

Level II Dental Assistant / Dental Receptionist
Belleville and Quinte West Community Health Centre (BQWCHC) Oral Health Program
Part-Time Permanent - 3 days/week

JOB SUMMARY

The Level II Dental Assistant/Receptionist provides assistance to the Oral Health Program primarily by providing reception duties. These duties include: maintaining an accurate and up-to-date schedule in an electric documentation system (Dentrix); responding to client and partner enquiries by phone and in person; processing new client applications and regularly checks client eligibility for payment; and facilitating specialist referrals and claims submissions.

The Assistant/Receptionist also assists with the efficiency of the clinic by contributing to inventory management, device maintenance and reprocessing, when needed. On occasion, the Assistant/Receptionist may be called upon to provide assistance to the Dentist(s) – preparing instruments, sterilizing instruments, mixing materials, taking clinical notes, ensuring patient comfort, and awareness of procedures/visit.

The Belleville and Quinte West Community Health Centre model of care provides comprehensive primary health care services to clients at all ages and stages of the life cycle with an emphasis on those who are at high risk and/or are experiencing barriers to accessing services. The BQWCHC Oral Health Program is a not-for-profit program and provides service to those insured through ODSP, OW, Healthy Smiles, and those who are uninsured.

ACCOUNTABILITY

Day to day accountability is to the Director of Programs and Services.

KEY AREAS OF RESPONSIBILITY

- Fields telephone enquiries for restorative and hygiene appointments, maintaining a daily schedule in Dentrix
- Determines client eligibility for coverage; advocating for clients where necessary
- Collects and assists with new client applications
- Assists with claims submissions; external billing and forwarding of referrals to specialists
- Manages incoming/outgoing mail
- Assists with financial reconciliations monthly, quarterly, and annually
- Assists with inventory/supplies management and equipment maintenance processes
- When occasionally acting in a Dental Assistant capacity, do so in accordance with up-to-date evidence-informed practices, and in adherence to BQWCHC oral health program procedures and IPAC guidelines

QUALIFICATIONS

- Successful completion of a Level II Dental Assisting Program at a College of Applied Arts and Technology
- Level II Certification (National Dental Assisting Examining Board NDAEB)
- Completion of a recognized Dental Reception and Administration Certificate or have equivalent recent experience
- HARP Certification, a definite asset
- Familiarity with Dentrix dental software, preferred
- Experience working with ODSP and Ontario Works recipients, an asset
- Understanding of the social determinants of health

APPLY

To apply for this opportunity please forward your resume and cover letter electronically to hr@bqwchc.com. **Within the subject line of your email, please indicate the position for which you are applying.** Posted until filled.

BQWCHC is an equal opportunity employer. If you require accommodation to participate in the hiring process, please call 613-962-0000 x 203 or email hr@bqwchc.com. For more information visit our website at www.bqwchc.com.

We thank all applicants however, only those selected for an interview will be contacted.