



Job Title: Dental Director
Department: didg^wálič Wellness Center – Swinomish Development Authority

Summary:

The didg^wálič Wellness Center is an integrated care clinic that combines primary medical and dental care, behavioral health, and opiate treatment under one roof. We are seeking a professional Dental Director to help serve our dental patients efficiently and compassionately. The ideal candidate will be friendly, outgoing, and highly organized. They will assume all management duties for front office staff, including reception and dental assisting professionals. The Dental Director needs to have excellent interpersonal skills as well as the ability to multi-task in a fast-paced, high-energy environment.

Essential Duties and Responsibilities of the Dental Director:

- Manages the administrative duties of a dental office, and assures the delivery of quality care to patients.
- Handles and resolves patient issues in accordance with didg^wálič Wellness Center policies and procedures, healthcare regulations, and dental board standards.
- Oversees, schedules, and coordinates the activities of all assigned dental staff.
- Manages employee relations and ensures the staff has the necessary resources and support to meet the organizational mission.
- Manages patient scheduling, presents treatment plans and financial arrangements to patients, and oversees processing of dental claims.
- Oversees operational expenses and the requisition of supplies and equipment; and assists in payroll, billing, bookkeeping, and collections duties.
- Creates, establishes, and manages internal office protocols and procedures to maximize office efficiency.
- Works closely with the staff dentist and other employees to assist everyone in performing their duties effectively and proficiently.
- Maintains customer confidence and protects operations by being discreet and confidential.
- Coaches, trains, and mentors all dental clinic staff on daily basis.
- Other duties as assigned by the Chief Operating Officer.

Education and Experience:

- Bachelor's Degree in a relevant field of study from an accredited college or university is preferred. This requirement may be waived for a minimum (10) years of related dental office experience.



- Current CPR training or ability to take and pass CPR class before end of probationary period.
- Applicants shall have no history or evidence of alcohol or other drug misuse for a period of two years immediately prior to the date of employment and while employed.
- Applicants shall conduct themselves ethically and professionally at all times.
- Possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.

Required Knowledge, Skills and Abilities:

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.
- Ability to work in a cross-culture environment, understands the social and cultural context of the patients at the didg^wálič Wellness Center. Understands the role of trauma, historical, community, family, and personal experience in wellness and recovery.
- Understands and adheres to state (RCW, WAC) and federal confidentiality regulations (42 CFR part 2). Applicants must conduct self ethically and professionally at all times.
- Effective communication; written, verbal, and interpersonal skills, including conflict resolution.
- Basic computer and software experience using MS Office products.
- Forward looking thinker, who actively seeks opportunities, and proposes solutions.
- Team player who enjoys working in a team environment that is mission-driven and results-oriented.
- Must pass extensive criminal background check and pre-employment drug screening.