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| **Job Title** | Dental Assistant/Office Manager |  | **Job Purpose** |
| **Department** | Care Center Dental |  | This position promotes dental health in fulfillment of our mission, vision, and values. |
| **Location** | 1300 N 1st St Yakima, WA 98901 |  |
| **Reports to** | Kristi Trickett DO |  |
| **Classification** | Non-Exempt |  |
| **Salary Grade** |  |  |

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| **Union Gospel Mission Purpose, Vision, and Value Statement** |
| Our mission is to follow Christ in helping people move from homelessness to wholeness, so that every homeless person in Yakima County has the opportunity for permanent life transformation in Jesus Christ.  All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus; love, professionalism, and outcomes are our core values. Relationships are the context, the engine, and the reward of the change we exist to produce.  Our Care Center provides whole person care for patients in our valley that have nowhere else to turn for their medical and dental needs due to significant barriers to care. |
| **Qualifications** |
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| * Washington State Dental Assistant Certification * Use of Dental Technology, Dental Health Maintenance, Infection Control, Health Promotion and Maintenance * Excellent written and verbal communication skills. * Bilingual * Reliable, resourceful, flexible. * Strong organizational skill, high level of professionalism and the ability to maintain confidentiality required. * Able to effectively work with staff and volunteers from Dentists to interpreters * Personal ethos and work ethic should reflect YUGM’s Core Values of Love, Professionalism and Outcomes. |

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| **Duties and Responsibilities** |
| **Culture Work**   * Establish professional, caring, strengths-based relationships built on truth, respect, encouragement and trust. * Maintain a high level of integrity in modeling and promoting the Mission’s Christian culture, core values, policies and procedures. * Embrace the needs of the clinic and its patients and volunteers to showcase a clinic that allows Christ’s hands to be apparent through thoughtful and understanding care that is at or above standard level of care   **Team Work**   * Work as a member of the Care Center team, including both Medical and Dental * Accomplish shared goals in pursuit of strategic priorities. * Develop staff and volunteer both in culture and in knowledge for UGM specific needs   **Direct Work**   * Documents dental assisting services, recording vital signs and medical and dental histories and charting in patient records * Assisting dentist in procedures * Interpreting as needed in clinic * Recruiting and orienting Dentist volunteers * Recruiting and training volunteers that support the clinic (in included interpreters, front desk, sterile, other tasks as you see fit) * Attending YUGM Leadership meetings to represent dental clinic * Point person for dental clinic programmatic needs, reporting to medical director and utilizing staff and resources from UGM * Answer phones, schedule appointments, ensure dentists have full and complete schedule * Ensure proper customer service for patients both on in person visits and follow up needs * Oversee patient billing (while in use) using clinic standards, and train staff as needed for collecting payment * Develop systems that assist clinic to run more efficiently * Daily problem solving of clinic logistics * Chart conditions of decay and disease, performing procedures in compliance with the dental practice act * Maintains safe and clean working environment by complying with procedures, rules and regulations * Protects patients and employees by adhering to infection-control policies and protocols * Educates patients by giving oral hygiene and plaque control instructions and postoperative instructions; provide information on remaining treatment needs * Helps Dentists manage dental and medical emergencies by maintaining CPR certification, emergency drugs and oxygen supply and directory of emergency numbers * Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies * Other duties as assigned. |
| **Working Conditions** |
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The primary duties of this position are performed in a well-lighted, temperature-controlled environment. The noise level in the environment is usually moderate.

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| **Essential Requirements/Competencies** |
| To perform the job successfully, an individual should demonstrate the following competencies:  **LOVE**   * Improves the reputation of Christ by personal interactions with others.   **PROFESSIONALISM**   * Is consistently at work and on time, arrives at meetings and appointments on time. * Meets deadlines and fulfills commitments with thorough follow-through. * Proactively measures work to ensure learning, improvement and success. * Communicates effectively in written form.   **LEADERSHIP**   * Effectively presents information * Interacts well with management and staff * Professionalism in manner and dress. * Executes tasks thoroughly. * Can handle high pressure and stressful situations * Sets a godly example for staff and clients |
| **Physical Requirements** |
| **Daily Physical Demands**   * Work with dentists to provide care and support during procedures * Speak English and Spanish clearly and fluently. * Walk, climb, balance and stoop, reach with hands and arms, use hands to finger, handle or feel. |

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| **Staff Signature:** |  |
| **Print Staff Name:** |  |
| **Supervisor Signature:** |  |
| **Print Supervisor Name:** |  |
| **Date:** |  |