GOVERNMENT OF NUNAVUT

JOB DESCRIPTION

1. IDENTIFICATION

<table>
<thead>
<tr>
<th>Position No.</th>
<th>Job Title</th>
<th>Supervisor’s Position</th>
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<tbody>
<tr>
<td>10-9602</td>
<td>Dental Coordinator</td>
<td>Director Clinical Services (10-12030)</td>
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<thead>
<tr>
<th>Department</th>
<th>Division/Region</th>
<th>Community</th>
<th>Location</th>
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<tbody>
<tr>
<td>Health</td>
<td>Iqaluit Health Services</td>
<td>Iqaluit, Nunavut</td>
<td>Iqaluit</td>
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Freebalance Code: 10241-01-2-235-1000000-01-1000

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.

Under the administrative direction of the Director Clinical Services, the incumbent coordinates the provision of dental services in the Baffin Region.

3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?

Ensuring the provision of dental services contributes to the overall health of the population of 17,000 and impacts significantly on the long-term determinants of health. The Dental Coordinator coordinates the activities of contracted professionals including dentists, dental assistants, oral surgeon, oral surgeon assistant, orthodontist, orthodontist assistant, and. Many of the Baffin region’s 12 communities are separated by great distances. Coordinating a program located in isolated communities is difficult since it not only requires considerable travel but Contractors & Subcontractors can easily divert from optimum behaviour and performance under difficult conditions.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers why the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

Coordinates the delivery of dental services to Iqaluit and the Baffin Region by:

- Reviewing the level of need for dental services within the region and providing information for negotiations with Dental Contractors for the provision of services.
- Provision of advisory services.
- Coordinating dental services provided by all dental personnel in Baffin communities, including contractors, visitors specialist and dental therapists.
- Reviewing and authorizing expense claims, internal requisitions, waybills and invoices.
- Submitting budget projections and reviewing and submitting variance reports as requested by the Director, Clinical Services.
- Providing information for reports to the Director, Clinical Services and the Department on dental services and on various committees in the Department’s organization.
- Providing expertise regarding dental service provision for the Baffin Region, the public and other
agencies, in consultation with the Dental Health Specialist and the dental contractors.

- Directing and coordinating administrative matters concerning the dental program and resolving problems.
- Cooperating with other health employees in the Baffin region through different means, i.e. posters, video, radio, etc.
- Maintaining dental equipment, authorizing orders for supplies and minor equipment and maintaining inventory.
- Recommending purchase of capital equipment as required.

Provides all aspects of a complete Dental program for the region by:
- Interviewing, assigning, work-load evaluating, scheduling work time and imposing progressive discipline as required.
- Monitoring dental care to residents of the Baffin Region consistent with the policies of Health Canada and Nunavut Department of Health.
- Authorizing travel in consultation with the Dental Health Specialist and Health Canada for referred patients to specialists and institutions outside the region when services cannot be provided locally.
- The incumbent schedules and prioritizes own work within scope of authority.
- Incumbent works within The Government of Nunavut’s Department of Health policies and procedures.
- Exercise spending authority for the Dental Program Budget. The incumbent coordinates the Dental Program for the entire Baffin region.
- Ensures that Inuit Societal Values are incorporated in all aspects of work.

Manages Dental Therapy services provided in Iqaluit providing dental care to the school population and emergency care to adults by:
- Developing, implementing and executing an annual plan for the Dental Services in the Region.
- Orientating new Dental Therapists and responding to requests from them for administrative help or other concerns.
- Facilitating equipment repair and purchase of materials for dental therapists.
- Solves problems within the Dental Therapy program.
- Administers the Dental Therapy Program.
- Provides suggestions for change to the program.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance. Knowledge identifies the acquired information or concepts that relate to a specific discipline. Skills describe acquired measurable behaviours and may cover manual aspects required to do a job. Abilities describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the job, not the incumbent performing the job.

Education, Training and Experience:
- Experience administering a general dental program.
- Proficient knowledge of the Nunavut Dental act.
- Knowledge of Dental Billing procedures.
- Proficient knowledge of the Non Insured Health Benefits Programme (NIHB)
- Strong financial management skills.
• Micro-computer skills including knowledge of word processing, spreadsheets and data bases.
• As Dental Coordinator, the incumbent provides functional guidance to dentists and specialists with respect to Regional and Departmental policies and procedures.
• The incumbent must have strong management skills and be able to coordinate and manage employees located in several different communities.
• The incumbent must have strong interpersonal skills and the ability to communicate effectively both orally and in writing. The ability to speak in Inuktitut would be an asset. The incumbent will be required to discuss and persuade others to follow a course of action. The ability to influence supervisors and subordinates is key to program delivery.

Knowledge and Skills:
• Ability to administer a dental program.
• Ability to communicate effectively with a wide variety of administrative and professional personnel.
• Ability to supervise and manage conflict while working effectively as part of an overall multidisciplinary health care team.
• Ability to work in various computer programs including Microsoft Word, Meditech, Excel and Power Point.

The following contacts are required in this position:
• Contractors, Dental Health Specialist, and Dentists for contract administration – DAILY.
• Nunavut Department of Health and Health Canada’s Non Insured Health Benefits(NIHB) Programme, for sharing of information and billings – DAILY.
• Other professionals to share information – FREQUENTLY.
• Directors on program issues – DAILY.

This is a Highly Sensitive Position. A Criminal Record and Vulnerable Sector Checks are required.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

Most time is spent in a sitting position with frequent opportunity to move about. The incumbent may be required to work additional hours outside the normal work week to ensure clients are booked and available for clinics and surgery.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include the conditions that increase the risk of accident, ill health, or physical discomfort.

Incident works in a closed office, generally comfortable work environment. Inclement weather conditions may negatively impact on clinic schedules.

Sensory Demands

Indicate the nature of demands on the jobholder’s senses. These demands can be in the form of making
The incumbent spends a great deal of time reviewing budgets and medical claims. This requires a great deal of attention to detail. The incumbent deals directly with Specialists, Doctors, Dentists, patients and relatives on the telephone and in person, this requires tact and diplomacy in giving clear and concise instructions.

**Mental Demands**

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<th>Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.</th>
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<td>The incumbent is under pressure to administer the program, supervise staff and coordinate contacts services to ensure provision of treatment, which can result in short deadlines, and large volumes of work and conflicting priorities.</td>
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### 7. CERTIFICATION

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<th>Printed Name</th>
<th>Supervisor Signature</th>
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I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the responsibilities assigned to the position.

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I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.

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### 8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.
“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.