



Eastern Band of Cherokee Indians

DENTAL SUPPORT COORDINATOR

Position Description

Program:	Childrens Dental Program	Reports to:	Manager - Childrens Dental Program
Division:	Public Health & Human Services	Position Number:	926042501
Classification:	Non-Exempt	Revision Date:	6/24/2024
Pay Level:	8	Safety Sensitive:	No
PERFORMANCE EXPECTATIONS			

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Performs diversified administrative and dental support duties of daily operations for the EBCI Children's Dental Program (CDP.) Serves as a professional point of contact, acts as a positive Tribal ambassador, and maintains a positive public relations image for the department and for the Tribe.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Responsible for entering program data into patient's dental charts housed with Cherokee Indian Hospital Authority (CIHA) Dental's software package (Dentrix). Attention to accuracy is critical. Dental terminology competency is crucial for program's success.
- Documenting/charting basic screening survey results for Dental Public Health events taking place in the school/daycare or community setting.
- Plan, organize and ensure dental files are kept up-to-date for the program to meet legal requirements.
- Responds appropriately to requests for information and assistance made by patients, dental speciality offices and CIHA Dental. Gathering information from other program staff when the need arises.
- Provides adjunctive clinical services to include but not limited to, patient appointment confirmations and infection control measures in support of routine prophylactic services provided by CDP dental hygienist for tribal braces patients.
- Answers and directs phone calls and responds appropriately to requests for general information and assistance; takes and delivers messages. When requested provides CIHA dental appointment information to patients.
- Greets program visitors and aids as needed, making necessary notifications, directing visitors to the specified office, and facilitating contact with the appropriate people.
- Provides clerical and administrative support to the program by typing memos, reports, and letters, proofing paperwork, & ordering supplies.
- Competency of the tribal procurement process. Ability to complete requisitions, obtain purchase orders, enter contracts, key program work orders, and process invoices in the system. All using the tribal financail system (Munis).
- Ability to use Microsoft 365 platform (i.e: Teams, Word, Excel, OneNote, Outlook, etc), and Adobe.
- Operates basic office equipment, computer, telephone, fax, and copier to perform job duties.
- Performs job duties according to established safety guidelines and Tribal policies.
- Must meet Public Health Core Competency Domains as determined by Public Health Director within 12 months of employment.
- Must be willing to work in a public health emergency.

Position Description

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

- Experience:** A minimum of 1 years experience working in a dental clerical and/or dental assistant position in a private dental office or dental public health facility within the past 5 years.
- Education:** Associate's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 3 years with a High School Diploma/GED equivalent.
- Licenses & Certifications:** Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must be familiar with dental terminology.
- Must be familiar with a dental software package. Preferably, Dentrix.
- Must have knowledge of office administration, telephone etiquette, customer service skills, and the use of office equipment.
- Must have knowledge of the policies, procedures, and associated programs.
- Must be able to operate the computer system and associated software, typewriter, calculator, telephone, copy machine, facsimile, postage machine, and other office equipment as required.
- Must have the ability to compose routine correspondence and create standard reports.
- Requires the ability to organize work and deal effectively with the public.
- Must have the ability to communicate with the public, coworkers, and other community members effectively, both orally and written.
- Must be able to work as a member of a team or independently.
- Knowledge of Cherokee culture and Tribal operations is required.
- Position will require three (3) to six (6) months to become proficient in most phases of the job.

Safety/Accuracy Focus:

A high degree of accuracy is required for administrative work. Proofreading, editing and subsequent, procedures would detect most errors. Undetected error could result in confusion, time and effort to research and damage to customer relations. Additionally, data entered into a patient's CIHA dental chart becomes a permanent part of their legal electronic health record, thus requiring utmost attention to detail and accuracy.

Key Relationships:

Interacts frequently with coworkers, patients and their families and other Tribal personnel. Has outside contacts with program participants, community members and dental specialty offices in the exchange of information and discussions. Nature of contacts requires the use of tact, courtesy, and business etiquette to assure the maintenance of positive working relationships. Consistently demonstrates superior customer service skills to patients/customers by modeling Servant Leadership traits.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Must communicate and respond appropriately to various situations. Problem solving, and initiative are required to resolve inconsistencies and errors in files and records and handle multiple projects simultaneously. Judgment and initiative are required to maintain accuracy, efficiency, and to prioritize work and meet deadlines.

Position Description

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Must adhere to all Tribal guidelines, PHHS, CIHA and HIPAA policies and procedures for working with confidential data. An above average degree of discretion is required while handling patient and related medical information. Maintains confidentiality of all administrative, medical, and personnel record, and all other pertinent information that come to his/her attention of knowledge. Violation of such confidentiality shall be cause for adverse action.

Complexity of Duties:

This position includes completing tasks of varying complexity levels

PREFERRED QUALIFICATIONS

Servant Leadership training preferred. Experience with a dental software package (Dentrix preferred)

WORK ENVIRONMENT

Work Environment: Works in a normal business office environment, as well as school and community settings. May be necessary to work when Administrative Leave is granted if patient care or program needs would be compromised. May also be necessary to work beyond routine Tour of Duty to participate in community health events.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. Job duties can be mentally/emotionally stressful at times. Ability to effectively deal with stress, the stress involved in treatment of apprehensive or uncooperative patients must also be considered. Close mental concentration and attention to detail are required for most duties. Must have visual acuity, manual dexterity, and the ability to speak and hear. Long periods of sitting, walking, standing, and bending are necessary.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

DENTAL SUPPORT COORDINATOR

Position Description

ACKNOWLEDGMENT

I have reviewed the content of the **Dental Support Coordinator** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date