

## **Job Description – I-SMILE COORDINATOR**

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**Responsible to:** Administrator

### **Purpose of Position:**

The Coordinator will be responsible and accountable to manage the I-Smile Program. Coordinator will serve as the oral health prevention expert and the liaison between public health, families and dental offices to ensure completion of dental care. Responsibilities include infrastructure building, population-based services, care coordination and gap-filling direct care services.

### **JOB DUTIES AND RESPONSIBILITIES**

- Develop agency protocols to inform newly eligible Medicaid enrollees about dental services.
- Establish a referral network of local dentists willing to serve Medicaid clients.
- Educate, train and provide guidance to healthcare professionals regarding children's oral health.
- Develop partnerships and participate in health planning and needs assessments within Washington County.
- Link with the Board of Health for planning, promotion, and sharing reports.
- Provide care coordination activities for Medicaid enrolled children.
- Assist families in finding a dentist and payment source for dental care.
- Coordinate and complete the county-wide oral health school audit.
- Provide education and guidance to staff involved with oral health services.
- Provide oral health education and outreach to community partners, schools and daycares and public events.
- Provide gap-filling preventive dental services such as risk assessment, screening, fluoride varnish and other dental activities.
- Develop and prepare appropriate records, statistics and reports.
- Attend and participate in work-related meetings, conferences/seminars and committees.
- Participate in agency and program evaluation and assist with development of future goals and objectives.
- Ensure participant records and communication with participants, co-workers and other health professionals are in accordance with Confidentiality Policy.
- Assist with the quality improvement process within the program and agency.
- Provider customer service that is courteous and responsive.
- Demonstrate professional oral, phone and written communication skills.
- Model professional behavior to peers and participants.
- Perform other duties as assigned.

### **KNOWLEDGE AND PERSONAL QUALITIES**

- Knowledge of current professional oral and dental health science and research findings.
- Ability to apply current oral and dental health science knowledge to participants, families and community.
- Ability to work in an unstructured setting, be self-directed, independent and work with minimal supervision.
- Ability to recognize need for adjustment and demonstrate flexibility to meet scheduling and agency needs.
- Ability to follow oral and written instructions.
- Ability to manage time and handle multiple tasks/responsibilities.
- Ability to work in multiple programs understanding and adhering to rules/regulations and

requirements for each respective program.

- Ability to make decisions under potentially stressful situations.
- Ability to maintain accurate records, write reports, business correspondence and procedure manuals.
- Ability to communicate clearly and effectively, both orally and in writing, in order to relate information.
- Ability to interact effectively with diverse populations representing widely divergent backgrounds, interests and points of view, including possible language/cultural barriers.
- Ability to coordinate communication and care for non-English speaking participants through use of an interpreter.
- Ability to exercise leadership with tolerance and understanding as well as with appreciation and respect for the special abilities and skills of others.
- Ability to maintain a high level of customer service.
- Ability to establish and maintain positive relationships with co-workers, management, health professionals and personnel from educational institutions, appointed and elected officials, volunteer groups and community agencies.
- Ability to interact effectively in a variety of contexts with staff, professionals, participants and the general public.
- Knowledge of communication mediums, including and understanding of computer functions i.e., Microsoft Office, database systems, Internet, electronic mail, software programs and social network mediums.
- Ability to operate office equipment, computer, software programs and technology equipment.
- Ability to represent WCPH and perform duties in a professional, responsible and trustworthy manner.
- Ability to project a positive attitude about WCPH.
- Ability to work as part of a team.

**MINIMUM TRAINING AND EXPERIENCE PREFERRED TO PERFORM ESSENTIAL FUNCTIONS:**

- Graduate of an American Dental Association accredited Dental Hygiene Program.
- Current Dental Hygiene Licensure in the State of Iowa.
- Minimum of three years of experience in general dental practice required to fulfill public health supervision agreement.
- Mandatory Child and Adult Abuse Reporter Training required.
- CPR Certification required or be willing to attend training.

**PROBLEM SOLVING**

- Exhibits critical thinking abilities and applies them for continuous improvement of services and the agency.
- Uses own knowledge and experience base and other resources as necessary to make logical decisions and solve problems.
- Continuously analyzes work processes and makes suggestions for improvement.

**MINIMUM PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:**

- Ability to operate, maneuver and/or provide simple but continuous adjustment on equipment such as a computer and other office machines and/or materials used in performing essential functions.
- Requires the ability to coordinate eyes, hands, feet, and limbs in performing movements requiring moderate skill, such as data entry and typing.
- Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, and pulling of objects weighing five to fifty pounds.
- Tasks may involve extended periods of time at a keyboard or work station.

- May be exposed to hazardous materials, infectious materials, needles and body fluids, and toxic chemicals which may cause discomfort and a limited risk of injury.

**MATHEMATICAL ABILITY:**

- Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, fractions and decimals; may require the ability to perform mathematical operations involving basic algebra.

**LANGUAGE ABILITY AND INTERPERSONAL COMMUNICATION:**

- Demonstrates interpersonal understanding and utilizes effective communications skills.
- Requires the ability to communicate accurately orally and in writing.
- Exhibits behaviors of cooperation
- Able to develop cooperation and collaborative work efforts that generally benefit all involved parties.
- Demonstrates the initiative to meet the needs of the agency by assisting coworkers whenever work load permits.

**ENVIRONMENTAL ADAPTABILITY:**

- Work is performed in a normal office environment. Exposure to any occupational hazards other than communicable diseases would be unlikely.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Requires a valid driver's license, reliable vehicle, and proof of automobile insurance.

Washington County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer. (041993)

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Employee Signature

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Date