**P U B L I C N O T I C E**

**HEALTH DEPARTMENT OF NORTHWEST MICHIGAN**
**PERSONNEL & FINANCE COMMITTEE**

**Meeting will be held at:**
**9:30 a.m. Tuesday, October 6, 2026**
Otsego County Library
700 S. Otsego Ave., Gaylord, MI 49735
(231) 547-7663

ZOOM OPTION AVAILABLE

**Safety Capacity**
In person attendance will be limited to allow for spacing and following the Otsego County Library Roloff Center capacity limits as established by the Fire Marshall. Attendees are reminded they can also view the meeting via Zoom with the link provided. Public comment will not be allowed via Zoom.

**Submission of Comments on Agenda Items**
Public Comment on any agenda item may be shared through our website to address the Board of Health by clicking this link: PUBLIC COMMENT CARD. To have your comment electronically delivered to Board of Health members for review prior to the meeting, they must be submitted by 10 a.m. the day prior to the scheduled public meeting. Public comment cards submitted after that time will be printed and provided to Board of Health members at the scheduled meeting. NOTE: Public comments submitted via public comment card will be
reviewed but not read at the meeting.

**Meeting Accessibility**
Pursuant to the American with Disabilities Act, individuals who, because of a disability, need special assistance to attend or participate in the Board of Health meeting, may request assistance by calling (231) 547-7663 or by emailing m.bosman@nwhealth.org. Requests should be made by Sunday, October 4, 2026.

The availability of Public Comment is recognized by Robert's Rules of Order and the Michigan Open Meetings Act to provide for orderly comment from the public. Public comments are welcome and are important to the Board of Health. To that end, the following information is provided:

1. Speakers are encouraged to use the podium and microphone so that Board members can clearly hear their message.

2. Before beginning, a speaker should clearly state their name.

3. The Chairperson may implement a sign-up sheet for public comment at any time during a meeting if it becomes necessary to better organize a large public turnout.

4. There is a three (3) minute time limit for each speaker. Timing will begin after a speaker's name is established. Upon notification that thirty (30) seconds remain, speakers must make every effort to conclude their comments within this timeframe.

5. Upon the oral request of a member of the public ("donor") who is present at a public meeting and who wishes to donate his or her speaking slot to another member of the public ("speaker"), and with the permission of the Chairperson which shall not be unreasonably withheld, a speaker may comment for up to six (6) minutes, equivalent to two (2) public speaking slots.

6. Public comment shall be addressed to the Chairperson, not to Health Department staff or individual Board of Health members.

7. Speakers should be germane, courteous, and respectful during their speaking time; strongly worded advocacy, however, is to be expected, and shall not by itself be considered discourteous or disrespectful by the Board of Health.

8. If a speaker desires to provide materials to Board members during the meeting, the speaker or a designee will give the materials to the Board's secretary for distribution.

9. The Chairperson has the discretion to permit members of the public to speak at times other than those times reserved for public comment.

10. These Public Comment Rules will be incorporated with the posted agenda for each public meeting of the Board of Health so that they are readily available to each person who desires to speak at the meeting. The Board of Health expects that each person desiring to speak at the meeting will have read and will comply with these rules.

HEALTH DEPARTMENT of Northwest Michigan

# AGENDA

**PERSONNEL & FINANCE COMMITTEE MEETING**

9:30 a.m. Tuesday, October 6, 2026

Meeting will be held at the Otsego County Library

700 S. Otsego Ave., Gaylord, MI 49735

For more information, please call (231) 547-7663

ZOOM OPTION

Please click this URL to join.

https://us06web.zoom.us/j/84377694509?pwd=KhfEGQemWPZojfFtIFgB4T6nZnu2ae.1

Passcode: 880650

Or dial: 1 929 205 6099

Webinar 898 1509 5412

Passcode: 880650

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| I. | Call to Order | Commissioner Koontz |
| II. | Roll Call | Commissioner Koontz |
| III. | Approval of the Agenda<br>a. Add or Remove Agenda Items | Commissioner Koontz |
| IV. | Review/Approval of the Meeting Minutes from September 1, 2026 | Commissioner Koontz |
| V. | DCN Job Descriptions<br>(Action Item) | Shannon Klonowski |
| VI. | Community Health Worker I &II Reclassification<br>(Action Item) | Janenne Pung |
| VII. | MERS Years of Service<br>(Action Item) | Shannon Klonowski |
| VIII. | Public Comment | |
| IX. | Adjournment | |

**Personnel & Finance Committee**
**Health Department of Northwest Michigan**
**9:30 a.m. September 1, 2026**

**Call to order:** A Personnel & Finance Committee meeting was held at the Shirley Roloff Center on September 1, 2026. The meeting was called to order at 9:30 a.m. by Commissioner Koontz, Chairperson. Three members of the committee were in attendance, establishing a quorum.

**Members in attendance:** Commissioners Matt Koontz, Dana Wingo, and Jason Helwig. Commissioner Turnbull was in attendance but did not participate.

**Members absent/excused:** Commissioner Scott Hankins.

**Staff in attendance:** Shannon Klonowski, Kevin Hartley, Andrea Pierce, Olivia Van Elslander, and Melanie Bosman.

**APPROVAL OF THE AGENDA**
Approved as presented.

**REVIEW/APPROVAL OF AUSUST 4, P&F MEETING MINUTES:**
**Motion:** Commissioner Helwig made a motion to approve the August 4 meeting minutes as presented. Supported by Commissioner Wingo. Roll call. All ayes. Motion carried.

**FY27 INITIAL BUDGET:**
**Motion:** Commissioner Helwig made a motion that the fiscal year 2027 budget in the amount of $35,659,867 be brought to the full Board of Health for review and approval. Supported by Commissioner Wingo. Roll call. All ayes. Motion carried.

**PUBLIC COMMENT:** None.

**ADJOURNMENT:**
Commissioner Helwig made a motion to adjourn the meeting. Supported by Commissioner Wingo. Meeting adjourned at 9:42 a.m.

**DCN Positions for Personnel and Finance Committee Review**

1. Dentist
2. Dental Assistant
3. Registered Dental Assistant
4. Registered Dental Hygienist
5. Sterilization Technician
6. Front Office Associate
7. Office Manager
8. Hospital Care Coordinator
9. Hospital Patient Care Manager
10. Clinical Lead Dentist – New Position
11. Clinical Operations Supervisor – New Position

**Suggested Language for P&F Committee Review**

I move that the positions of dentist, dental assistant, registered dental assistant, registered dental hygienist, sterilization technician, front office associate, office manager, hospital care coordinator, hospital patient care manager, clinical lead dentist, and clinical operations supervisor be brought to the full board of health for consideration in order to add to the list of jobs at HDNW as part of the Dental Clinics North transition.

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|---|---|
| Position Title | Dentist |
| Title of Immediate Supervisor | Dental Director |
| FLSA Status | Exempt |
| Revision/Review Date | 9/30/2026 |

**GENERAL SUMMARY:** Dental Clinics North Dentists diagnose and treat problems with patients' teeth, gums, and related parts of the mouth while providing advice and instruction on taking care of the teeth and gums and on diet choices that affect oral health.

**ESSENTIAL FUNCTIONS:**

1. Provides quality dental services to eligible patients with skill, care, and judgement.
2. Participates in appointment management and referral of patients to assure dental clinic productivity and appropriate management of dental patients.
3. Develops and documents comprehensive diagnostic findings, treatment plans and services delivered per relevant HDNW/DCN policies and procedures.
4. Communicates dental treatment information to patients, parents, and clinical staff in a clear, compassionate, and effective manner.
5. Exercises professional judgment in the provision of services within the scope of training and experience.
6. Prepares reports, records, charts, and other documentation regarding services performed as may be necessary to comply with applicable laws, standards of third-party payors, applicable accreditation standards, and Dental Clinics North policies and procedures.

**NON-ESSENTIAL FUNCTIONS:**

**WORK ENVIRONMENT:** The tasks performed on the job regularly would produce exposure to illness and injury or health hazards. An accident may result in permanent or long-term injury or illness. Recurring adverse working conditions such as frequent travel, extreme temperatures, excessive noise, navigating difficult terrain, and/or blood borne pathogens exist on the job. On a frequent basis (over 2/3 of the working days), the position requires the following types of physical demands: Position requires the ability to see, sit, talk, hear, speak, stand, walk, and keyboard. Repeated reaching, bending/kneeling, climbing stairs/ladders, gripping, pinching, pulling/pushing, transferring, lifting up to 25#, or carrying up to 25#.

**TRAVEL REQUIRED:** Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities is required.

## QUALIFICATIONS

**EDUCATION AND EXPERIENCE:** This position requires a doctoral degree with up to 1 year of expansive work experience.

Preferred major: Dental Surgery (DDS) or Dental Medicine (DMD).

Preferred knowledge, experience and abilities: Exceptional human relations skills with the ability to get along with people and handle conflicts. Ability to always maintain a professional demeanor with patients, staff and doctors, even under pressure. Ability to manage multiple priorities while working with interruptions. Ability to meet scheduled deadlines and work unsupervised. Competency with electronic technology: i.e. Microsoft products, Dentrix, Internet. possess phyical ability and eye sight to be able to practice dentistry in a competent manner;

ability to tolerate and work with young children; ablility to effectively communicate dental treatment information to patients, parents, and staff.

**LICENSE AND CERTIFICATIONS:** It is required for the employee to possess the following licenses and certifications:

- Michigan Dentist License and Michigan Controlled Substance License upon hire
- DEA Practitioner License upon hire
- CPR Certification upon hire

## KNOWLEDGE, SKILLS, & ABILITIES

**VERBAL COMMUNICATION SKILLS:** Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors; the ability to encourage open communication; communicate changes and progress and keep others adequately informed; interpret and translate facts and information; explain situations and issues to people and advise them of alternative or appropriate courses of action; participate in meetings; interview and gather information from others; and support and explain reasoning for decisions.

**WRITTEN COMMUNICATION SKILLS:** Position requires the ability to express ideas and thoughts in written form; to write clearly and informatively; the knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar; the writing skills sufficient to complete more difficult assignments, such as editing documents and materials for style and content; the skill to organize material into formats which ensure ease of reading and understanding; the ability to vary writing style to meet needs of the audience and purpose.

**TECHNOLOGY:** Technological skills include the ability to efficiently operate and utilize multiple equipment and technological products. Employees have a foundational knowledge of software programs needed to perform daily responsibilities and keep technical skills current.

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|---|---|
| Position Title | Dental Assistant |
| Title of Immediate Supervisor | Office Manager |
| FLSA Status | Non-Exempt |
| Revision/Review Date | 09/29/2026 |

**GENERAL SUMMARY:** The Dental Assistant performs a variety of dental assisting duties, within compliance of state regulations, to promote quality dental care for patients in a reduced stress, comfortable environment. A Dental Assistant assists the doctor(s), teaches patients how to care for their teeth, communicates effectively with patients, maintains equipment and inventory, and follows universal precautions including all OSHA and MIOSHA requirements, to ensure a safe environment for patients and staff. As part of the overall clinic team the Dental Assistant will assist all other staff members as required and available with their duties.

**ESSENTIAL FUNCTIONS:**

1. Assists dentist(s) during a variety of dental treatment procedures that involve saliva, blood, and odors with clients of all ages, backgrounds, and economic status. Set up operatory for dental procedures, including tray set-ups, materials, and equipment.
2. Take and develop radiographs (x-rays). Prepare materials for making impressions and restorations. Take and record medical history and vital signs. Write lab slips and maintain lab cases.
3. Understands and follows infection control and hazard communication rules and regulations. Understands and follows HIPAA confidentiality rules and regulations. Sterilizes instruments, oils and cleans equipment according to MIOSHA/OSHA standards, and performs routine disinfection of rooms and equipment. Sends in monitor strips as required.
4. Help patients feel comfortable before, during, and after dental treatment. Provides patients with post-operative instructions following oral surgery or other dental treatment procedures.
5. Use Dentrix to chart the mouth and teeth of patients, review and explain treatment plans to patients, and schedule clients for treatment as needed.
6. Strong listening and speaking skills are necessary for communicating with dentists, hygienists, and patients. One should also have good critical thinking skills, which will allow him or her to evaluate alternative solutions to problems.

**NON-ESSENTIAL FUNCTIONS:**

1. Participate in agency drills. During a public health emergency may be required to perform other duties as assigned.
2. Ability to learn front office functions (i.e. answer phones, Medicaid and private insurance billing, use credit card and fax machine, check patients in and out). Assist front desk personnel in determining client fee for service; accept payment, receipt and record transaction.
3. As directed by a supervisor, performs other related and/or necessary education objectives and/or tasks to achieve organizational and programmatic goals and objectives.

**WORK ENVIRONMENT:** The tasks performed on the job regularly would produce exposure to illness and injury or health hazards. An accident may result in permanent or long-term injury or illness. Recurring adverse working conditions such as frequent travel, extreme temperatures, excessive noise, navigating difficult terrain, and/or blood borne pathogens exist on the job. On a frequent basis (over 2/3 of the working days), the position requires the following types of physical demands: Position requires the ability to see, sit, talk, hear, speak, stand, walk, and

keyboard. Repeated reaching, bending/kneeling, climbing stairs/ladders, gripping, pinching, pulling/pushing, transferring, lifting up to 25#, or carrying up to 25#.

**TRAVEL REQUIRED:** Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities is required.

## QUALIFICATIONS

**EDUCATION AND EXPERIENCE:** This position requires a high school diploma with up to 1 year of expansive work experience.

Preferred major:

Preferred knowledge, experience and abilities:

**LICENSE AND CERTIFICATIONS:** It is required for the employee to possess the following licenses and certifications:

- X-Ray Certification within six months of employment
- CPR Certification within six months of employment

## KNOWLEDGE, SKILLS, & ABILITIES

**VERBAL COMMUNICATION SKILLS:** Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors.

**WRITTEN COMMUNICATION SKILLS:** Position requires the ability to express ideas and thoughts in written form; to write clearly and informatively; the knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar. Use of such skills would be evident in assignments such as proofreading and preparation of routine memos or correspondence.

**TECHNOLOGY:** Technological skills include the ability to efficiently operate and utilize multiple equipment and technological products. Employees have a foundational knowledge of software programs needed to perform daily responsibilities and keep technical skills current.

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|---|---|
| Position Title | Registered Dental Assistant |
| Title of Immediate Supervisor | Office Manager |
| FLSA Status | Non-Exempt |
| Revision/Review Date | 9/29/2026 |

**GENERAL SUMMARY:** The Registered Dental Assistant performs a variety of dental assisting duties, within compliance of state regulations, to promote quality dental care for patients in a reduced stress, comfortable environment. A Registered Dental Assistant assists the doctor, teaches patients how to care for their teeth, communicates effectively with patients, maintains equipment and inventory, and follows universal precautions and all OSHA and MIOSHA requirements to ensure a safe environment for patients and staff. As part of the overall clinic team the Registered Dental Assistant will assist all other staff members as required and available with their duties.

**ESSENTIAL FUNCTIONS:**

1. Assists dentist(s) during a variety of dental treatment procedures that involve saliva, blood, and odors with clients of all ages, backgrounds, and economic status. Set up operatory for dental procedures, including tray set-ups, materials, and equipment.
2. Take and develop radiographs (x-rays). Prepare materials for making impressions and restorations. Take and record medical history and vital signs. Write lab slips and maintain lab cases.
3. Understands and follows infection control and hazard communication rules and regulations. Understands and follows HIPAA confidentiality rules and regulations. Sterilizes instruments, oils and cleans equipment according to MIOSHA/OSHA standards and performs routine disinfection of rooms and equipment. Send in monitor strips as required.
4. Performs expanded function duties as necessary and in accordance with Michigan's allowable functions.
5. Help patients feel comfortable before, during, and after dental treatment. Provide patients with post-operative instructions following oral surgery or other dental treatment procedures.
6. Use Dentrix to chart the mouth and teeth of patients, review and explain treatment plans to patients, and schedule clients for treatment as needed.
7. Strong listening and speaking skills are necessary for communicating with dentists, hygienists, and patients. One should also have good critical thinking skills, which will allow him or her to evaluate alternative solutions to problems.

**NON-ESSENTIAL FUNCTIONS:**

1. Participate in agency drills. During a public health emergency may be required to perform other duties as assigned.
2. Ability to learn front office functions (i.e. answer phones, Medicaid and private insurance billing, use credit card and fax machine, check patients in and out). Assist front desk personnel in determining client fee for service; accept payment, receipt and record transaction.
3. As directed by a supervisor, performs other related and/or necessary education objectives and/or tasks to achieve organizational and programmatic goals and objectives.

**WORK ENVIRONMENT:** The tasks performed on the job regularly would produce exposure to illness and injury or health hazards. An accident may result in permanent or long-term injury or illness. Recurring adverse working conditions such as frequent travel, extreme temperatures, excessive noise, navigating difficult terrain, and/or blood borne pathogens exist on the job. On a frequent basis (over 2/3 of the working days), the position requires the

following types of physical demands: Position requires the ability to see, sit, talk, hear, speak, stand, walk, and keyboard. Repeated reaching, bending/kneeling, climbing stairs/ladders, gripping, pinching, pulling/pushing, transferring, lifting up to 25#, or carrying up to 25#.

**TRAVEL REQUIRED:** Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities is required.

## QUALIFICATIONS

**EDUCATION AND EXPERIENCE:** This position requires high school diploma and knowledge normally acquired from specialized trainings such as that acquired in approximately one year of college, technical, vocational, trade, or business school with more than 3 years of expansive work experience.

Preferred major:

Preferred knowledge, experience and abilities: Experience with autoclave, suction, hand pieces, panorex, amalgamator, ultrasonic, O2/N20, air compressor, vacuum pump, amalgam separator, hygrim, stamatic preferred.

**LICENSE AND CERTIFICATIONS:** It is required for the employee to possess the following licenses and certifications:

- Michigan Registered Dental Assistant License upon hire
- X-Ray Certification within six months of employment
- CPR Certification within six months of employment

## KNOWLEDGE, SKILLS, & ABILITIES

**VERBAL COMMUNICATION SKILLS:** Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors.

**WRITTEN COMMUNICATION SKILLS:** Position requires the ability to express ideas and thoughts in written form; to write clearly and informatively; the knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar. Use of such skills would be evident in assignments such as proofreading and preparation of routine memos or correspondence.

**TECHNOLOGY:** Technological skills include the ability to efficiently operate and utilize multiple equipment and technological products. Employees have a foundational knowledge of software programs needed to perform daily responsibilities and keep technical skills current.

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|---|---|
| Position Title | Registered Dental Hygienist |
| Title of Immediate Supervisor | Office Manager |
| FLSA Status | Non-Exempt |
| Revision/Review Date | 9/29/2026 |

**GENERAL SUMMARY:** The Registered Dental Hygienist promotes dental health through the direct delivery of oral hygiene and appropriate preventative services. A Registered Dental Hygienist assists the doctor in documenting the current clinical condition and recommending treatment to provide the appropriate level of clinical care.

**ESSENTIAL FUNCTIONS:**

1. Obtain baseline oral hygiene assessment data based upon accepted principles of oral hygiene and periodontal care. This includes periodontal charting annually. Provides clinical oral hygiene services including dental x-rays, prophylaxis, scaling, sealant, local anesthetic, takes impressions, pour impressions, and/or fluoride application consistent with accepted professional practices and standards, and in compliance with applicable state laws and agency protocol. Perform root planning, placement of subgingival medicaments (as available), polish dental restorations.
2. Enter treatment performed and treatment plans into charts. Develop preliminary treatment plans for patients prior to the Dentist's exam. Review treatment plans with patient and explain options available.
3. Disinfect operatory and sterilize instruments. Insures the proper disposal of all contaminated or potentially contaminated materials in accordance with the Dental Director's directives and agency policy, as well as state and federal rules and regulations.
4. Update patient health history and all required information. Dental charting existing restorations and missing teeth. Give oral hygiene instructions and demonstrations to all patients.
5. Assist in recare scheduling.
6. Responsible for inventory control and ordering hygiene materials following established purchasing procedures.
7. Assist in the triage and treatment of emergency patients.

**NON-ESSENTIAL FUNCTIONS:**

1. Assist the Dentists, Dental Assistants, and Front Desk staff as needed.

**WORK ENVIRONMENT:** The tasks performed on the job regularly would produce exposure to illness and injury or health hazards. An accident may result in permanent or long-term injury or illness. Recurring adverse working conditions such as frequent travel, extreme temperatures, excessive noise, navigating difficult terrain, and/or blood borne pathogens exist on the job. On a frequent basis (over 2/3 of the working days), the position requires the following types of physical demands: Position requires the ability to see, sit, talk, hear, speak, stand, walk, and keyboard. Repeated reaching, bending/kneeling, climbing stairs/ladders, gripping, pinching, pulling/pushing, transferring, lifting up to 25#, or carrying up to 25#.

**TRAVEL REQUIRED:** Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities is required.

## QUALIFICATIONS

**EDUCATION AND EXPERIENCE:** This position requires an associate's degree with up to 1 year of expansive work experience.

Preferred major:

Preferred knowledge, experience and abilities: Exceptional human relations skills with the ability to get along with people and handle conflicts. Ability to always maintain a professional demeanor with patients, staff and doctors, even under pressure. Ability to manage multiple priorities while working with interruptions. Ability to meet scheduled deadlines and work unsupervised. Competency with electronic technology: i.e. Microsoft products, Dentrix, Internet. Experience with intra-oral camera, plasma arc curing light, electronic blood pressure cuff, ultrasonic scalers, autoclave, and radiographic equipment.

**LICENSE AND CERTIFICATIONS:** It is required for the employee to possess the following licenses and certifications:

- Michigan Registered Dental Hygienist License upon hire
- X-Ray Certification upon hire
- CPR Certification upon hire

## KNOWLEDGE, SKILLS, & ABILITIES

**VERBAL COMMUNICATION SKILLS:** Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors; the ability to encourage open communication; communicate changes and progress and keep others adequately informed; interpret and translate facts and information; explain situations and issues to people and advise them of alternative or appropriate courses of action; participate in meetings; interview and gather information from others; and support and explain reasoning for decisions.

**WRITTEN COMMUNICATION SKILLS:** Position requires the ability to express ideas and thoughts in written form; to write clearly and informatively; knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar. Use of such skills would be evident in assignments such as proofreading and preparation of routine memos or correspondence.

**TECHNOLOGY:** Technological skills include the ability to efficiently operate and utilize multiple equipment and technological products. Employees have a foundational knowledge of software programs needed to perform daily responsibilities and keep technical skills current.

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|---|---|
| Position Title | Sterilization Technician |
| Title of Immediate Supervisor | Office Manager |
| FLSA Status | Non-Exempt |
| Revision/Review Date | 09/29/2026 |

**GENERAL SUMMARY:** The Sterilization Technician works directly with the clinical team to maintain a sterile and organized clinical environment. They provide the setup and and clean up of patient appointments while providing auxiliary support to any areas of the clinic.

**ESSENTIAL FUNCTIONS:**

1. Sterilize and disinfect all instruments and dental equipment.
2. Responsible for the cleanliness and orderliness of the laboratory office, supply room, and all tray set ups.
3. Launder all reusable PPE and scrubs throughout the day.
4. Maintain record of inventory and relay information to the Office Manager to replenish supplies as needed.

**NON-ESSENTIAL FUNCTIONS:**

1. Participate in agency drills. During a public health emergency may be required to perform other duties as assigned.
2. As directed by a supervisor, performs other related and/or necessary education objectives and/or tasks to achieve organizational and programmatic goals and objectives.

**WORK ENVIRONMENT:** The tasks performed on the job regularly would produce exposure to illness and injury or health hazards. An accident may result in permanent or long-term injury or illness. Recurring adverse working conditions such as frequent travel, extreme temperatures, excessive noise, navigating difficult terrain, and/or blood borne pathogens exist on the job. On a frequent basis (over 2/3 of the working days), the position requires the following types of physical demands: Position requires the ability to see, sit, talk, hear, speak, stand, walk, and keyboard. Repeated reaching, bending/kneeling, climbing stairs/ladders, gripping, pinching, pulling/pushing, transferring, lifting up to 25#, or carrying up to 25#.

**TRAVEL REQUIRED:** Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities is required.

## QUALIFICATIONS

**EDUCATION AND EXPERIENCE:** This position requires a high school diploma with up to 1 year of expansive work experience.

Preferred knowledge, experience, and abilities: Organized with a strong attention to detail. Dependable. Quick learner, willing to learn and able to multitask and prioritize. Strong customer service and communication skills.

**LICENSE AND CERTIFICATIONS:** This position does not require any licenses and certifications.

## KNOWLEDGE, SKILLS, & ABILITIES

**VERBAL COMMUNICATION SKILLS:** Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors.

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|---|---|
| Position Title | Front Office Associate |
| Title of Immediate Supervisor | Office Manager |
| FLSA Status | Non-Exempt |
| Revision/Review Date | 9/30/2026 |

**GENERAL SUMMARY:** The Front Desk Receptionist does vital work with staff, patients, and insurance companies and is responsible for administrative functions, handling patient grievances, and coordinating the overall flow of the practice. This important role helps promote a safe, pleasant, and harmonious environment for staff, doctors, and patients.

**ESSENTIAL FUNCTIONS:**

1. Following HDNW/DCN policy, reviews treatment and financial plans with patients. Oversees patient billing by submitting necessary pre-determination paperwork and presenting on the Northern Dental Plan (NDP) sliding fee scale when appropriate. Collects payments from patients.
2. Greets patients on the telephone and in-person. Schedule and confirm appointments, while ensuring all appropriate information is included.
3. Maintain re-care system by ensuring all patients seek necessary preventative maintenance schedules and procedures.
4. Provide outstanding customer service and maintain positive relationships with staff.
5. Provide accurate and timely information, verbally and/or written, to the dentists, DCN Office, and senior management as requested.
6. Responsible for handling customers' questions, comments, praises, and complaints received via letter, email, and in-person.

**NON-ESSENTIAL FUNCTIONS:**

1. Process mail.
2. Assist in controlling inventory of front desk supplies.
3. Perform administrative duties during staff absences.

**WORK ENVIRONMENT:** The tasks performed on the job produce minimal exposure to illness and injury such as minor burns, cuts, abrasions, or falls. Work may be carried out in mildly disagreeable conditions, where factors such as temperature, noise, or ventilation may yield a perceptible level of discomfort. Occasional travel may occur. On a frequent basis (over 2/3 of the working days), the position requires the following types of physical demands: Position requires the ability to see, sit, talk, hear, speak, and keyboard. Walking, sitting for prolonged periods viewing a monitor, using hands or fingers in activities requiring coordination of dexterity.

**TRAVEL REQUIRED:** Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities is required.

## QUALIFICATIONS

**EDUCATION AND EXPERIENCE:** This position requires a high school diploma with 1 to 3 years of expansive work experience. *(Associate's degree preferred)*

Preferred major:

Preferred knowledge, experience and abilities: Exceptional human relations skills with the ability to get along with people and handle conflicts. Ability to always maintain a professional demeanor while providing compassionate and empathetic support to patients. Ability to maintain outgoing, friendly attitude with patients, staff and doctors, even under pressure. Ability to manage multiple priorities while working with interruptions. Competency with electronic technology: i.e. Microsoft products, Dentrix, Internet. Ability to operate office equipment: i.e. calculator, fax, copier, scanner, credit card terminal, multiple phone lines.

**LICENSE AND CERTIFICATIONS:** This position does not require any licenses and certifications.

## KNOWLEDGE, SKILLS, & ABILITIES

**VERBAL COMMUNICATION SKILLS:** Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors; the ability to encourage open communication; communicate changes and progress and keep others adequately informed; interpret and translate facts and information; explain situations and issues to people and advise them of alternative or appropriate courses of action; participate in meetings; interview and gather information from others; and support and explain reasoning for decisions.

**WRITTEN COMMUNICATION SKILLS:** Position requires the ability to express ideas and thoughts in written form; to write clearly and informatively; knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar. Use of such skills would be evident in assignments such as proofreading and preparation of routine memos or correspondence.

**TECHNOLOGY:** Technological skills include the ability to efficiently operate and utilize multiple equipment and technological products. Employees have a foundational knowledge of software programs needed to perform daily responsibilities and keep technical skills current.

| | |
|---|---|
| Position Title | Office Manager |
| Title of Immediate Supervisor | Dental Director |
| FLSA Status | Exempt |
| Revision/Review Date | 09/30/2026 |

**GENERAL SUMMARY:** Working in collaboration with clinical team members, the HDNW/DCN leadership team, and with community partners, the Office Manager is responsible for the daily operations of the dental office. Provides supervision and leadership to the dental office clinical team, ensures compliance with professional standards and program requirements, provides direct services when applicable, and oversees patient flow and daily goals. Employee demonstrates excellent interpersonal skills, extensive knowledge of dental professional standards, and the ability to multi-task in a fast-paced, high energy environment.

**ESSENTIAL FUNCTIONS:**

1. Manages human resources within the dental office, including recruiting, hiring, training, evaluating, scheduling, and terminating professional, paraprofessional, and technical staff through direct supervision and consultation. Collaborate with the Dental Director in matters pertaining to the scope of a provider's professional responsibilities. Responsible for managing personnel concerns; verifying and approving accurate pay records; and conducting employee development as required.
2. Responsible for fiscal management of the dental office, including daily RVU production; understanding financial reports; managing budget line items; meeting annual revenue goals; maintaining and educating staff on the Gain Share Calculator; and maintaining appropriate staffing levels.
3. Provide outstanding customer service, maintain positive relationships, and act as a resource for everything related to office operations.
4. Responsible for monitoring and insuring the dental office meets OSHA requirements, completion of maintenance logs, and submission of required testing/documentation in collaboration with the Patient Safety Coordinator.
5. Facilitate communications by providing accurate and timely information, verbally and/or written, to the dentists, support staff, and directors as requested. Maintain the performance/communication board, including daily announcements and goals. Fosters a team-oriented environment, a positive office environment to nurture professional development, team work, and high quality patient care.
6. Provides leadership in the area of interpreting and responding to program and policy changes; contributes to policy and procedure development; manages reporting requirements.
7. Collaborate with the Dental Director to support clinical staff and carry out the mission of Dental Clinics North.

**NON-ESSENTIAL FUNCTIONS:**

1. Increase access to patient care through community involvement and networking and represent the dental office throughout the service area at coalition meetings, hospital meetings, health department meetings, with community partners, and clients.
2. Assist in the orientation and evaluation of dental students, including coordination and supervision of the student schedule and completion of necessary documentation.
3. Collects, analyzes, and evaluates statistical data from services delivered, and makes qualitative and quantitative changes to the service delivery system as needed for the dental office.
4. All other duties as assigned.

**WORK ENVIRONMENT:** The tasks performed on the job produce intermittent exposure to illness and injury obtained in the office through the use of equipment, hazardous material or health hazards, such as exposure to blood borne pathogens. Any illness or injury would not be expected to be permanent or long-term. Periodic travel will occur. On an occasional basis (up to 1/3 of the working days), the position requires the following types of physical demands: Position requires the ability to see, sit, talk, hear, speak, stand, walk, and keyboard. Repeated reaching, bending/kneeling, climbing stairs/ladders, gripping, pinching, pulling/pushing, transferring, lifting up to 25#, or carrying up to 25#.

**TRAVEL REQUIRED:** Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities is required.

## QUALIFICATIONS

**EDUCATION AND EXPERIENCE:** This position requires an associate's degree, plus additional advanced training of one to two years, licensure, or state or nationally recognized certification with 1 to 3 years of expansive work experience. *(Bachelor's degree preferred)*

Preferred major: Health care administration, public health, business, or related field

Preferred knowledge, experience and abilities: Dental office operations, general human resource management, leadership skills, exceptional interpersonal skills, customer service, policy and program development and implementation, fiscal management, personnel management, strong problem solving skills, ability to operate office equipment and demonstrate strong computer skills, ability to work with interruptions and manage competing priorities and projects, ability to meet deadlines and work unsupervised, ability to maintain outgoing, friendly attitude with patients, staff, and doctor even under pressure.

**LICENSE AND CERTIFICATIONS:** It is required for the employee to possess the following licenses and certifications:

- CPR within two months of employment

It is preferred for the employee to possess the following licenses and certifications:

- X-Ray Technician Certificate within one year of employment

## KNOWLEDGE, SKILLS, & ABILITIES

**VERBAL COMMUNICATION SKILLS:** Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors; the ability to encourage open communication; communicate changes and progress and keep others adequately informed; interpret and translate facts and information; explain situations and issues to people and advise them of alternative or appropriate courses of action; participate in meetings; interview and gather information from others; support and explain reasoning for decisions; speaking clearly and persuasively in positive or negative situations; confronting difficult situations; using negotiation skills to resolve conflicts; developing and making formal presentations; demonstrating group presentation skills; or otherwise engaging in communication activities which substantially contribute to solving problems or achieving work objectives.

**WRITTEN COMMUNICATION SKILLS:** Position requires: the ability to express ideas and thoughts in written form; to write clearly and informatively; the knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar; the writing skills sufficient to develop and finalize correspondence, proposals, reports, and position papers; the ability to edit documents and materials for style and content; the ability to convey data and information to professionals and the public using a variety of approaches, including reports, presentations, email, letter, press releases; the skill to organize material into formats which ensure ease of reading and understanding; the ability to vary writing style to meet needs of the audience and purpose; the ability to communicate in writing and orally with linguistic and cultural proficiency; the ability to select and evaluate approaches for disseminating public health data and information; the ability to communicate information and evaluate strategies for communicating information to influence behavior and improve health; and the ability to design work flows and procedures.

**TECHNOLOGY:** Technological skills include utilization of critical thinking skills and program/service knowledge to identify data elements needed for service documentation, tracking, reporting and analysis. Identifies electronic tool efficiencies and incorporates them into workflow procedures to streamline processes. May identify and troubleshoot solutions to technological problems and equipment challenges and be a resource to staff.

| | |
|---|---|
| Position Title | Hospital Care Coordinator |
| Title of Immediate Supervisor | Hospital Patient Care Manager |
| FLSA Status | Non-Exempt |
| Revision/Review Date | 09/29/2026 |

**GENERAL SUMMARY:** Working in collaboration with the referring dentist, the patient, and the Hospital Patient Care Manager, the Hospital Care Coordinator will help to manage the patient's dental hospital needs by monitoring and coordinating treatment plans, education about conditions and connecting them with dental providers.

**ESSENTIAL FUNCTIONS:**

1. Acts as a liason between our partner hospitals, clients and families, and Dental Clinics North staff providing hospital services.
2. Assist the HPC Manager with the medical and dental prior authorizations and billing processes.
3. Provides outstanding customer service and maintains positive relationships with DCN staff, hospital partners, and clients.
4. Assists families in connecting them with needed dental swervices in the hospital setting.
5. Assists HPC Manager with available operating room time and schedules DCN hospital starff into available operating room time.

**NON-ESSENTIAL FUNCTIONS:**

**WORK ENVIRONMENT:** The tasks performed on the job and the location of the work are such that the incumbent's exposure to accident and health hazards is unlikely. Occasional travel may occur. On a frequent basis (over 2/3 of the working days), the position requires the following types of physical demands: Position requires the ability to see, sit, talk, hear, speak, and keyboard. Walking, sitting for prolonged periods viewing a monitor, using hands or fingers in activities requiring coordination of dexterity.

**TRAVEL REQUIRED:** Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities is required.

## QUALIFICATIONS

**EDUCATION AND EXPERIENCE:** This position requires a high school diploma. *(Associate's degree preferred)*

Preferred major:

Preferred knowledge, experience and abilities: Exceptional human relations skills with the ability to get along with people and handle conflicts. Ability to always maintain a professional demeanor while providing compassionate and empathetic support to patients. Ability to maintain outgoing, friendly attitude with patients, staff and doctors, even under pressure. Ability to manage multiple priorities while working with interruptions. Competency with electronic technology: i.e. Microsoft products, Dentrix, Internet. Ability to operate office equipment: i.e. calculator, fax, copier, scanner, credit card terminal, multiple phone lines.

**LICENSE AND CERTIFICATIONS:** This position does not require any licenses and certifications.

## KNOWLEDGE, SKILLS, & ABILITIES

**VERBAL COMMUNICATION SKILLS:** Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to

develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors; the ability to encourage open communication; communicate changes and progress and keep others adequately informed; interpret and translate facts and information; explain situations and issues to people and advise them of alternative or appropriate courses of action; participate in meetings; interview and gather information from others; support and explain reasoning for decisions; speaking clearly and persuasively in positive or negative situations; confronting difficult situations; using negotiation skills to resolve conflicts; developing and making formal presentations; demonstrating group presentation skills; or otherwise engaging in communication activities which substantially contribute to solving problems or achieving work objectives.

**WRITTEN COMMUNICATION SKILLS:** Position requires: the ability to express ideas and thoughts in written form; to write clearly and informatively; the knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar; the writing skills sufficient to develop and finalize correspondence, proposals, reports, and position papers; the ability to edit documents and materials for style and content; the ability to convey data and information to professionals and the public using a variety of approaches, including reports, presentations, email, letter, press releases; the skill to organize material into formats which ensure ease of reading and understanding; the ability to vary writing style to meet needs of the audience and purpose; the ability to communicate in writing and orally with linguistic and cultural proficiency; the ability to select and evaluate approaches for disseminating public health data and information; the ability to communicate information and evaluate strategies for communicating information to influence behavior and improve health; and the ability to design work flows and procedures.

**TECHNOLOGY:** Exceptional human relations skills with the ability to get along with people and handle conflicts. Ability to always maintain a professional demeanor while providing compassionate and empathetic support to patients. Ability to maintain outgoing, friendly attitude with patients, staff and doctors, even under pressure. Ability to manage multiple priorities while working with interruptions. Competency with electronic technology: i.e. Microsoft products, Dentrix, Internet. Ability to operate office equipment: i.e. calculator, fax, copier, scanner, credit card terminal, multiple phone lines.

| | |
|---|---|
| Position Title | Hospital Patient Care Manager |
| Title of Immediate Supervisor | Director of Clinical Operations |
| FLSA Status | Non-Exempt |
| Revision/Review Date | 09/29/2026 |

**GENERAL SUMMARY:** Working in collaboration with the referring dentist and the patient, the Hospital Patient Care Manager will help to manage the patient's dental hospital needs by monitoring and coordinating treatment plans, education about conditions and connecting them with dental providers.

**ESSENTIAL FUNCTIONS:**

1. Acts as a liaison between our partner hospitals, clients and families, and Dental Clinics North staff providing hospital services.
2. Oversee the credentialing process for the Dental Clinics North hospital staff.
3. Provides outstanding customer service and maintains positive relationships with DCN staff, hospital partners, and clients.
4. Assists families in connecting them with needed dental services in the hospital setting.
5. Works with hospital partners on available operating room time and schedules DCN hospital staff into available operating room time.

**NON-ESSENTIAL FUNCTIONS:**

**WORK ENVIRONMENT:** The tasks performed on the job and the location of the work are such that the incumbent's exposure to accident and health hazards is unlikely. Occasional travel may occur. On a frequent basis (over 2/3 of the working days), the position requires the following types of physical demands: Position requires the ability to see, sit, talk, hear, speak, and keyboard. Walking, sitting for prolonged periods viewing a monitor, using hands or fingers in activities requiring coordination of dexterity.

**TRAVEL REQUIRED:** Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities is required.

## QUALIFICATIONS

**EDUCATION AND EXPERIENCE:** This position requires a bachelor's degree, with 1 to 3 years of expansive work experience.

Preferred major: Health care administration, public health, business, or related field

Preferred knowledge, experience and abilities: Exceptional human relations skills with the ability to get along with people and handle conflicts. Ability to always maintain a professional demeanor while providing compassionate and empathetic support to patients. Ability to maintain outgoing, friendly attitude with patients, staff and doctors, even under pressure. Ability to manage multiple priorities while working with interruptions. Competency with electronic technology: i.e. Microsoft products, Dentrix, Internet. Ability to operate office equipment: i.e. calculator, fax, copier, scanner, credit card terminal, multiple phone lines.

**LICENSE AND CERTIFICATIONS:** This position does not require any licenses and certifications. It is preferred for the employee to possess the following licenses and certifications:

- Registered Dental Assistant or Registered Dental Hygienist upon hire

## KNOWLEDGE, SKILLS, & ABILITIES

**VERBAL COMMUNICATION SKILLS:** Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors; the ability to encourage open communication; communicate changes and progress and keep others adequately informed; interpret and translate facts and information; explain situations and issues to people and advise them of alternative or appropriate courses of action; participate in meetings; interview and gather information from others; support and explain reasoning for decisions; speaking clearly and persuasively in positive or negative situations; confronting difficult situations; using negotiation skills to resolve conflicts; developing and making formal presentations; demonstrating group presentation skills; or otherwise engaging in communication activities which substantially contribute to solving problems or achieving work objectives.

**WRITTEN COMMUNICATION SKILLS:** Position requires the ability to express ideas and thoughts in written form; to write clearly and informatively; the knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar; the writing skills sufficient to complete more difficult assignments, such as editing documents and materials for style and content; the skill to organize material into formats which ensure ease of reading and understanding; the ability to vary writing style to meet needs of the audience and purpose.

**TECHNOLOGY:** Exceptional human relations skills with the ability to get along with people and handle conflicts. Ability to always maintain a professional demeanor while providing compassionate and empathetic support to patients. Ability to maintain outgoing, friendly attitude with patients, staff and doctors, even under pressure. Ability to manage multiple priorities while working with interruptions. Competency with electronic technology: i.e. Microsoft products, Dentrix, Internet. Ability to operate office equipment: i.e. calculator, fax, copier, scanner, credit card terminal, multiple phone lines.

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|---|---|---|---|
| **Position Title** | Clinical Lead Dentist | **Classification Level** | |
| **Division** | Oral Health | **FLSA Status** | Exempt |
| **Reports to** | Health Officer | **Revision / Review Date** | 9/23/2026 |

## GENERAL SUMMARY

Working in collaboration with team members from all divisions and with community partners, the clinical lead dentist will provide leadership, clinical guidance, mentorship, and assistance to the dentists.This position will mentor new dentists, provide clinical assistance, review and implement dental best practices and technologies, work with the dental director to recruit and retain dentists, and assist with vision and direction of the clinical practice.Demonstrates a commitment to public health, compassion, positive leadership, stability, interpersonal and communication skills, iniative, colaroration, and advocacy skills.

## ESSENTIAL FUNCTIONS

1. Ensures best practices and new technologies are being used.
2. Provides mentorship and guidance to other dentists related to clinical procedures and operations.
3. Assists with clinical billing concerns and clinical issues challenged by insurance companies.
4. Works with the dental director to recruit and retain dentists.
5. Works as a practicing dentist in the clinics to have a complete understanding of how the organization is operating and to analyze current processes to ensure they are completed correctly.
6. Sign off on the P.A. 161 for our oral health teams.
7. Demonstrates the ability to (1) handle varying levels of stress, (2) display appropriate interpersonal skills to create and maintain effective relationships with co-workers and community partners, and (3) meet the attendance requirements of the position.

## NON-ESSENTIAL FUNCTIONS

1. Assist with complaints from clients related to dentists' work and chairside manner.
2. Represent HDNW / DCN is the community and professional circles.
3. Encourage coordinating care for recommendations from oral health programs and work collaboratively with all oral health teams.

**QUALIFICATIONS** To perform this job successfully, employees must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to do so. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION & EXPERIENCE** This position requires a doctoral degree with more than 5 years of expansive work experience.

Required major: Dentistry

Preferred major:

Preferred knowledge and experience: Must be a dentist with a valid license in the State of Michigan, with experience in a clinical setting (preferably DCN) and a commitment to public health.

Preferred education:

- Required major:
- Preferred major:

**LICENSE & CERTIFICATIONS** DDS upon hire.

**VERBAL COMMUNICATION SKILLS**

Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors; the ability to encourage open communication; communicate changes and progress and keep others adequately informed; interpret and translate facts and information; explain situations and issues to people and advise them of alternative or appropriate courses of action; participate in meetings; interview and gather information from others; support and explain reasoning for decisions; speaking clearly and persuasively in positive or negative situations; confronting difficult situations; using negotiation skills to resolve conflicts; developing and making formal presentations; demonstrating group presentation skills; or otherwise engaging in communication activities which substantially contribute to solving problems or achieving work objectives; exceptionally well-developed communication and interpersonal skills to successfully handle problems or situations which are critical to the success of major programs, operations or services; the ability to inspire respect and trust; mobilize others to fulfill the mission of the agency; and provide vision and inspiration to others.

**WRITTEN COMMUNICATION SKILLS**

Position requires: the ability to express ideas and thoughts in written form; to write clearly and informatively; the knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar; the writing skills sufficient to develop and finalize correspondence, proposals, reports, and position papers; the ability to edit documents and materials for style and content; the ability to convey data and information to professionals and the public using a variety of approaches, including reports, presentations, email, letter, press releases; the skill to organize material into formats which ensure ease of reading and understanding; the ability to vary writing style to meet needs of the audience and purpose; the ability to communicate in writing and orally with linguistic and cultural proficiency; the ability to select and evaluate approaches for disseminating public health data and information; the ability to communicate information and evaluate strategies for communicating information to influence behavior and improve health; and the ability to design work flows and procedures.

## TECHNOLOGIGAL SKILLS

Technological skills include utilization of critical thinking skills and program/service knowledge to identify data elements needed for service documentation, tracking, reporting and analysis. Identifies electronic tool efficiencies and incorporates them into workflow procedures to streamline processes. May identify and troubleshoot solutions to technological problems and equipment challenges and be a resource to staff.

## TRAVEL REQUIRED

Must possess a valid Michigan Driver's License, maintain active auto insurance, be insurable through MMRMA guidelines, and demonstrate the ability and means to travel as needed and dictated by work responsibilities.

**WORK ENVIRONMENT** The work environment characteristics and the physical demands described here are representative of those employees encounter and must be able to meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The tasks performed on the job regularly would produce exposure to illness and injury or health hazards. This exposure results from the lack of control of the work environment, characteristic of in-home visits or on-site evaluations, and may include violent clients, no telephone access, exposure to pets, and working around large, heavy equipment. An accident may result in permanent or long-term injury or illness. Recurring adverse working conditions such as frequent travel, extreme temperatures, excessive noise, navigating difficult terrain, and/or bloodborne pathogens exist on the job. On a frequent basis (over 2/3 of the working days) the position requires the following types of physical demands: the ability to see, sit, talk, hear, speak, stand, walk, keyboard, repeatedly reach, bend, kneel, climb stairs/ladders, grip, pinch, pull, push, dig, transfer, lift and / or carry up to 25 lbs.

## INCIDENT COMMAND SYSTEM & NATIONAL INCIDENT MANAGEMENT SYSTEM TRAINING

All employees are required to complete the following Incident Command System (ICS) and National Incident Management System (NIMS) courses within the first 30 days of employment:

- **IS-0100.c** Introduction to Incident Command System (ICS)
- **IS-0700.b** Introduction to the National Incident Management System (NIMS)

Some employees will be required to complete additional ICS / NIMS training if assigned to a higher level of emergency response duties.

*This job description is intended to describe the general nature and level of work performed for this position. It is not to be construed as an exhaustive list of all job duties, nor construed as declaring all specific duties and responsibilities. It is not intended to limit or in any way modify the right of the supervisor to assign, direct, and redirect work. Employees may be asked to perform additional duties as required by the supervisor that are of similar kind, level, or difficulty.*

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|---|---|---|---|
| **Position Title** | Clinical Operations Supervisor | **Classification Level** | |
| **Division** | Oral Health | **FLSA Status** | Exempt |
| **Reports to** | Oral Health Director | **Revision / Review Date** | 9/23/2026 |

## GENERAL SUMMARY

Working in collaboration with team members from all divisions and with community partners, the Clinical Operations Supervisor supports clinic hygiene operations, aligns clinical hygiene practices with regulatory requirements, and improves patient outcomes, satisfaction, and safety. Provides leadership and oversight of dental hygiene and dental assisting clinical standards, drives continuous quality improvements, mentorship, onboarding, and compliance/safety coordination in partnership with the Oral Health Director and Clinical Lead Dentist. Demonstrates strong clinical oversight and quality improvement leadership, thorough knowledge of regulatory compliance and safety standards, effective mentorship and onboarding abilities, and excellent cross functional communication to coordinate patient centered care, operational efficiency, and positive outcomes.

## ESSENTIAL FUNCTIONS

1. Oversees clinical hygiene and dental assistant standards of care.
2. Collects, analyzes, and evaluates data from services delivered, and makes qualitative and quantitative changes to the service delivery system needed for program improvements.
3. Participates in quality assurance activities for area of responsibility and ensures compliance with accreditation and certification standards.
4. Represents HDNW and DCN throught the district through groups, hospital meetings, school districts, and at the State level.
5. Assists in the preparation of program budgets and monitoring of monthly financials.
6. Maintains knowledge and understanding of current research, best practices, evidence based models, and standards of care.
7. Participates in agency planning, issue identification, and policy development.
8. Demonstrates the ability to (1) handle varying levels of stress, (2) display appropriate interpersonal skills to create and maintain effective relationships with co-workers and community partners, and (3) meet the attendance requirements of the position.

## NON-ESSENTIAL FUNCTIONS

1. Keeps abreast of environmental, political, and economic changes and their potential effect on oral health care delivery.
2. Works closely with the Clinical Lead Dentist to ensure consistency and coordination in the clinic processes and practice.

**QUALIFICATIONS** To perform this job successfully, employees must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to do so. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION & EXPERIENCE** This position requires a bachelor's degree, plus additional advanced training of one to two years, licensure, or state or nationally recognized certification with more than 5 years of expansive work experience.

Required major:

Preferred major: Dental Hygiene, Education, Biology

Preferred knowledge and experience: Dental practices, public health core competencies, program development, planning, implementation, management and evaluation, general human resources management, interpersonal skills, decision making, professional judgement.

Preferred education: Master's degree preferred.

- Required major:
- Preferred major: Education , Health Care Administration, Health Policy

## LICENSE & CERTIFICATIONS

It is required for the employee to possess the following licenses and certifications:

- Dental Hygiene License upon hire.
- CPR upon hire.
- Certified in Dental Infection Prevention and Control (CDIPC) upon hire.

It is preferred for the employee to possess the following licenses and certifications:

- Oral Systemic Educator Certificate (CH-OSE) upon hire.

## VERBAL COMMUNICATION SKILLS

Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors; the ability to encourage open communication; communicate changes and progress and keep others adequately informed; interpret and translate facts and information; explain situations and issues to people and advise them of alternative or appropriate courses of action; participate in meetings; interview and gather information from others; support and explain reasoning for decisions; speaking clearly and persuasively in positive or negative situations; confronting difficult situations; using negotiation skills to resolve conflicts; developing and making formal presentations; demonstrating group presentation skills; or otherwise engaging in communication activities which substantially contribute to solving problems or achieving work objectives; exceptionally well-developed communication and interpersonal skills to successfully handle problems or situations which are critical to the success of major programs, operations or services; the ability to inspire respect and trust; mobilize others to fulfill the mission of the agency; and provide vision and inspiration to others.

## WRITTEN COMMUNICATION SKILLS

Position requires: the ability to express ideas and thoughts in written form; to write clearly and informatively; the knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar; the writing skills sufficient to develop and finalize correspondence, proposals, reports, and position papers; the ability to edit documents and materials for style and content; the ability to convey data and information to professionals and the public using a variety of approaches, including reports, presentations, email, letter, press releases; the skill to organize material into formats which ensure ease of reading and understanding; the ability to vary writing style to meet needs of the audience and purpose; the ability to communicate in writing and orally with linguistic and cultural proficiency; the ability to select and evaluate approaches for disseminating public health data and information; the ability to communicate information and evaluate strategies for communicating information to influence behavior and improve health; and the ability to design work flows and procedures.

## TECHNOLOGIGAL SKILLS

Technological skills include utilization of critical thinking skills and program/service knowledge to identify data elements needed for service documentation, tracking, reporting and analysis. Identifies electronic tool efficiencies and incorporates them into workflow procedures to streamline processes. May identify and troubleshoot solutions to technological problems and equipment challenges and be a resource to staff.

## TRAVEL REQUIRED

Must possess a valid Michigan Driver's License, maintain active auto insurance, be insurable through MMRMA guidelines, and demonstrate the ability and means to travel as needed and dictated by work responsibilities.

**WORK ENVIRONMENT** The work environment characteristics and the physical demands described here are representative of those employees encounter and must be able to meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The tasks performed on the job produce intermittent exposure to illness and injury obtained in the office through the use of equipment, hazardous material or health hazards, such as exposure to blood borne pathogens. Any illness or injury would not be expected to be permanent or long-term. Periodic travel will occur. On an occasional basis (up to 1/3 of the working days) the position requires the following types of physical demands: the ability to see, sit, talk, hear, speak, stand, walk, keyboard, repeatedly reach, bend, kneel, climb stairs/ladders, grip, pinch, pull, push, dig, transfer, lift and / or carry up to 25 lbs.

## INCIDENT COMMAND SYSTEM & NATIONAL INCIDENT MANAGEMENT SYSTEM TRAINING

All employees are required to complete the following Incident Command System (ICS) and National Incident Management System (NIMS) courses within the first 30 days of employment:

- **IS-0100.c** Introduction to Incident Command System (ICS)
- **IS-0700.b** Introduction to the National Incident Management System (NIMS)

Some employees will be required to complete additional ICS / NIMS training if assigned to a higher level of emergency response duties.

*This job description is intended to describe the general nature and level of work performed for this position. It is not to be construed as an exhaustive list of all job duties, nor construed as declaring all specific duties and responsibilities. It is not intended to limit or in any way modify the right of the supervisor to assign, direct, and redirect work. Employees may be asked to perform additional duties as required by the supervisor that are of similar kind, level, or difficulty.*

# P&F Committee

## Community Health Worker I

Suggested Motion Language:

***I move that the Personnel and Finance Committee recommend to the full BOH for their approval the reclassification of the Community Health Worker I position from a salary grade 5 to a salary grade 6.***

## Community Health Worker II

Suggested Motion Language:

***I move that the Personnel and Finance Committee recommend to the full BOH for their approval the reclassification of the Community Health Worker II position from a salary grade 6 to a salary grade 7.***

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|---|---|---|---|
| **Position Title** | Community Health Worker I | **Classification Level** | 05 |
| **Division** | Community Health | **FLSA Status** | Non-Exempt |
| **Reports to** | Community Health Supervisor | **Revision / Review Date** | 1/26/2026 |

**GENERAL SUMMARY:**

Working in collaboration with team members from all divisions and community partners, the Community Health Worker I assists clients in addressing social factors that my be negatively affecting health status (social determinants of health.) Links clients to culturally and geographical community resources. Provides support in navigating complex social service and health care systems. Helps remove barriers to health, social services, education, and employment. Adminsters assessment tools and provides information per program guidelines. Demonstrates broad knowledge of community resources, along with excellent internal and external customer service.

**ESSENTIAL FUNCTIONS:**

1. Provides education and outreach to clients through in person consultation and written material. Provides information and social support for health behaviors and makes referrals to appropriate essential service provider agencies and internal agency programs.
2. Provides basic screening for health and social issues and barriers. Identifies barriers and necessary pathways to ensure connection to a variety of health and social services.
3. Assess eligibility for health insurance coverage and provides enrollment assistance.
4. Adheres to established program model, policies, and procedures, including utilization of pathways, case conferencing, timely data collection and reporting. Tracks and documents activities and results according to established procedures and timelines.
5. Relates to individuals as a peer to quickly build trusting, authentic relationships that faciliate information sharing and motivate clients.
6. Prepares and maintains client related documentation in electronic health record.
7. Conducts outreach activities, which may include home visits. Conducts outreach calls to current clients, or to Medicaid referrals, who are due for clinical services, along with other outreach activities defined by Medicaid.
8. Demonstrates the ability to (1) handle varying levels of stress, (2) display appropriate interpersonal skills to create and maintain effective relationships with co-workers and community partners, and (3) meet the attendance requirements of the position.

**NON-ESSENTIAL FUNCTIONS:**

1. Participates in training to maintain professional excellence in the CHW field.
2. Ensures client confidentialy and follow agency policies reating to HIPAA and confidentiality.
3. Exhibits knowledge of prgram requirements and protocols for documentation, timeliness, and record keeping.
4. Demonstrates flexibility in meeting clients' needs through home, office, virtual, and community visits.

**QUALIFICATIONS:** To perform this job successfully, employees must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to do so. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION & EXPERIENCE:** This position requires a high school diploma and knowledge normally acquired from specialized trainings such as acquired in approximately one year of college, technical, vocational, trade, or business school with 1 to 3 years of expansive work experience.

Required major:

Preferred major:

Preferred knowledge and experience: Interpersonal communication skills, one to three years' experience working with children/young families, knowledge of common computer software and office equipment. Basic knowledge of public health programs.

Preferred education:

- Required major:
- Preferred major:

**LICENSE & CERTIFICATIONS:**

It is required for the employee to possess the following licenses and certifications:

- CPR within two weeks of employment.
- Community Health Worker (CHW) certificationwithin one year of employment.

**VERBAL COMMUNICATION SKILLS:**

Position requires: Expressing ideas and thoughts verbally; exhibiting good listening and comprehension and getting clarification when needed; responding well to questions; the ability to develop and maintain positive relationships with other employees, as well as individuals external to the agency, including patrons, partnering agencies, stakeholders, and contractors.

**WRITTEN COMMUNICATION SKILLS:**

Position requires the ability to express ideas and thoughts in written form; to write clearly and informatively; the knowledge, application, and ability to edit spelling, punctuation, sentence structure and grammar. Use of such skills would be evident in assignments such as proofreading and preparation of routine memos or correspondence.

**TECHNOLOGIGAL SKILLS**

Technological skills include utilization of multiple software products requiring training and utilization of manuals to stay current including advanced knowledge of program functionality to ensure documentation requirements for multiple programs are met or knowledge in specific areas such as graphic design or utilizing technology for marketing health department services.

**TRAVEL REQUIRED:**

Must possess a valid Michigan Driver's License and demonstrate the ability and means to travel as needed and dictated by work responsibilities.

**WORK ENVIRONMENT:** The work environment characteristics and the physical demands described here are representative of those employees encounter and must be able to meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The tasks performed on the job regularly would produce exposure to illness and injury or health hazards. This exposure results from the lack of control of the work environment, characteristic of in-home visits or on-site evaluations, and may include violent clients, no telephone access, exposure to pets, and working around large, heavy equipment. An accident may result in permanent or long-term injury or illness. Recurring adverse working conditions such as frequent travel, extreme temperatures, excessive noise, navigating difficult terrain, and/or blood borne pathogens exist on the job. On a frequent basis (over 2/3 of the working days) the position requires the following types of physical demands: the ability to see, sit, talk, hear, speak, stand, walk, keyboard, repeatedly reach, bend, kneel, climb stairs/ladders, grip, pinch, pull, push, dig, transfer, lift and / or carry up to 25 lbs.

**INCIDENT COMMAND SYSTEM & NATIONAL INCIDENT MANAGEMENT SYSTEM TRAINING:**

All employees are required to complete the following Incident Command System (ICS) and National Incident Management System (NIMS) courses within the first 30 days of employment:

- **IS-0100.c** Introduction to Incident Command System (ICS)
- **IS-0200.c** Basic Incident Command System (ICS) for Initial Response
- **IS-0700.b** Introduction to the National Incident Management System (NIMS)
- **IS-0800.d** National Response Framework – An Introduction

Some employees will be required to complete additional ICS / NIMS training if assigned to a higher level of emergency response duties.

*This job description is intended to describe the general nature and level of work performed for this position. It is not to be construed as an exhaustive list of all job duties, nor construed as declaring all specific duties and responsibilities. It is not intended to limit or in any way modify the right of the supervisor to assign, direct, and redirect work. Employees may be asked to perform additional duties as required by the supervisor that are of similar kind, level, or difficulty.*

| | | | |
|---|---|---|---|
| **Position Title** | Community Health Worker II | **Classification Level** | 06 |
| **Division** | Community Health | **FLSA Status** | Non-Exempt |
| **Reports to** | Community Health Supervisor | **Revision / Review Date** | 1/26/2026 |

**GENERAL SUMMARY:**

Working in collaboration with team members from all divisions and community partners, the Community Health Worker II applies acquired competency in the community health model and practices to provide more intensive services and integration with pathways and/or program models. Mentors and supports training of new Community Health Workers, and serves as a resource to the team in identifying and resolving problems. Demonstrates extensive knowledge of community resources, excellent internal and external customer service, and models strong collaboration with team members and community partners.

**ESSENTIAL FUNCTIONS:**

1. Demonstrates effectiveness and proficiency in performing all essential functions of the Community Health Worker I.
2. Provides more intensive services requiring more complex integration of pathways or program model and coordination with community partners.
3. Supports training of new Community Health Workers and other staff in program practices, techniques, and standards.
4. Services as a resource to supervisor and others in identifying and resolving issues and problems with work processes or client or partner relations.
5. Maintains knowledge of eligibility requirements for assistance programs available to community members and serves as a resource for other team members.
6. Participates in piloting new programs or services and is open to new approaches/services within the division or agency.
7. Functions independently in areas of responsibility and meets daily requirements of client services, data collection, and documentation.
8. Demonstrates the ability to (1) handle varying levels of stress, (2) display appropriate interpersonal skills to create and maintain effective relationships with co-workers and community partners, and (3) meet the attendance requirements of the position.

**NON-ESSENTIAL FUNCTIONS:**

1. Participates in training to maintain professional excellence and leadership in the CHW field.
2. Supports activities which achieve reporting requirements for programs and funders.
3. Maintains strong community relationships and represents the agency at community events and meetings.
4. Demonstrates flexibility in meeting clients' needs through home, office, virtual, and community visits.

**QUALIFICATIONS:** To perform this job successfully, employees must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to do so. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION & EXPERIENCE:** This position requires a high school diploma and knowledge normally acquired from specialized trainings such as acquired in approximately one year of college, technical, vocational, trade, or business school with 3 plus years of expansive work experience.

Required major:

Preferred major:

Preferred knowledge and experience: Interpersonal communication skills, one to three years' experience working with children/young families, knowledge of common computer software and office equipment. Basic knowledge of public health programs.

Preferred education:

- Required major:
- Preferred major:

**LICENSE & CERTIFICATIONS:**

It is required for the employee to possess the following licenses and certifications:

- CPR upon hire.
- Community Health Worker (CHW) certificationupon hire.

**VERBAL COMMUNICATION SKILLS:**

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# *Health Department of Northwest Michigan*

## Classification Schedule

August 4, 2026

| SALARY LEVEL | CLASSIFICATION TITLE | POINT VALUE |
|---|---|---|
| 01 | | 0 - 375 |
| 02 | | 376 - 575 |
| 03 | | 576 - 775 |
| 04 | Administrative Assistant I | 776 - 975 |
| 05 | Administrative Assistant II<br>Breastfeeding Counselor<br>Central Intake Appointment Scheduling (CIAS) Operator I<br>Community Health Worker I<br>Environmental Health Technician<br>IT Technician I<br>Public Health Technician I<br>Reimbursement Specialist I | 976 - 1375 |
| 06 | Administrative Assistant III<br>Central Intake Appointment Scheduling (CIAS) Operator II<br>Community Health Worker II<br>Digital Content Specialist<br>Health Educator<br>IT Technician II<br>Public Health Technician II<br>Reimbursement Specialist II | 1376 - 1775 |
| 07 | Accountant I<br>Breastfeeding Lead<br>Central Intake Appointment Scheduling (CIAS) Operator Lead<br>Office Coordinator<br>Oral Health Administrative Lead<br>Purchasing / Administrative Assistant<br>Reimbursement Specialist III | 1776 - 2150 |
| 08 | Facilities & Project Specialist<br>Network Administrator<br>Payroll/Human Resources Specialist<br>Reimbursement Coordinator<br>Systems Administrator<br>Systems Analyst | 2151 - 2360 |

| | | |
|---|---|---|
| 09 | Accountant II<br>Community Health Coordinator I<br>Environmental Health Sanitarian I<br>Nutritionist I<br>Public Health Nurse I<br>Regional Lab Technologist I<br>Registered Dental Hygienist<br>Senior Systems Administrator<br>Social Worker / Mental Health Professional I | 2361 - 2750 |
| 10 | Accountant III<br>Community Health Coordinator II<br>Environmental Health Sanitarian II<br>Marketing and Public Relations Coordinator<br>Nutritionist II<br>Public Health Nurse II<br>Regional Lab Technologist II<br>Social Worker / Mental Health Professional II | 2751 - 3050 |
| 11 | Administrative Supervisor<br>Community Health Coordinator III<br>Environmental Health Sanitarian III<br>Human Resource Manager I<br>Laboratory Manager<br>Public Health Nurse III<br>Public Health Technician Supervisor<br>Social Worker / Mental Health Professional III | 3051 - 3400 |
| 12 | Community Health Planner<br>Environmental Health Coordinator<br>Family Health County Coordinator<br>Human Resource Manager II | 3401 - 3775 |
| 13 | Community Health Supervisor<br>Environmental Health Supervisor<br>Family Health Supervisor<br>Finance Supervisor<br>Information Technology Supervisor<br>Nurse Practitioner I | 3776 – 4175 |
| 14 | Nurse Practitioner II | 4176 – 4475 |
| 15 | Director | 4476 – 4775 |
| 16 | Deputy Health Officer | 4776 – 6765 |

# P&F Committee

## MERS Years of Service

Suggested Motion Language:

***I move that the Personnel and Finance Committee recommend to the full BOH for their approval recognizing the current DCN staff years of service and bringing them forward into the MERS retirement system.***