as a Registered Dental Assistant (RDA) in the State of Michigan.
- Must have two years of progressively more responsible supervisory experience in a dental setting.
- Functional knowledge of specialized computer applications including client data, electronic scheduling and records management, Microsoft Word, Access, and Excel.
- Completion of an approved radiography course, CPR certification, along with ability to plan, organize, implement and evaluate programs/projects.
- Must have a high degree of communication and interpersonal skills in order to establish and maintain an effective working relationship with administration, associates, community agency personnel, consultants, clients and visitors.
- If assigned to assist off site, such as for a school program, position requires a reliable vehicle, a valid driver's license with a satisfactory driving record and a minimum of \$100,000/\$300,000 insurance coverage.

WORKING CONDITIONS

1. Work is primarily performed in pleasant individual operatories.
2. Requires physical activity including sitting, standing, walking and occasional lifting of children.
3. Risk of infection or body fluid contamination from a patient is relatively low, although such risks do exist. The adherence to safety procedures and Universal Precautions for infection control minimizes risks and hazards.
4. Normal dental office environment with little discomfort due to noise, aerosols, fumes, dust or temperature.
5. Occasionally may cause emotional stress from treating young pediatric patients as well as mentally and physically impaired individuals.
6. Risk Category A - Job functions involve exposure to blood, body fluids or tissue.

WORKING CONDITIONS-Continued

Analysis of the physical demands of the position:

Outline Required Physical Demands

1. Strength		
a. Standing	<u>20%</u> of time	<u>To and from patient waiting area, lab,</u>
Walking	<u>40%</u> of time	<u>Sterilization and front desk.</u>
Sitting	<u>40%</u> of time	<u>Chairside provisions of patient services.</u>
b. Lifting	<u>50</u> lbs.	<u>Movement of an uncooperative patient,</u>
Carrying	<u>50</u> lbs.	<u>supplies, instruments.</u>
Pushing	<u>100</u> lbs.	<u>Movement of an uncooperative patient,</u>
Pulling	<u>80</u> lbs.	<u>supplies, instruments.</u>
		<u>Passive restraint of uncooperative</u>
		<u>patients.</u>
		<u>Movement of portable x-ray equipment</u>
		<u>storage carts, etc.</u>
2. Climbing		<u>No requirement.</u>
Balancing		<u>No requirement.</u>
3. Stooping		<u>Retrieving dropped object, etc., sup-</u>
Kneeling		<u>plies in cabinets, etc.</u>
Crouching		<u>No requirement.</u>
Crawling		<u>No requirement.</u>
4. Reaching		<u>Constant reaching to obtain materials</u>
Handling		<u>and supplies during patient care.</u>
		<u>Excellent manual dexterity required to</u>
		<u>use instruments for patient care.</u>
5. Speaking		<u>Must speak to communicate intelligibly</u>
Hearing		<u>to pediatric patients, parents and staff.</u>
		<u>Must hear to communicate effectively</u>
		<u>with patient, parents and staff.</u>
6. Seeing		<u>Corrected vision to 20/20.</u>
Depth perception		<u>Required to perform satisfactory</u>
		<u>patient treatment as well as prevent</u>
		<u>needle- stick injury.</u>

WORKING CONDITIONS-Continued

Analysis of the physical demands of the position:

Outline Required Physical Demands

Color vision

Needed to determine aesthetic requirements of patient as well as differentiating stains, tooth deposits, materials and abnormal tissue from normal hard and soft tissue.

APPROVALS

Name and Title

Date

Name and Title

Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified nor are they intended to express or imply any contract of employment or any part thereof.