



Job Title: SRSmiles Program Coordinator
Department: SRSmiles
Supervisor: Dental Clinic Manager
FLSA Status: Non-Exempt
Approved Date: 1-1-18

Position Summary

Assists the Program Manager and providers as needed. Responsibilities include driving the program van, loading and unloading equipment, scheduling, performing dental assistant and clerical duties. Engagement of facility staff and SR care providers.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Drives van to location. Loads/unloads and sets up equipment. Stocks van for next scheduled day.
2. Coordinates and organizes providers' schedules with each nursing home, care facility, or school, including scheduling and assisting with hygienist screenings.
3. Works with each site to get health histories and consents completed prior to clinic days.
4. Registers patients, builds and manages patient appointment schedules and pulls reports within the DHR/PM system.
5. Coordinates on-site activities as directed by the Dental Clinic Manager, including directing staff in daily tasks.
6. Uses computer software to perform various tasks (i.e., Dentrix, AllScripts, Microsoft Office applications).
7. Orders office, clinical and dental supplies as needed for both the clinical and non-clinical areas.
8. Assists with the tracking of data and compilation of reports.
9. Develops realistic action plans to address time constraints and resource availability.
10. Provides excellent communication and customer service to internal and external customers, which includes facility staff and vendors.
11. Maintains all MSDS compliance and chemical records for dental material.
12. Maintains all clinic equipment with weekly checks. Properly sterilizes all instruments and equipment in accordance with BBD/ WSHA Compliance.
13. Ensures proper maintenance or provides equipment maintenance on IT equipment, instruments and vehicles as assigned and necessary.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma or general education degree (GED) and 1 year supervisory or program coordination experience. Two years of experience as a dental assistant or dental assistant lead. Basic comprehension of long term or skilled nursing facilities is preferred. Experience driving a van is preferred.

Certificates, Licenses, Registrations

Washington State driver’s license and auto insurance and clear driving record.
Washington State Dental Assistant Registration
CPR Certification

Bilingual:

Bilingual in Spanish/English is preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; outside weather conditions; risk of radiation and vibration. The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date