

## Columbia College Position Description

<p><b>NOTE:</b>  <i>Must; Shall; Will:</i>  <i>Should:</i>  <i>May or Could; Can:</i></p>	<p><b>Clarification of Terms</b>          These words or phrases indicate actions or activities that are <i>essential or mandatory</i>.          This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.          These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.</p>
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<b>Position Title:</b>	Dental Clinic Coordinator – Dental Assistant Professional Program											
<b>Program/Department Name:</b>	Dental Health Department											
<b>Reporting to:</b>	Dental Health Department Chair on all matters relating to the dental clinic.											
<b>Position Summary:</b>	<p>Under the supervision of the Dental Health Department Chair, this professional will be responsible for the coordination, supervision and operation of the dental clinic, facilitators and students on a day to day basis. The coordinator will deal with any faculty and/or student issues that may occur in the clinic and may be required to work with or evaluate any student who has been identified as “at risk” in order to assess the student in an unbiased manner. He/she will follow through with any appropriate documentation and report the student’s progress to the Program Chair. This person will serve as the main contact for students and facilitators in the clinic to help guide them each day.</p>											
<b>Organizational Structure:</b>	<table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th style="width: 25%;">Level</th> <th style="width: 25%;">Financial</th> <th style="width: 25%;">Personnel</th> <th style="width: 25%;">Operating</th> </tr> </thead> <tbody> <tr> <td>Coordinator</td> <td>Via Annual Approved Budget</td> <td>Via Annual Approved Budget and Position Description</td> <td>As per Position Description</td> </tr> </tbody> </table>				Level	Financial	Personnel	Operating	Coordinator	Via Annual Approved Budget	Via Annual Approved Budget and Position Description	As per Position Description
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Coordinator	Via Annual Approved Budget	Via Annual Approved Budget and Position Description	As per Position Description									
<p><b>Financial Authority:</b> the authority to spend funds</p> <p><b>Personnel Authority:</b> the authority to supervise, support, assist, train, mentor and discipline personnel under his/her supervision</p> <p><b>Operating Authority:</b> the authority over the specific activities as documented in each position description</p>												
<b>Qualifications and Experience</b>	<p><b>The dental clinic coordinator will fall under the supervision of the Program Chair. He/she will meet regularly with the Program Chair.</b></p> <p><b>The dental clinic coordinator may delegate the responsibilities of any task to other facilitators or decide to assume any or all of the positions he/she supervises.</b></p> <ul style="list-style-type: none"> <li>• The clinic coordinator will be a Registered Dental Assistant</li> </ul>											

<p><b>Qualifications and Experience</b></p>	<p>with professional experience in the field of Dental Assisting.</p> <ul style="list-style-type: none"> <li>• The clinic coordinator will hold a certificate/degree in Adult Education</li> <li>• Intermediate level computer skills including: keyboarding at 60 wpm, word processing and data entry skills, spreadsheet development, database and e-mail management.</li> </ul> <p><u>Skills and Abilities:</u></p> <ul style="list-style-type: none"> <li>• Ability to communicate correctly and effectively in English, both verbally and in writing.</li> <li>• Ability to interpret and apply College, government, and departmental policies, procedures and guidelines.</li> <li>• Ability to effectively respond to a wide variety of inquiries in a courteous, pleasant and helpful manner and provide assistance, information and referral when necessary.</li> <li>• Ability to organize and prioritize work.</li> <li>• Ability to problem solve, to work independently as well as to interact effectively with others.</li> <li>• Ability to calmly and effectively work with periods of high volume.</li> <li>• Ability to multitask and work with frequent interruptions.</li> <li>• Ability to effectively use a soft-sales approach when promoting the College.</li> </ul> <p style="text-align: center;">Ability to demonstrate strong leadership skills.</p>
<p><b>Hours and Days of Work</b></p>	<ul style="list-style-type: none"> <li>• Normally, number of hours will be 36 hours a week.</li> <li>• Scheduled times of the day will normally fall between 7:15 a.m. and 4:45 p.m. as determined by the needs of the clients and as assigned by the department chair.</li> </ul> <p style="text-align: center;">Hours of work may be adjusted to meet operational requirements and individual preferences.</p>
<p><b>Roles and Responsibilities:</b></p>	<p>For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding of everyone's roles and responsibilities as well as a commitment to fulfilling said responsibilities.</p> <p>As will be noted in reviewing the list of roles and responsibilities below, it consists of two distinct parts. First is a set of generic roles and</p>

<b>Roles and Responsibilities:</b>	<p>responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.</p> <p>All responsibilities listed below will be carried out under the general direction and supervision of the Department Chair. In consideration of this, the Clinic Coordinator will:</p>
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## Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

### 1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

### 2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization

- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

### **3.0 Self-Concept and Confidence**

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

### **4.0 Communication**

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

### **5.0 Life-Long Learning and Professional Development**

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

### **6.0 Problem Solving/Decision Making**

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom

- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge
- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

## **7.0 Creative Thinking and Innovation**

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

## **8.0 Negotiating or Conflict Resolution**

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

## **9.0 Organizational and Time Management Skills**

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

## **10.0 Stress Management**

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

## **11.0 Leadership Style**

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate
- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment

- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

## **12.0 Performance**

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

## **Department Roles and Responsibilities**

### **13.0 Business Planning, Budgets, and Corporate Reporting**

- 13.1 Assist in providing accurate and timely documents and reports.
- 13.2 Assist in effectively managing approved expenditures.
- 13.3 Assist in achieving or exceeding enrollment/revenue goals.
- 13.4 Assist in achieving or exceeding customer satisfaction goals.
- 13.5 Assist in achieving or falling below expense goals.
- 13.6 Contribute to effective marketing plans for the program/department.
- 13.7 Assist in developing an effective yearly planner for program or department.
- 13.8 Help train and develop highly effective team members.
- 13.9 Help maintain up to date program/department policies, procedures, forms and documents.
- 13.10 Help contribute to an effective program/department and college calendar.
- 13.11 Help contribute to the annual review of the customer satisfaction survey results.
- 13.12 Help prepare reports to supervisor and accreditation, licensing (and/or sponsoring, contracting), authorities.

### **14.0 Service Delivery and Development**

- 14.1 Continually assess the effectiveness of each department service.
- 14.2 Continue to improve the delivery of services.
- 14.3 Work with team members to improve the effectiveness of the department.
- 14.4 Meet with the department's Board of Advisors as required.
- 14.5 Help to make changes to the department in response to the changing needs of employers, receiving institutions, and students.

## **15.0 Student/Customer Focus**

- 15.1 Help to maintain up-to-date and accurate student transcripts, records, reports and files.
- 15.2 Help to monitor individual student progress and ensure appropriate counsel is provided.
- 15.3 Help to continually monitor and improve the satisfaction level of students.
- 15.4 Help to ensure the provision of needed assistance to each student in obtaining employment or acceptance into an educational program.
- 15.5 Help to constantly improve the success of college graduates.

## **16.0 Convocation Ceremonies**

- 16.1 Assist with leadership as it relates to convocation ceremonies.
- 16.2 Assist with the preparation for the annual convocation ceremonies for entire college.
- 16.3 Attend convocation committee meetings.
- 16.4 Assist with development and implementation procedure and policies for convocation.

## **17.0 Specific Roles and Responsibilities**

- 17.1 He/she will oversee the clinical safety policies and protocols in the Dental Clinic including where Clinical Facilitators and students are concerned.
- 17.2 The Clinic Coordinator will assume responsibility for daily clinical scheduling (for both students and facilitators), opening the clinic, coordinating the day's tasks, and adjusting the schedule to accommodate special needs or missing students.
- 17.3 He/she will ensure that all paper work is prepared, appropriately recorded, and filed when completed. This will include: attendance, evaluation forms, and charts, entering grades, and all other required documentation.
- 17.4 The position includes the responsibility of ordering all required inventory/supply as well as coordinating clinical maintenance and service/repair needs in consultation with the Program Chair. In the event of any capital equipment requirements, the coordinator will consult with the Program Chair regarding the budget prior to placing any orders.
- 17.5 Should there be a clinical demonstration; the coordinator will be responsible for preparing required supplies and overseeing the delivery of the skills. The position requires an understanding of curriculum to provide a link between clinic and theory.
- 17.6 This person will chair clinical calibration and other clinical meetings as well as develop agendas and prepare minutes, and will be responsible for the training of new clinical facilitators.
- 17.7 Preparing clinical homework pre-reading assignments:
- 17.8 In consultation with the Assistant Program Chair, will initially develop, then review and update as required all pre-clinical preparation assignments including pre-reading and direct students to appropriate "you-tube" videos for demonstrations.
- 17.9 Radiation Control (Radiation Officer)

- 17.10 Oversees and ensures that policies and protocols are in compliance with Alberta Dental Association and College Radiation Health and Safety Recommendations. The obligations of the officer under the Radiation Protection Act and Regulation are to monitor and maintain records as follows: registration of equipment, development of a code of practice, ensuring installation & operation of equipment and associated facilities comply with particular standards, implementing quality assurance for x-ray emitting and film processing equipment, and preventive maintenance and dosimetry monitoring.
- 17.11 Infection Prevention and Control Management (IPC Officer):
- 17.12 Develop written policies and procedures manual related to infection prevention and control protocols at Columbia College. Ensure that all facilitators are educated and receive training in the infection control protocols. Monitor infection control procedures practiced by students and facilitators in the clinic. Maintain record of: sterilizer cycles, and biological monitoring. Maintain instrument cleaning and sterilization equipment as per manufacturers' instructions.