

Erie County Health Department
Erie County Community Health Center
Job Posting #2021-13
Equal Opportunity Employer

Position: Registered Dental Hygienist

Division: Primary Care & Clinical Services

Contact Person: Kathy Bango, Human Resources Office

Salary: Commensurate with experience (Pay Range: \$26.50 - \$35.50)

Start Date: Immediate Opening

Working Hours: Full Time; 8:00 a.m. – 5:00 p.m. - Monday – Friday
Evenings, weekends, & holidays may be required based on Agency need. Mobile dental unit services may be required as scheduled.

Posting Opens: Monday, January 4, 2021

Posting Closes: Wednesday, June 30, 2021 or until filled

Qualifications

- Graduation from an accredited school of Dental Hygiene.
- Current Ohio License to practice dental hygiene.
- Proficient in electronic records and new technology as applied to position.
- Valid Ohio driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- National Incident Management System (NIMS)/Incident Command System (ICS) 100.b and 700.a certification within one month of employment.

Major Responsibilities

Promotes and supports population health under and together with the dentist and dental team, provides dental hygiene procedures as directed and within the scope of practice. Utilizes dental hygiene skills to enable positive outcomes for patients. Uses all of the tools available to perform hygienic practices in an effort that supports quality care.

Essential Functions

Under general supervision and/or as part of the Primary Care & Clinical Services team, performs the following functions within the framework of the Erie County Health Department and the Erie County Community Health Center's provision of the core functions and essential services of public health:

- Provides oral hygiene and appropriate preventive services.
- Provides appropriate oral health information to individuals and groups.
- Assists in the oral health management of all clinic patients.
- Obtains baseline oral hygiene assessment data based upon accepted principles of oral hygiene and periodontal care.

- Records patient-hygienist transactions as they occur in the patient's dental record so that the dental record accurately and completely reflects the nature of the contact, the condition of the patient and care or treatment provided.
- Provides oral health education and appropriate individual counseling for all dental patients.
- Provides clinical oral hygiene services including dental prophylaxis, scaling, sealant application and fluoride application consistent with accepted professional practices and standards and in compliance with applicable state law and the center's clinical protocols.
- Provides approximately 4,000 visits annually – this a minimum expectation.
- Integrates appropriate patient dental hygiene care with other health care professionals involved in the patient's health care management (referral to WIC, Behavioral Health, health center, etc.).
- Assists Agency in strategic planning concepts and service expansion goals.
- Organizes and performs preventive oral health presentations at on-site and off-site locations.
- Assists in the provision of technical assistance and health education in the community as requested.
- Participates in the quality improvement program.
- Performs independent procedures as delegated and directed by a dentist in accordance with state regulations and law as well as dental protocol and directive.
- Assists in the maintenance of all dental areas in compliance with dental directives and policies as well as Agency policies and procedures relative to infection control, exposure control, and safety issues.
- Receives and places necessary telephone calls consistent with professional matters, clinic business and patient care.
- Assists with various clinical and administrative functions of the Agency as appropriate and time allows.
- Insures the proper disposal of all contaminated or potentially contaminated materials in accordance with dental directives and Agency policy as well as state and federal regulations.
- Complies in full with the Agency's Exposure Control Plan.
- Responsible for personal compliance with all applicable federal, state, local, and center rules, regulations, protocols and procedures governing the practice of dental hygiene and the clinical provision of dental hygiene services as well as those relating to, but not limited to, personnel issues, work place safety, public health, and confidentiality.
- Provide specialized and/or technical agency and program specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers.
- Greets and directs clients to the appropriate office within the Agency.
- Interviews internal and/or external customers to establish program-specific documentation and/or to identify services needed.
- May modify and update desk procedures that relate to assigned work.
- Shares responsibility for proper maintenance and operation of office machines.
- Obtains and completes appropriate patient forms, ensures patient confidentiality and maintains orderly medical records. Follows established public health medical records policies and procedures as well as the State and Federal laws that govern the release of health care information.
- Duplicates, collates, scans, assembles, and files materials as requested.
- Maintains paper filing system for Primary Care & Clinical Services division.
- Assists Director in entering data into the Agency's cost reporting system.
- May maintain calendars for Primary Care & Clinical Services Division, specific to dental services.
- Relates public health science skills to the Core Public Health Functions and Ten Essential Services of Public Health.
- Provides public health information and data with individuals, community groups, other agencies, internal customers, and the general public about physical, behavioral, environmental, social, economic and other issues affecting the public's health.
- Under general supervision, prepares public health documents and reports.
- Assumes leadership in dealing with grants, collaborative arrangements or projects involving students, interns, or fellows.

- With general supervision, manages projects that support public health interventions.
- Adheres to Occupational Safety and Health Administration standards relevant to job duties, such as exposure to bloodborne pathogens.
- Must follow all safety policies and procedures to ensure an accident-free workplace.
- Provides administrative and technical/clerical support to Agency activities related to development and implementation of community health assessment, planning, program, and policy development and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.
- Collaborates in the development of and provides clerical/technical and administrative support to Agency's quality improvement performance management, and evaluation activities.
- Answers telephones; screens calls, responds to inquiries and/or refers callers to appropriate agencies or divisions.
- Under general supervision, compose, draft, type and/or word process, proofread and edit documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
- Process mail and email by attaching related correspondence or information before forwarding, responding to mail when appropriate; respond to mail that can be handled personally; identify priority and/or time-sensitive matters; and maintain security and confidentiality.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.
- Adheres to ethical principles and Erie County Health Department policy in the collection, maintenance, use and dissemination of data and information.
- Attends conferences as necessary, gets on agenda.
- Performs all administrative, technical/clerical activities related to Primary Care & Clinical Services Division and/or program purchasing according to Agency policies and procedures.
- Identifies funding opportunities and new program areas to match Agency priorities using research tools.
- Becomes involved in purchasing and networking with suppliers.
- Stays informed on legislative issues. Reports such to supervisor.
- Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public's health.
- Participates in Agency and community emergency response training and drills in support of disaster preparedness consistent with job classification.
- This position will be responsible for using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the public health programs. This includes, but is not limited to: creating, implementing, and evaluating performance standards and identifying, implementing, and assessing program quality improvement processes.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.
- Greets visitors and patients in a friendly, competent, professional and informed manner.
- Determines reason for the visit, gathers patient information and secures signed documents as needed.
- Schedules patient appointments, follow-up appointments, and plan of care.
- Eases any concerns or distress patients may exhibit during the intake process.
- Responds to questions with timely, accurate and complete information.
- Answers and redirects incoming calls as appropriate.

- Follows all regulations and requirements pertaining to public health, federally qualified health center (FQHC), and Agency policies toward the workplace.
- Properly codes for all billing transactions.

Special Requirements

- Treats others with courtesy and respect in all interactions.
- Responds with flexibility to changing needs.
- Manages multiple tasks and deadlines.
- Supports and promotes the Agency's vision, mission, and core values.
- CLAS knowledge.
- Reads, understands, and can navigate the employee personnel policies.
- Knowledge of the core functions and essential services of public health.
- Knowledge of general office principles and practices.
- Knowledge of software applications relative to the position assignment.
- Knowledge of basic accounting and mathematics.
- Knowledge of proper English grammar, usage, and spelling.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Ability to keep accurate reports and records.
- Office, hygienic equipment, and personal organizational skills needed.
- Requires a self-starter with the ability to work both independently and as a team member in a professional environment.
- Good natured with a positive attitude; able to perform under pressure.
- Ability to interact effectively and in a supportive manner with patients, stakeholders, and public peers.
- Always courteous and respectful regardless of race, creed, family and/or economic situation.
- Bilingual language skills a plus.
- Ability to use good judgment and persistence in overcoming challenges, addressing conflicts and solving problems.
- Effective oral and written communication skills, including phone skills and etiquette.
- Attention to detail, and adherence to established policies and procedures required.
- A problem solver, with the ability to organize and prioritize responsibilities.
- Is flexible, and able to embrace and implement change.
- Knowledge of medical terminology a plus.
- Touch typing/keyboarding and touch ten-key; both with speed and accuracy.
- Working knowledge of Windows personal computer, Microsoft Word and Excel.
- Knowledge and understanding of Patient Centered Medical Homes (PCMH) process.
- Knowledge and understanding of public health accreditation process.
- Criminal background verification required.
- Ability to time budget in areas of workforce development and Agency duties.

Due to the need for all Health Department personnel to respond to public health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:

- Ability to respond, 24 hours-7 days per week to incident management, as communicated by the Health Commissioner.
- Engage in the following movements: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling and writing and repetitive motions.
- Must be able to be fitted and wear NIOSH 95 mask. (Requires the elimination of facial hair/beard.)
- Exert up to 50 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

- Hearing ability sufficient enough to communicate with others effectively in person and over the phone.
- Ability to hear and respond to internal or external emergency or evacuation alarms.
- Visual ability must be sufficient enough to read typewritten documents, computer screen and drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and any other applicable Federal and Ohio law.

Working Conditions

- Travel to and from off-site locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.
- In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging atypical or hostile behaviors and/or communication.
- May include alternate sites, temporary locations and/or multiple locations depending on the public health emergency.

Equipment Used

Dental equipment, including stationary and hand instruments, public health and medical equipment and supplies related to duties, and personal vehicle.

Bloodborne Pathogen Risk Code: None Low Medium High

Qualified Applicants

Qualified applicants may apply by visiting the Erie County Health Department/Erie County Community Health Center's website, www.eriecohealthiohio.com, where employment applications and current job postings are available for viewing and completion. A completed Erie County Health Department/Erie County Community Health Center employment application must be submitted to the Human Resources Department prior to 5:00 p.m. on June 30, 2021 or until filled.
EOE/AA/ADA

Approved for Content & Posting Peter J. Achade MPH, RS, PA Date 1/04/2021
Erie County Health Commissioner