



POSITION

Position Title: Practice Manager for Windham County Dental Center

Reports To: Executive Director

Status: Salaried, Full -time

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Sitting, standing, and walking for long periods.
- Tolerating moderate noise levels from dental and other office equipment.
- Being comfortable in a medical office/lab setting.
- Excel in keyboard skills. Proficient with many different types of software.
- Preparing and interpreting financial and productivity reports.
- Communicating and leading a team effectively using excellent interpersonal skills.
- Using organizational skills to create systems relating to a well-functioning dental practice.
- Maintaining productivity and professionalism in stressful situation.
- Using good reading comprehension in work related documents.
- Ability to work with a multidisciplinary team.

POSITION SUMMARY

The Practice Manager will oversee the daily operations, staffing and finances of the practice to ensure fundamental systems and protocols are in place. The Practice Manager is responsible for ensuring that the Center functions effectively and reaches practice goals. This individual will organize, plan and oversee the Dentists, Registered Dental Hygienist, Dental Assistant, Dental Therapist and Patient Advocate's work schedule, work with equipment and supply vendors, and with the Dental Director to make sure the facility is up to date and safe. This person is responsible for overseeing all HR related functions, development of the staff, the financial health of the company as well as community outreach and marketing. Generally, the Practice Manager will be responsible for implementing and monitoring the standards and systems. Other duties include facilities management, goal setting with Executive Director, and assuring the overall patient satisfaction and good will of the practice.

ESSENTIAL FUNCTIONS

- 1. Management of Personnel Resources:** Hire, motivate, develop, and direct people as they work, identifying the best people for the job, and issuing discipline and termination when necessary.
 - Plan for staffing needs, recruit and interview candidates, conduct background checks, hire new employees, and develop employee retention and engagement.
 - Maintain professional work environment.
 - Conduct orientation sessions for new employees relaying the vision of the practice and arranging on-the-job training.
 - Ensure that all employees maintain their accreditations.
 - Monitor patient flow and staff allocation to meet patient needs, maximize Dentist and all staff time.
 - Coordinate absences and leave time requests.

- Supervise front and back office staff, resolve any clinical-administrative problems, and develop measurable performance objectives for the team.
- Observe and evaluate staff performance and appearance to ensure quality service and compliance with policies. Issue corrective coaching (oral and written) as appropriate to communicate practice standards and protect the practice from liability.
- Act as liaison between staff and Executive Director in development of policy and communication among the team.
- Consult with Executive Director as needed to ensure compliant HR practices.
- Schedule and lead department meetings.
- Keep accurate personnel records in compliance with applicable law, and as needed to protect practice interests.
- Represent the practice in responding to government agencies.

2. Management of Operations: Directing the operation of the practice and its efficient functioning.

- Accurately prepare, maintain, and analyze financial reports and achieve financial goals.
- Accurately record P&L performance and achieve practice financial goals.
- Analyze internal processes and recommend and implement procedural or policy changes as needed.
- Acquire, distribute and store supplies, or supervise another individual to do so.
- Monitor the facilities to ensure that it remains safe, secure, and well-maintained.
- Oversee billing and collection processes.
- Analyzes financial impact of changes in clinical activities and forecasts actual revenue, net income, and expenditures versus approved budget.
- Inspect work areas and operating equipment to ensure conformance to established standards in areas such as cleanliness and maintenance.
- Supervise patient recordkeeping and HIPAA compliance.
- Develop and monitor effectiveness of marketing initiatives.
- Oversee IT systems of practice management and patient record software
- Oversee systems for patient retention, follow-ups, and new patient acquisition.
- Ensure optimal patient care, monitors patient satisfaction and resolves complaints.
- Inform owners of current trends, issues, pertinent issues to facilitate policy making.

3. Leadership and Professionalism:

- Represent the practice in a professional, pleasant, and cooperative manner.
- Contribute to the development of the practice's mission and strategic vision.
- Acts as main point of contact for community outreach efforts.
- Clearly and respectfully communicate with United Way of Windham County to develop, implement and monitor effective programs.
- Maintain regular, consistent and punctual attendance of self and staff in accordance with assigned schedule and time off policies. Comfortably and efficiently handle multiple deadlines and task assignment self and dental team.
- Work both independently and cooperatively in team settings.

4. Other Essential Qualifications:

- Excel at self-directed time management and that of staff.
- Give full attention to what other people are saying
- Lead and guide effectively.
- Exhibit wise judgment and decision making related to costs and benefits of potential actions and decisions.
- Respond creatively and constructively with solutions to problems.
- Maintain the highest level of confidentiality and adherence to HIPAA standards.
- Adhere to strict safety guidelines and procedures to OSHA and office standards.
- Exhibit flexibility and willingness to perform duties of others in their absence.

- Participate in continuing education or seminars.

EXPERIENCE AND EDUCATION

- Preferred 3-5 years of managerial experience in medical or dental office setting.
- Knowledge of billing codes and understanding of insurance plans a plus.
- Bachelor Degree preferred.

SPECIAL REQUIREMENTS

- Offer of this Practice Manager position will be contingent upon successful completion of a background check, credit check and review of the Office of Inspector General to search against the exclusion database.

ACKNOWLEDGEMENT OF RECEIPT BY EMPLOYEE

Employee Name

Employee Signature

Date