



POSITION: Practice Manager, Cass County Dental Clinic

REPORTS TO: Cass Community Health Foundation/Cass County Dental Clinic
President & CEO

CLASSIFICATION: Exempt Position

JOB OVERVIEW

Position is responsible for the day-to-day operation of the Cass County Dental Clinic. The main site is located in Belton, Missouri and is opened five days per week and the satellite site in Harrisonville, Missouri is open two days per week.

JOB RESPONSIBILITIES

The Practice Manager responsibilities include:

- Responsible for assessing, planning, implementing and evaluating care of dental patients
- Responsible for developing annual goals and working within a set budget and managing supplies, equipment and personnel
- Arranges for building maintenance, equipment repairs and advises on the purchase of annual equipment and supplies inventories
- Responsible for resolving any specific patient complaints
- Responsible for processing and submitting accounts payable vouchers
- Responsible for drafting policies and procedures for the Dental Clinic
- Responsible for compliance of State and Federal regulations, including but not limited to HIPAA, OSHA, and Medicaid
- Coordination of scheduling of Dental Clinic staff, weekly staff meetings and all activities within the Dental Clinic
- Demonstrates the ability to conduct and prepare monthly; quarterly and annual reports as required by the Coalition, Board and Funders
- Demonstrates the ability to coordinate the clinic Quality Assurance/Performance Improvement Plan using guidelines set in place by Institute of Medicine and other national quality groups
- Coordinates fee collection for efficiencies in the revenue cycle and understands how to utilize reports
- Provides Dental Clinic leadership and ensures that cross training has been done in the absence of Dental Clinic staff

- Responsible for hiring staff and annual performance evaluations
- Processes bi-weekly payroll
- Ensures service standards are met or exceeded, maintain positive and collaborative working relationships, and represent the Dental Clinic as appropriate to the community
- Demonstrates ability to be the liaison between the Dental Clinic staff and others including vendors, Coalition and Cass Community Health Foundation Board
- Conducts community development activities including fundraising and grant writing and represents the Dental Clinic at various community functions

QUALIFICATIONS & SKILLS

- Minimum of a Bachelor's degree in business administration, non-profit management or health care and 3 years of clinical operations or management experience preferred
- Knowledge of practice management and fiscal accountability
- Knowledge of Risk Management and Compliance
- Familiar with Quality Assurance and must know how to implement quality measures
- Must possess strong communication, interpersonal, organization, writing and project management skills. Must be detail oriented, accurate, have the ability to multi-task.
- Must possess computer skills with working knowledge of Excel and Microsoft Office Suite including Electronic Medical Records
- Must possess excellent written and verbal communication skills
- Must be able to relate with patients and other health care personnel
- Should understand social and cultural sensitivity appropriate to ethnically and economically diverse patient-and employee-base
- Willingness to educate patients and the community about oral health and the role of our safety net dental clinic
- Commitment to expanding access to dental care for the underserved in Cass County and the surrounding areas
- Experience in a community health or dental setting is preferred
- Experience with Patterson dental software is preferred

Please send cover letter with your salary requirements and a resume or CV to Cynthia Randazzo at Cass Community Health Foundation, 2316 E. Meyer Blvd., Kansas City, MO 64132 or email to lauren@theresearchfoundationkc.org

Deadline: August 14, 2017