

## **Dental Office Manager/Senior RDA**

**Reports To:** Dental Director

**Supervises:** Happy Camp Dental Receptionist

**Location:** Happy Camp Dental Clinic

**Salary:** Depends on Experience

**Summary:** The Dental Manager/Senior RDA shall be responsible for managing the day-to-day operations of the Karuk dental clinics located in Yreka and Happy Camp. Shall provide onsite supervision providing advise, training, and the ability to enforce established policies. Shall adequately supervise assigned staff, in accordance with office policy, position descriptions and applicable laws. Shall ensure compliance with Tribal, Federal, State and other regulatory laws, which include contracts and MOA's. Shall be responsible for accurately completing the dental data entry and the Dental Table One reports, in a timely manner. Shall complete the dental billing packets, and work directly with the billing department on dental billing and accounts receivable issues. Shall participate on health committees, taskforces, and attend Dental Health related meetings, as indicated. Shall assist the Executive Director of Health and Human Services and Fiscal operations to prepare budgets and monitor expenditures. Shall provide appropriate administrative support to the Dental Director which includes, but is not limited to, the orientation and training of new dental employees, development and coordination of organizational-wide dental policies and procedures, and preparation for reviews and/or surveys. Shall be appropriately supervised by the Dentists when performing the functions of a clinic RDA.

### **1) What are your typical job responsibilities?**

- Dental data visit entry, review ADA coding and coding advisor to the dental department and the billing department.
- Do State I.H.S. Monthly Dental Table 1 visit reports?
- Update and develop Dental Policies
- Monitor budgets for Dental Grant funds.
- Schedule and make the agenda for all dental department staff meetings.
- Type up meeting minutes for the HC Dental Staff Meetings
- Approve and monitor the ordering of dental and office supplies.
- Supervisor a dental receptionist and patient procedures
- Monitor Dental MediCal Billing
- Do organizational Performance Improvement Reports
- Do monthly Karuk Tribal Health Board Reports
- I am a member of the following Tribal committees, Managed Care, Compliance, Medical Records, and Infection Control
- Attend community activities where I give out toothbrushes, do dental education and give out oral hygiene materials.
- Monitor HC dental Staff work schedules
- Review and correct as necessary the RPMS Error Reports
- Develop, review and update dental job descriptions.
- Assist when preparing for program reviews and throughout the review process.

### **2) How do you *really* spend your day?**

- Dental Data entry takes up most of my daily schedule.
- Coding adviser to dental staff and billing

**3) How do you organize your day to ensure you get everything done?**

- Outlook Calendar

**4) What education/career paths lead you to this position?**

Just happened and I liked it (Started on the Job Training 18 years ago)

**Were there any life changes that guided your way to this position (ex; closing of the mill, desire not to leave area, family)?**

No. When an opportunity came my way for a chance to have a job with benefits I applied for it, before that, I worked as a Fish & Game Seasonal Aid raising salmon, a butcher in a market, a Head Start Cook a fry cook, a waitress, a dishwasher, and baby sitter.

**5) Uppers; what is the thing that you love most about your job?**

Being able to provide dental care and education to the patients

**6) Downers; what is the thing that you love least about your job?**

Staff evaluations, dealing with personnel issues, and when we do not have a housekeeper and I have to clean bathrooms and mop.

**7) What inspires, excites, and/or motivates you in your job?**

When we can offer our patients; a new or better service; new dental products that make the dentist job easier; a happy satisfied patient; and when I attend the I.H.S Dental Conference to get training and networking with the other Native American clinic staff.

**8) What does your average work week schedule look like (ex; hours worked, meetings, appointments, traveling, etc.)?**

- Dental Data Entry is an ongoing daily job
- About 5-6 meetings a month

**9) How do you relieve stress?**

If I am badly stressed I have to walk or talk to someone. Lock my doors, do not answer the phone and read a book. Play cards with my family. Watch old TV Shows.

**10) Does your job include a lot of traveling?**

Not a lot.

**Do you enjoy it?**

I do enjoy going a couple times a year, if I do not have to travel by myself or have to drive in heavy traffic in a strange city.

**11) What advice would you give to someone interested in this line of work?**

- Don't do it if you do not like people, can not stand the sight of blood, can not pay close attention do detail, or do not like a lot of hard work.

**12) What does a typical day in your world look like?**

- Starts between 5:30 and 6:00 AM with: build up the fire, put wood on the porch, watch the morning news, do the dishes, feed and play with the dogs.
- In to work at 7:00 AM Monday – Thursday and leave work between 6 and 7 PM.
- Go to the store for and shop, stop at my Alzheimer's cousins, visit with her, feed and water her animals (dogs & horses) and make sure she has food.
- Get home around 8:00 PM – fix myself some dinner, wash some clothes, pet the dogs, and fall a sleep trying to watch TV.
- Friday sleep to 8:00 AM, then I clean house, wash clothes and take my Alzheimer's Cousin to town for breakfast and dinner. Saturday and Sunday try to work around the house and yard; do washing and visit with my Alzheimer's cousin and take her to town

for shopping, breakfast and dinner. Sometimes I go visiting in the evening and I get a day out of town about once a month.