

CANADIAN DENTAL HYGIENISTS ASSOCIATION POSITION DESCRIPTION

POSITION TITLE: Professional Practice Advisor

REPORTS TO: Manager of Professional Practice

SCOPE POSITION

The professional practice advisor is responsible for providing information and advice to members on practice issues relating to ethics, standards and the regulations that affect dental hygienists, with an emphasis on supporting dental hygienists who are interested in or are currently practising independently. Reporting to the manager of professional practice and in collaboration with the dental hygiene practice team, the advisor will participate in policy development processes and support guideline development and decision making. The professional practice advisor will also research and collaborate on the development of evidence-based resources for the profession and contribute to CDHA publications.

The position requires sound knowledge of the ethical, legislative, and business issues that impact the practice of dental hygiene in all Canadian jurisdictions. In-depth knowledge and expertise of independent practice is also required.

KEY RESPONSIBILITIES

Independent Practice

- Respond to all enquiries (telephone, email, and Independent Practice Network listserv) relating to independent dental hygiene practice and offer guidance, support, ethical and business advice, and problem-solving assistance.
- Liaise with all external stakeholders (e.g., insurance industry, third-party payers, CLHIA) to support and clarify dental hygiene scope of practice and to stay informed of third-party payers' revisions.
- Troubleshoot insurance claims issues on members' behalf with third-party payers.
- Lobby and advocate for continued uptake of EDI by insurance carriers so that members may work at maximum operating capacity.
- Ensure that current Independent Practice Network members are kept up to date on all changes relevant to independent dental hygiene practice.
- Coordinate and participate in Independent Dental Hygiene Practice Advisory Committee (IDHPAC) meetings.
- Coordinate the annual review and publication of the National List of Service Codes in English and French.
- Collaborate with CDHA staff to develop resources to support independent dental hygienists.
- Maintain and provide content updates to the independent practice section of CDHA's website.

General

- Participate as a member of the dental hygiene practice team and provide support to other team members as required.
- Provide support, information, and advice to practising dental hygienists, as required, on practice issues related to ethics, standards, and regulations.
- Respond to enquiries (by phone and email) from members, non-members, the public, and other stakeholders who have questions about the practice of dental hygiene.
- Identify key issues, trends, and changes that may affect the provision of dental hygiene care in all practice settings and in all provinces and territories, and thus may require policy direction or the development of guidelines or resources.
- Provide administrative support to maintain and update the register of practising independent dental hygienists.
- Collaborate with CDHA staff on the development of resources (e.g., policies, evidence-based guidance documents) to support the practice of dental hygiene.

CONTACTS

Internal contacts

- Staff at all levels

External contacts

- CDHA members
- Canadian dental hygiene regulatory bodies and dental hygiene associations in all provinces and territories
- Health insurance industry, including CLHIA, insurance carriers, and third-party payers
- Government stakeholders, including First Nations, Health Canada, NIHB
- Dental hygiene schools, students, dental hygiene practice and advisory committees
- Members of the public
- Dental industry

DECISION-MAKING AUTHORITY

- Organizes workload and sets priorities to meet deadlines on concurrent activities.
- Recommends action and procedural and policy changes as appropriate.
- Makes independent decisions, as appropriate, related to the above responsibilities.

FORMAL EDUCATION AND EXPERIENCE

- Diploma or degree in dental hygiene from an accredited dental hygiene program.
- Active certificate of registration/licence to practise with a Canadian dental hygiene regulatory body and in good standing with that body.
- Minimum of 5 years of experience within the last 10 years in independent dental hygiene practice, having owned or worked in such a practice.

KEY SKILLS

- Excellent understanding of dental hygiene practice, including independent practice, current practice guidelines, scope of practice and standards, and issues related to employment and employment standards.
- Ability to coach, mentor, and provide guidance to members.
- Solid organizational and time management skills to manage concurrent projects and assignments/activities efficiently and effectively.
- Excellent written, verbal, and interpersonal skills with an ability to build trust and relationships with stakeholders and members.
- Demonstrated ability to problem solve and critically think through complex issues or ethical issues.
- Demonstrated ability to work remotely and/or with a large degree of independence, initiative, flexibility, and resourcefulness.
- Proficiency in Microsoft Office Suite including Word, Excel, PowerPoint, and Outlook.
- Sound knowledge of practice management software, national service codes, *Dental Hygienists' Code of Ethics*, and processes for insurance claims, Unique Identification Number (UIN), and CDHA-ACHDnet™.

DESIRABLE QUALIFICATIONS

- Bilingual
- Post-secondary education in addition to dental hygiene academic credentials
- Previous experience with a professional association, regulatory authority, educational program, government, or dental industry
- Cross-specialty experience outside clinical practice (e.g., health promotion, education, vulnerable populations, leadership)
- Good presentation skills with knowledge of adult education principles

Approved: 21 June 2021

Reviewed: