



## **JOB DESCRIPTION**

**JOB TITLE:** Dental Clinic Manager  
**REPORTS TO:** Executive Director  
**DEPARTMENT:** Dental  
**LOCATION:** Rolling Hills Clinic (RHC)  
740 Solano Street, Corning, CA 96021  
2540 Sister Mary Columba Drive, Red Bluff, CA 96080  
**STATUS:** Full-time, 100% FTE, Exempt, 40 hours per week

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*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the **Indian Preference Act (Title 25, US Code, Section 472 and 473)**. Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

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### **POSITION SUMMARY**

The Dental Clinic Manager drives the operation of the dental clinics, including the supervision and clinical oversight of dental assistants and hygienists. Establishes staff training requirements as well as facilitates completion of same. Management of patient concerns. They will be responsible for the efficiency of dental clinic operations including patient scheduling and ensuring adequate staffing levels for all dental staff as well as supply ordering and adhering to a budget. They are responsible for productivity and efficiency of the dental department by maximizing the schedule, decreasing the no-show rate. They will assist and work with the Dental Director in establishing specific goals; determining work procedures and expediting workflow; ensuring compliance with all operating policies and procedures and implementing standardization between Corning and Red Bluff clinics.

Provide daily reports and other periodic reports as required. They will act as a leader by building constructive relationships and supporting department leadership in developing, setting, and executing department goals and the strategic plan in accordance with the Rolling Hills Clinics mission.

### **DUTIES & RESPONSIBILITIES**

1. Build and execute plans to improve daily operations of the Dental Clinic ensuring maximum productivity, operational excellence & efficiency.
2. Oversee and monitor the day-to-day work flow and schedules of the dental support staff, to include RDAs, EFIs as well as Hygienists.
3. Ensures the operability of the EHR for all levels of staff.
4. Serves as leader along with Dental Director in incorporating changes to EHR while transitioning from Open Dental.
5. Establishes parameters and assures implementation of patient scheduling procedures to meet KPIs.
6. Identifies training needs of staff members and provides training to ensure highest quality of job performance and customer service.
7. Establishes PAR levels and supervises the creation of purchase orders, and dental inventory.
8. Ensures the maintenance and testing of equipment within industry standards. (sterilizer, x-ray dosimetry, x-ray processor, etc.)
9. Coaches and develops staff to support and encourage teamwork and employee engagement.

10. Develops, oversees the Dental Assistant training program assuring maximum number of students are educated for the retention of staff availability.
11. Performs data compilation, reporting and tracking functions related to operational metrics such as appropriate scheduling practices and full and accurate patient registration.
12. Manages employee schedule for optimal patient flow in both Corning/Red Bluff clinics.
13. Handles patient complaints/Cause for Concern/Incident Reports. Responsible for appropriate reporting and resolution.
14. Resolves problems and designs for processes in support of clinic goals and quality improvement.
15. Maintains organization confidentiality.
16. Participates in collaborative management meetings as needed.
17. Develops Clinic Yearly Budget along with input from Medical Director .
18. Assures budget targets are adhered to throughout the FY
19. Communicates as necessary to Dental Director, Executive Director and Human Resources personnel issues requiring appropriate intervention.
20. Interviews and hires job applicants for clinic support positions.
21. Provides necessary motivational counseling to staff members that are not satisfactorily meeting job performance standards.
22. Responsible for creation and implementation of dental policies and procedures.
23. Works with facilities department to monitor dental equipment and ensure appropriate preventative maintenance.
24. Works with compliance department to meet required Federal, State and IHS requirements.
25. Ensures infection control procedures, OSHA guidelines and dental materials are appropriate for services provided
26. Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
27. Responsible for ensuring that all duties, responsibilities and operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.
28. Takes corrective actions to address matters pertaining to employee health and safety that have been brought to their attention.
29. Other duties as assigned by Supervisor.

#### **MINIMUM REQUIRED QUALIFICATIONS**

1. Must have a High School Diploma or equivalent.
2. Registered Dental Assistant
3. Extended Function Level (preferred)
4. A Bachelor degree (preferred) or related experience and/or training; or equivalent combination of education and experience.
5. At least five years of experience in a supervisory role.
6. Bilingual in Spanish (preferred).
7. Knowledge of EHR is preferred.
8. Knowledge of the principles and practice of modern dentistry as related to public health organizations and community health programs.
9. Familiarity with dental insurance plans.
10. Strong leadership skills with the ability to coach and mentor teams through periods of high growth.
11. Creative problem solving skills with the ability to multi-task and prioritize business requirements in a dynamic, fast paced environment.
12. Ability to think and work creatively and effectively in a rapidly changing environment.
13. Exceptional customer service orientation with a focus on collaboration and flexibility when working with both external and internal stakeholders.
14. Demonstrate clear knowledge of dental practice structure, standards, procedures and protocols.

15. Must have ability to relate and communicate effectively with community interest groups, agencies, and medical facilities that serve the American Indian Community.
16. Must have a Valid California driver's license and proof of personal liability automobile insurance as required by California state law.

**NOTE TO APPLICANTS:** Please be advised a post job to offer, pre-employment Drug Testing, Physical and TB test, vaccination immunity for CoVid, measles, mumps, rubella, varicella, TDAP & Hep B as a condition of employment. If the records are more than 10 years old, titers are required to confirm immunity. Additionally, you will be required to obtain a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

#### **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. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. 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:**

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. 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.

*Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.*