

Assistant Team Lead Job Description

Summary/objective:

The role of Lead Dental Assistant is to provide oversight, leadership, and mentorship to fellow dental assistants. To assist in the efficiency and functionality of the department and to help the department reach their goals set forth by the Doctor. This job description outlines the essential functions of the Lead Dental Assistant position and the Core Performance areas the Lead Dental Assistant position is held accountable to.

Leadership:

- Leads the team through day-to-day functions so the clinic is running smoothly, harmoniously, and efficiently
- Models positive behaviors and outlooks for the team to emulate.
- Promotes positive culture and relationships amongst staff through day-to-day interactions
- Anticipates and proactively plans for the needs of the business, our staff and our patients
- Implements, champions, and distributes office policies
- Communicates clear expectations to the team
- Delegates work in a balanced and appropriate manner
- Provides more praise and affirmation than negative feedback to team members
- Takes an active role in resolving conflicts and reducing drama
- Respects others' opinions and beliefs even when I disagree and Uses active listening skills to understand what is important to team members
- Open to new ideas and constructive criticism
- Handles sensitive situations with team members in a professional manner
- Gladly helps the team by collaborating and assisting with difficult patients
- Models professional "on stage" behaviors
- Adapts to new predicaments quickly, provides actionable solutions
- Promotes open communication lines between leadership and staff as well as providing a forum for employees to discuss concerns.

Training/Staffing

- Promotes and implements training to continually upgrade the knowledge of the staff
- Assist in the efficient transition of new Dr's and or assistants to ensure better acclimation to the office
- Assists in providing OSHA training and ensuring that staff is following all safety requirements
- Conduct interviews and job screening for potential new hires for the back team

- Provides regular feedback on job performance
- Assist in employee reviews and evaluate for pay increases
- Updates, implements, and maintains compliance with accurate and up-to-date job descriptions for members of your team
- Provides tools to support and empower team members to reach their individual and office goals
- Plan and facilitate all back staff meetings and back staff training

Operations

- Ensure Management of clinical forms – ensuring up to date and good quality understandable for patients
- Ensure all lab cases are ready and pulled for the following day schedule
- Ensure proper dental assistant coverage in the office daily, approval of time off requests
Organize schedule for back team
- Ensures supply ordering is done properly and efficiently, including sedation medications
- Ensures emergency kits and first aid supplies are maintained, ensure stocked and properly up to date
- Ensures MSDS book updated and maintained
- Ensures schedule is reviewed the day before for any errors, pitfalls, or roadblocks
- Pull assistants from the back as needed to provide efficient use of staff
- Acts as a liaison between doctors and back team for routine matters such as schedule changes, questions about policies and procedures, special projects, etc.

Daily

Facilitate daily huddle

Field day of sick employee calls

Manage assistant down time

Monitor and assist in efficient patient flow

Weekly

confirm we have proper staffing for the schedule

Coordinate Weekly office staff meeting

Monthly:

Participate in Leadership Team Meeting

Celebrate back staff workaversaries