

Manager, Dental Services

Full-Time Regular Position (37.5 hours/week)

Parkdale Queen West Community Health Centre (PQWCHC) is a dynamic, community-based health care organization that has historically served mid-west downtown Toronto, and now provides outreach services to across the entire city. 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.

We are seeking an experienced Dental Services Manager who shares our passion for making a difference; you see this role as an opportunity to take the next step in your successful career while contributing to a vision of **Inclusive Communities. Responsive Healthcare. Healthier Lives.**

Reporting to the Director of Primary Care, the Manager, Dental Services is responsible for the day-to-day operations of the PQWCHC Dental Services across sites and partner locations. The Manager will oversee the staff team and continually evaluate the effectiveness of the service delivery and make corresponding service adjustments.

General Responsibilities:

The Manager, Dental services will be required to perform these responsibilities including (but not exclusive to): Hiring, training, and managing performance of the Dentists, Dental Assistants, Dental Hygienists and Dental Reception. Provide support and assistance to dental reception in difficult client engagements or emergency situations requiring intervention and de-escalation. Reports on client and staff safety incidents. Provides temporary back-up or support in case of unplanned absences. Organizes and chairs Dental Services team meetings. Supervises and ensures inputting of all dental provider schedules into the EMR schedule. Prepares proposals, budgets, and quarterly reports, with support from other leadership members as needed. Coordinates the ordering of supplies, equipment, and resources for the team within an approved budget. Responsible for the technical/administrative support and system structures (i.e., phone, computers, etc.) to ensure efficient operations within area of responsibility, ensuring the team have what is needed to provide optimal services. Participates as a member of the management team, including evening on-site manager coverage.

Qualifications:

- Three to five years' experience working as a Dental Assistant/Dental Clerk/Registered Dental Hygienist/Denturist/Dentist preferably in a community health or public health environment in a Canadian context; supervisory experience considered a strong asset.
- Strong knowledge of dental administrative workflow and utilization of electronic medical record systems; knowledge and experience with ABELDent Practice Management Software and PowerBI is a significant asset.
- Demonstrated experience in developing projects and/or leading teams or activities.
- Experience in creating proposals, successfully applying for funding and/or creation of revenue generation models considered a strong asset.
- Demonstrated organizational, interpersonal, communications, and supervisory skills.
- 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.
- Strong knowledge of issues affecting communities facing access barriers to health care.
- Demonstrated knowledge of the social determinants of health, harm reduction approaches and working with diverse and marginalized communities, particularly individuals who are homelessness, living with mental health issues and/or substance use, are immigrants or refugees, and those from the 2SLGBTQ+ community.
- Demonstrated organizational, office, and communications skills, including attention to detail and high level of accuracy.
- Proficiency in MS Office applications (particularly Word & Excel).
- Energetic, flexible person and able to handle many areas at once; strong problem-solving and decision-making skills.

Compensation: \$84,226 to \$101,477 per annum, plus Group Benefits and HOOPP (Health Care 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: 2024-094>

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.