

Department of Restorative Dental Sciences
Clinical Assistant/Associate Professor and Clinic Director of Faculty Practice
Position # 00038340

The University of Florida, College of Dentistry (UFCD) is recruiting qualified applicants for a Clinical Assistant/Associate Professor and Clinic Director (non-tenure accruing track). This position will oversee all aspects of Faculty Practice including practice operations, patient access and experience, faculty provider support, and a range of administrative functions in support of the success and growth of the UFCD faculty practice. The incumbent will also practice clinically, providing high-quality comprehensive dental care to patients and participate in teaching to support the academic mission.

The College of Dentistry operates a faculty dental practice in our main Gainesville location, where approximately 12,000 patient visits are completed annually. Twenty-two faculty members provide care to patients that come from the Gainesville/Alachua County area, as well as surrounding counties. In addition to faculty, the practice employs 18 staff including hygienists, receptionists, dental assistants and a practice manager/administrator.

Practice Operations. The Faculty Practice Director is responsible for creating an environment for efficient, effective, patient-centered care. Key responsibilities include oversight of all clinical functions, and administrative duties associated with management of a clinical practice. This includes improving the scheduling process, promoting timely, responsive care while ensuring the care delivered meets patient needs. The Director will optimize the availability of providers and appointments by determining the needs for hygiene, general dentistry, prosthodontics, periodontics, orthodontics and endodontics.

Faculty Provider and Staff Support/Supervision. The Director plays a key role in supporting the practice's providers and staff to enable their success. The Director monitors and oversees staffing including dental assistants, hygienists, and receptionists that support an effective practice. This position directly supervises the practice manager, and indirectly supervises approximately 18 practice staff, to ensure that all HR functions and responsibilities are managed.

The Director maintains regular communication with providers on staffing, equipment, supplies, revenue cycle issues, patient record management, compliance and any patient issues that pertain to them. While faculty have their home academic department, during the time they are assigned to the practice, they are supervised by the Faculty Practice Director.

Quality and Compliance. The Director is responsible for clean, compliant and professional facilities and works with appropriate staff to ensure that equipment is functioning, maintained, and repaired or replaced in a timely manner. They ensure compliance with regulatory requirements, infection prevention and control protocols, working closely with the Associate Dean for Clinical Affairs and Quality.

Electronic Health Record. The Director oversees clinic processes to ensure consistent, compliant, correct utilization of the EHR and for initiating follow-up measures, including coordination with UFCD's Peer Review Committee to address any identified needs or quality concerns.

Patient Experience. The Director has an overall responsibility for promoting patient-centered care and an excellent patient experience by leading patient-care improvement initiatives; recommending changes to policies, processes, and training as needed; and implementing new tools and technology. The Director ensures high-level, consistent customer service, serves as a point of contact for patient issues and coordinates with the UFCD Patient Liaison to resolve complaints and requests as appropriate. The Director tracks the resolution of complaints that require provider, leadership or external review or action.

Revenue Cycle and Budget. The Director is responsible for the revenue cycle including billing and collections. They ensure proper credentialing of new and existing providers by working with college administration. The Director oversees new patient intake, patient appointments, billing and collections, compliance and fiscal counseling. The Director reviews the accounts receivable for the practice and works with staff to reduce the practice's accounts receivable as needed.

The Director is responsible for increasing revenues, decreasing costs and maximizing efficiency to grow a profitable dental practice. They are responsible for overseeing marketing activities, improving scheduling and payer mix, assessing fees on an annual basis, developing new lines of business, and improving processes. This position will develop and manage the practice plan budget with assistance from Finance and is responsible for monitoring budget variances, and addressing identified deficiencies.

Minimum Qualifications

- Requires a DMD/DDS or equivalent, plus five years of dental practice-related experience.
- Applicants must be able to deliver care in all aspects of general dentistry.
- As well as being an experienced clinician, the successful applicant should be organized, familiar with digital dentistry technology and proficient with the use of electronic health records, abreast of current evidence-based dentistry and possess excellent communication and patient management skills.

Preferred Qualifications

- Five years previous experience as an owner/director of a dental practice including record of managing clinical practice operations and/or (AEGD/GPR).
- An MBA, MPH, or MHA is desirable.
- Experience with billing and reimbursement
- Superior oral and written communication skills with high degree of interpersonal ability to develop service-oriented practice
- Ability to provide initiative, judgment and creativity in the resolution of complex problems using data.

UFCD is one of the leading dental schools in the United States devoted to improving and promoting oral health throughout Florida, the nation and worldwide through excellence in teaching, research, patient care and service. UFCD currently ranks among the top-five U.S. dental schools in terms of NIH research funding. It is the only state-funded dental school in Florida. The University of Florida (UF), a member of the

AAU, is the largest and most comprehensive public university in the state of Florida, with large undergraduate, graduate, and postgraduate educational programs. UF currently ranks 8th among the nation's top-10 public universities. The UF Health Science Center and its six colleges (Dentistry, Medicine, Nursing, Pharmacy, Public Health and Health Professions, Veterinary Medicine) are co-located on the Gainesville campus, with additional teaching, research, and patient care sites throughout Florida, and beyond.

The University of Florida is an Equal Opportunity Employer dedicated to building a broadly diverse and inclusive faculty and staff. The University of Florida invites all qualified applicants to apply. The University of Florida is a public institution and subject to all requirements under Florida Sunshine and Public Records laws.

Initial review of applications will begin immediately and will continue until an applicant pool is identified. To apply, please go to <https://jobs.ufl.edu> and search for job number (521913). Applicants should attach a curriculum vitae, a cover letter describing their interest and containing a statement of academic objectives, and a contact list of three references with their application for consideration.

For more information about the University of Florida College of Dentistry, visit: www.dental.ufl.edu.