

## Dental Clinical Manager

### **The Company**

The Building Service 32BJ Benefits Funds is an organization responsible for administering Health, Training, Pension, retirement Savings and Legal Services benefits to its members. The Benefit Funds office is located in the heart of New York City. The Building Service 32BJ Benefits Funds manages a \$1 Billion regional health insurance plan whose goal is to improve the lives of its members and their families by providing comprehensive and affordable healthcare. Its mission is to improve member's lives through our unique combination of talent, expertise, and commitment to education, communication with and enabling members to receive benefits.

### **Summary:**

Under the supervision of the Dental Center Director, the Dental Clinical Manager's primary function is to manage the provision of dental care by the clinical staff, oversee the quality, efficiency and efficacy of clinical care rendered in the Dental Center. Ensure infection control, HIPAA, OSHA and Funds compliance in all clinical operations. Assist the Dental Center Director in coordination of clinical activities with administrative operations of the department.

Additional functions will include but are not limited to: implementing training initiatives for clinical staff (including Hygienists and Dental Assistants) as needed and/or required by regulatory agencies, providing clinical services to members when needed and other clinical responsibilities as identified by the Dental Center Director.

The Dental Clinical Manager is cognizant of the philosophy, standards, objectives and policies of the Dental Center and the Funds.

### **Responsibilities:**

- Develops and implements clinical operational plans in conjunction with the Dental Center Director.
- Directly manages the daily and long-term performance of clinical operations to ensure the delivery of high quality dental services.
- Manages the quantity (referred to as production standards) and quality of services delivered by all Dentists and clinical staff as appropriate.
- Assists in developing and maintaining an environment in the Dental Center, which treats the member as a customer and provides a positive work environment for all staff clinical team members where they are treated with respect and as professionals.
- Assists the Dental Center Director in developing and maintaining inventory controls.
- Assists the Dental Center Director in setting and maintaining scheduling parameters for all clinical staff.
- Ensures that all continuing education requirements are met by licensed staff.
- Ensures that all licenses and certificates of the licensed providers and the facility are up to date.
- Meets or exceeds OSHA and HIPAA standards and ensures that Dentist, DAs, and Hygienists comply with those standards.
- Monitors documentation in the electronic dental record to insure accuracy and compliance with departmental policies.

- Identifies and addresses needs and improvement opportunities within the Dental Center; coordinates continuing improvement for the oral health care of patients.
- Determines training needs for all clinical staff in conjunction with the Dental Center Director.
- Assists in interviewing, hiring, guidance, discipline, and termination of clinical staff as appropriate.
- Manages the provision of training to all Dental Center clinical staff to develop and maintain competency in their clinical job functions.
- Assists the Dental Center Director with the development and maintenance of policies, procedures, and protocols for the Dental Center.
- Assists the Dental Center Director in the procurement, pricing and maintenance of vendor relationships.
- Participates in any/all of the Dental Center improvements geared towards operational excellence.
- All other duties assigned by the Dental Center Director.

**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.

**Requirements:** Licensed to practice Dentistry in the State of New York and has provided comprehensive dental services for a minimum of 5 years. Supervisory experience of a large dental staff is required. Experience in a Union environment preferred. Detail oriented, ability to prioritize workload, good communication, telephone and interpersonal skills, team player, outstanding work ethic and employment record (including attendance and punctuality), computer skills must include Word, Excel, type 40 wpm.

**Language Skills:** Speak, read, write, and understand English

Reasoning Ability: High

Certificates, Licenses, Registrations: License to practice Dentistry in the State of New York; DEA License; current registration for all licenses.

**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