



Dental Services Supervisor

Full-Time Regular Position, 1.0 FTE (37.5 hours/week)

Parkdale Queen West Community Health Centre (PQWCHC) is a dynamic, community-based health care organization serving mid-west downtown Toronto. Offering a broad range of services, including primary health care, dental care, harm reduction, health promotion, counselling, and community development programming, we are also committed to serving people who face barriers to health care, and we strive to reduce these barriers. PQWCHC is a multi-sited organization.

A progressive leader, committed to anti-oppression, cultural awareness, and responsiveness in working across diverse populations, you will welcome this opportunity to contribute to a vision of ***Inclusive Communities. Responsive Healthcare. Healthier Lives.***

Reporting to the Manager, Clinical and Allied Health, the Dental Services Supervisor is responsible for the day-to-day operations of the PQWCHC Dental Services at our Queen West and site. The Supervisor will hire, train, and manage the dental team (dentists, dental assistants, dental hygienist, and dental receptionist) and ensure appropriate policies and procedures are developed and implemented for client care, billing and budgeting. The Supervisor is also responsible for technical/admin support to ensure efficient operations.

Experience and Qualifications:

- Three to five years administrative/supervisory experience, preferably in a community health or public health environment.
- Previous experience working as a Dental Assistant.
- Demonstrated experience in developing projects and/or leading teams or activities.
- Demonstrated organizational, interpersonal, communications, and supervisory skills.
- Strong knowledge and utilization of electronic medical record systems; knowledge and experience with ABELDent Practice Management Software is an asset.
- Experience working in and/or managing in a unionized setting is an asset.
- Demonstrated ability to work effectively in a collaborative style with staff.
- De-escalation, crisis intervention and conflict resolution skills.
- Excellent verbal and written communication skills.
- Good knowledge of Accounts Receivables (Patient and Insurance Aged Receivables)
- Good knowledge of Treatment Coordinating Practices (Sending, Receiving and Coordinating Client Sequence of Appointment Bookings)

Compensation: Competitive salary commensurate with experience, plus Group Benefits and HOOPP (Healthcare of Ontario Pension Plan)

If you are interested in joining in a creative and dedicated team to, we want to hear from you! Applicants, please send your resume and cover letter **in a single document** (MS Word or PDF format only). Please apply using the form at the bottom of the PQWCHC employment page: <https://pqwchc.org/contact/employment/>

[Job ID: 2024-089](#)

Please also note that the successful candidate will be required to provide a police vulnerable sector check as a condition of employment, however strong consideration is made to the type of offense. Employment is conditional upon having had a COVID-19 vaccination(s) (as per Health Ontario) 14 days before starting employment.

PQWCHC is committed to the principles of access and equity. PQWCHC is committed to reflecting the diversity of the communities it serves and we encourage applicants who reflect Toronto's Indigenous, LGBTQ2, racial, and cultural diversity. We welcome and encourage applications from all qualified candidates, including people with disabilities. Accommodations are available on request. Parkdale Queen West CHC is in full compliance of the Ontario Human Rights Code and does not discriminate on the ground of records of offenses.