

# JOB DESCRIPTION

## DENTAL COMMUNITY

### HEALTH WORKER OR CARE COORDINATOR

#### POSITION SUMMARY

The Dental Community Health Worker will coordinate activities to integrate medical, dental and prenatal programs, including referral protocols, and maximizing linkage to dental services for medical and prenatal patients. The position is responsible for outreach and coordination services. The Dental Community Health Worker reports to/is under the direct supervision of **POSITION**.

#### ESSENTIAL JOB FUNCTIONS

- Coordinates health-related services to increase patient's access to care and assist patient to adhere to scheduled appointments consistent with patient's plan of care in conjunction with the care manager.
- Provide basic assessment for dental needs in community settings; knowledge of dental diseases in children is strongly desired.
- Maintain current knowledge of oral health as well as different types of dental benefits and insurance.
- Implement and oversee a referral process between dental and medical practices to support oral health care for young populations, **specifically children 0-5 and prenatal patients**.
- Engage in activities to raise the proportion of medical patients who also receive dental care at **HEALTH CENTER**.
- Implement activities and provider training to improve identification of high-risk dental patients among medical patients.
- Work with Primary care providers and Dental/Clinical Director to help improve dental services for children
- Links patient to appropriate community resources for health and health-related services consistent with regulatory, contractual and corporate requirements.
- Cultivates relationships with referral sources and multi-disciplinary team that includes, but is not limited to: medical, dental, prenatal providers, case managers, outreach staff, call center staff and community partners.
- Develop partnerships with external agencies to maximize opportunities for collaborative activities that will bolster **HEALTH CENTER's** dental home program.
- Run clinical and data reports as needed to fulfill reporting obligations and maintain appropriate program surveillance.
- Serves as an internal patient referral contact for inquiries from members and communication with the care manager

***Additional responsibilities*** (required by funding source or grant requirements. Include as appropriate)

- Provides outreach and information on the prescription medication program (can further breakdown responsibilities – connect with resources)
- Informs/assists patients to understand and utilize the affordable care program (can further breakdown responsibilities- eligibility determination, tracking data,)

### WORKING CONDITIONS AND PHYSICAL EFFORT

- Work involves considerable exposure to unusual elements such as extreme temperatures, unpleasant odors and/or loud noises
- Moderate physical activity. Requires handling average-weight objects up to 15-20 pounds, and standing and/or walking for part of the day
- Work environment involves exposure to potentially dangerous materials and situations that require following extensive safety precautions and may include the use of protective equipment

### KNOWLEDGE, SKILL AND TECHNICAL QUALITIES

- Knowledge and understanding of the benefits and restrictions of the specific care coordination activities.
- Strong written and oral communications skills.
- Outstanding customer service and interpersonal skills
- Effective problem solving, organizational, and time management skills.
- Administrative skills, Microsoft office, Excel, Word, PowerPoint and Access.
- Ability to work independently, meet strict deadlines and work independently
- Ability to work with all levels of professionals within and external to the agency, as well as community members and patients.
- Understanding of the impact of cultural diversity.

### BEHAVIORAL QUALITIES

- Is a team player
- Maintains effective working relationships with all staff and patient.
- Accepts and offers guidance and supervision as appropriate
- Attends and participates in staff meeting to review team progress in meeting financial and productivity goals for the dental program
- Places a high value on personal and departmental performance excellence
- Professional manner and appearance
- Ability to prioritize job responsibilities and work under pressure
- Maintains patient confidentiality
- Uses sick time appropriately
- Works independently with a minimum amount of supervision

### EDUCATION/EXPERIENCE

- **Bachelor's Degree preferred.**
- **## years experience in the health care field mandatory.**

I have read the above job description and agree to perform the duties and responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities that may be required of me as a Care Coordinator.

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Employee Signature

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Date