JOB DESCRIPTION

POSITION: Dental Assistant Supervisor
DEPARTMENT: Clinical Services / Dental
REPORT TO: Chief Dental Officer
CLASSIFICATION: Regular, Full-Time, Exempt
BENEFITS: Full
UNION: No

POSITION SUMMARY:
Under the direct supervision of the Chief Dental Officer and the general supervision of a licensed dentist, the Dental Assistant Supervisor (DAS) is responsible for supervising all dental auxiliary staff, as well as support dentist’s chair-side. The DAS must be able to work with the Dental office manager to optimize the workflow between front and back office, ensures appropriate staffing for clinical support, and arranges for orientation, training, testing and evaluation of dental auxiliary staff. Collaborates with Dental Office Manager in staff scheduling, productivity, and operational improvement and management issues. Be professional, objective, and have superior customer service standards and performs basic supportive dental procedures specified by codes and regulations of the Dental Board of California.

DUTIES AND RESPONSIBILITIES:
All duties should be performed with excellence, high integrity and in accordance with the Dental Practice Act of California

1. Supervise all dental auxiliary staff which includes all Dental Assistants and Registered Dental Assistants and Dental Hygiene students on site. Resolve staffing issues and facilitate conflict resolution for staff under direct supervision.
2. Assist in coordinate interviews, Hire dental auxiliary staff with the support of Chief Dental Officer and HR department.
3. Coordinate, plan and provide orientation, job-relevant trainings, supervision, and evaluation of dental support staff to ensure compliance with all health center policies and procedures and efficient and effective delivery of patient services.
4. Conduct daily staff huddles, monthly group and monthly staff meetings with allied dental staff to discuss performance, operational issues and plan improvement activities.
5. Work with auxiliary staff in making service tech calls when equipment repairs are needed.
6. Support dental staff with ordering and maintaining an up-to-date inventory of dental supplies for the dental clinic(s).
7. Support with Internal and external audits, updating licenses for equipment and maintain the inventory of all the equipment by site with support of auxiliary staff.
8. Make sure all the lab logs are maintained at all sites and mentor new staff with training and management of lab cases.
9. Demonstrate understanding and apply working knowledge of safety policies and ensuring safe member practices.
10. Work extremely well under pressure, meet multiple and often competing deadlines.
11. At all times demonstrate cooperative behavior with supervisors, subordinates, colleagues, clients and the community.
12. Perform all RDA duties when working chair side.
13. Performs back-up Dental Receptionist duties as needed or directed by supervisory staff in order to ensure smooth and efficient operations of dental office.
14. Performs all duties and service in full compliance with TVHC’s Service Excellence Standards.

15. Performs other related duties in support of dental/clinical services as may be assigned by Chief Dental Officer.

QUALIFICATIONS:

1. Strong verbal communication skills and knowledge of dental health education subjects; ability to effectively communicate with patient population and staff; demonstrate a high degree of diplomacy and tact.
2. Culturally sensitive and demonstrated ability and effectiveness working with ethnically diverse populations.
3. Working knowledge of “Universal Precautions,” demonstrates professionalism at all times.
4. Willingness to work evenings and/or weekends; demonstrates flexibility in regards to job duties and assignments.
5. Bilingual English/Spanish required.
6. Valid California Driver’s License, insurance, and ability to travel as required to perform duties.

EDUCATION AND EXPERIENCE:

1. High school Graduate (or GED).
2. Possession of current RDA license.
3. Completion of Radiation Safety Course (California X-ray) strongly preferred.
4. Certificate for coronal polish and sealants is recommended.
5. Minimum of three year experience in a dental setting preferred

APPROVED: ____________________________________ DATE: ________________
Chief Executive Officer

APPROVED: ____________________________________ DATE: ________________
Board of Directors

I have read the above job description and agree to perform the responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required of personnel as classified.

________________________________________ DATE ______________________
Employee Signature

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Print Name