

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HEALTHY FAMILIES DIVISION – COMMUNITY DENTAL SERVICES – LOCATION – VARIOUS)

DENTAL CLINIC COORDINATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Dental Services provides support with schedule planning, invoice tracking and statistics reporting. The Dental Clinic Coordinator also provides support with client intake coordination, general dental reception and clerical duties contributing to the successful and efficient operation of the Dental Clinic. The Dental Clinic Coordinator works in a busy dental clinic setting with dental receptionists, lab assistants, dental hygienists, dental assistants and dentists who provide free dental care services.

GENERAL DUTIES

Ability to work at any Clinic site.

Coordinates Clinic and staff schedules for all Dental Clinic Sites, Coordinates and ensures adequate reception coverage at all sites.

Coordinates clinic and equipment maintenance (e.g. schedule regular maintenance visits, arrange emergency maintenance visits as needed).

Supports new client intake and system navigation to access care. Supports client intake for Low Income Adult Dental Program.

Provides support to Supervisor with invoice tracking.

Provides support to Supervisor with statistics reporting. Runs custom ABELDent reports and gathers other statistics as required.

Performs general dental reception duties to support regular operations (e.g. answering phones, booking appointments, etc.).

Assists with inventory management and ordering of supplies as required.

Maintains client relations in a professional and courteous manner by providing excellent customer service via phone, electronic and in-person contact.

Professionally responds to client inquiries, requests, complaints.

Processes correspondences of a confidential nature e.g. letters/faxes/referrals to clients/physicians/dental providers.

Provide guidance and support to clinic staff related to clinic policies and procedures.

Collaborates with appropriate PHS staff to improve work processes and practices.

Performs clerical duties using Microsoft office, OHISS and ABELdent.

Works professionally and collaboratively with other Public Health programs.

Maintains client records in accordance with City and Divisional policies and procedures (accurately inputting data, filing, organization, purging, auditing, and any other identified activities necessary for the maintenance of the system). Maintains an accurate and up-to-date hard copy and electronic filing system.

Serves as a member of Divisional and Departmental committees as required.

Performs other duties as assigned which are directly related to the responsibilities of this position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Previous dental office reception experience required normally acquired through a combination of education and related work experience.
2. Previous work experience and / or education in the dental field required.
3. Previous experience coordinating clinic and/or staff schedules would be considered an asset.
4. Demonstrated ability to communicate with patients, parents and the public with tact and patience and redirect calls and enquiries as appropriate.
5. Highly developed customer service and interpersonal skills. Proven ability to deal with people in a difficult situation.
6. Demonstrated ability to work collaboratively and cooperatively with an inter- disciplinary team of health professionals.
7. Experience in a computerized environment. Demonstrated ability working with Microsoft Office (Outlook, Word and Excel). Working knowledge of OHISS and ABELdent would be considered an asset.
8. Demonstrated ability to maintain an efficient filing system, hard copy and electronic in order to access information quickly and efficiently
9. Excellent time management and organizational skills. Work planning and priority setting within defined timelines.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
