Job Title: Dental Operations Coordinator

Reports To: Dental Operations Manager

JOB PURPOSE

The Dental Operations Coordinator provides operational administrative coordination for the St. David’s Dental Program and is responsible for the creation and oversight of the weekly clinical schedule. Primary responsibilities include: monitoring and maintaining the consent form pick-up in compliance with operational benchmarks, providing on-site support at dental screenings at elementary schools, and performing data entry and quality assurance checks as needed. In addition, the Dental Operations Coordinator will provide critical back-up support to Dental Operations staff and the Dental Operations Manager when Dental Operations staff are out of the office. The performance of the Dental Operations Coordinator is evaluated by the Dental Operations Manager.

DENTAL PROGRAM

The primary focus of the St. David’s Dental Program is dental services for indigent children at Title 1 elementary schools in Central Texas who may not receive any dental care except on the St. David’s dental vans. The St. David’s Dental Program provides dental services at Title 1 schools eight hours per day, five days per week during the school year, so that the Dental Program can reach as many children as possible. Each dental van is staffed by professionals who operate full-time as a team, in order to maximize the number of children served and achieve optimal operational efficiencies. Because the delivery model is key to reaching as many children as possible, St. David’s Dental staff must work five days per week and 40 hours per week.

RESPONSIBILITIES

Program Coordination (75%)
1. Create and maintain the weekly clinical schedule.
   • Strategically schedule and deploy a dental program staff of nearly 50 employees and 9 mobile dental facilities to assigned schools and agency sites.
   • Coordinate back-up staffing when needed through internal staffing resources or temporary staffing agencies.
   • Evaluate the team treatment pace for 4 regional clinical teams, through the Dental Management Tool (DMT) to determine where to place rotational teams.
2. Monitor and evaluate the consent form collection process to maintain an 85% consent form return rate program-wide.
   • Analyze consent forms at first pick-up to determine if consent forms are completed per quality assurance guidelines.
   • Liaison with school faculty at 65+ schools annually to re-issue consent forms when needed to achieve an 85% return rate.

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• Administer calls to parents to explain treatment services and encourage completion of consent forms and return to school for the second pick-up, occurring a week after first pick-up.

3. Coordinate the dental supply order process, inventory management, and budget controls resourcing the Dental Program enterprise-wide.
   • Coordinate with outside vendors including: Patterson, Isolite, Common Sense Products, Henry Schein and Triodent via online systems. Manage inventory of supplies through bi-weekly check-ins per each dental van and arrange pick-up times with Fleet Coordinator.
   • Track supply order budget for each team and send quarterly updates to lead dentist and dental van owners.
   • Coordinate orders and distribution of dental baggies and supplies for all 9 dental vans and the screening teams.

4. Serve as screening team lead for second screening team as needed.
   • Liaison with Dental Screening Coordinator and attend on-site school screenings as needed. Deliver supplies, including: screening cart, chair and light to dental screenings approximately 2 days a week during the school months of late August to early March.

5. In coordination with the Dental Patient Care Coordinator, assume primary responsibility of scheduling agency patients (adults and families) for one partner agency, during the summer months of June to September.
   • Triage adult patients for services needed and appoint with appropriate dentist, in consultation with providers and Clinical Director.
   • Organize patient flow on schedule so that dentist and hygienist have full appointed days.
   • Liaison with agency contact to ensure HIPAA compliance and coordination of dental treatment referrals in accordance with internal treatment protocols.

Operations Administration (25%)
1. Support the Data Operations Assistant in daily data entry of patient charts in Opendent, Dental Management Tool (DMT) and Access databases.
2. Provide quality assurance checks on data entry as needed, in collaboration with Patient Data Coordinator.
3. Prepare and restock screening cart as needed before each screening, in collaboration with Dental Operations Assistant.
4. Assist Screening Coordinator and Dental Operations Assistant with sterilization of over 500 explorers per week.
5. Serve as back-up support during summer months as a Runner/Dental Assistant on dental vans.

General
1. Maintain effective communication and working relationships with patients, school personnel, partner agencies, and all Foundation staff.
2. Create an environment of respect and compassion for patients and staff.
3. Punctuality, open communication, and respect for co-workers and supervisors.

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4. Attend and participate in Dental and Foundation-related meetings, as necessary.
5. Respect and promote the core values of St. David’s Foundation.

REQUIRED QUALIFICATIONS

1. High school diploma or GED.
2. Bilingual in English and Spanish, with effective written and verbal communication skills.
3. Currently Registered Dental Assistant, licensed in the State of Texas.
4. Minimum of three years’ experience in office administration.
5. Demonstrated fine motor skills ensuring the safe handling and transfer of dental instruments, equipment, and supplies.
6. Ability to lift boxes of dental supplies, maximum weight 25 pounds.
7. CPR, OSHA, Infection Control, and X-Ray certified.
8. Computer proficiency in Microsoft Office Word, Excel, Outlook and Opendent, or similar dental software program.
9. Willingness and ability to travel to multiple worksites within Travis, Hays, and Williamson counties.

PREFERRED QUALIFICATIONS

1. Experience in a dental office environment.
2. Experience with Access databases.
3. Minimum of five years’ experience in office administration.
4. Bachelor’s degree.

SKILLS AND COMPETENCIES

1. Superior verbal, interpersonal, written, and listening communication skills, with proven ability to communicate information diplomatically, concisely and professionally with internal and external audiences.
2. Strong relationship management skills, with the proven ability to work well with various personalities, both internally and externally.
3. Exceptional service ethic and skills, including effective interactions, responsiveness, resourcefulness, and follow-through.
4. Superior organizational, project management, time management and multi-tasking skills, with the ability to successfully handle multiple priorities simultaneously.
5. Superior analytical and data management skills, with demonstrated attention to detail, accuracy, and high quality work.
6. Demonstrated ability to collaborate and effectively participate in a multidisciplinary team environment.
7. Self-motivated and proactive, with demonstrated ability to exercise independent judgment and initiative on projects.

PHYSICAL REQUIREMENTS

1. Ability to lift and/or move up to 25 pounds occasionally.

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2. Demonstrated fine motor skills ensuring the safe handling and transfer of dental instruments, equipment, and supplies.
3. Ability to stand, sit or walk frequently.
4. Ability to stoop, bend, kneel, squat, climb stairs and lift occasionally.