

CANADIAN DENTAL HYGIENISTS ASSOCIATION

POSITION DESCRIPTION

POSITION TITLE: Professional Practice Advisor

REPORTS TO: Director of Dental Hygiene Practice

SCOPE OF POSITION

The professional practice advisor is responsible for providing guidance and support to members to optimize their clinical practice and patient care, with an emphasis on supporting dental hygienists who are interested in or are currently practising independently. Reporting to the director of dental hygiene practice, the advisor will recommend and develop practice supports and resources. They will assess current practices, identify areas for improvement, and develop strategies to assist members in providing quality dental hygiene care. The advisor will also provide education, training, and resources to support members in their practice.

The position involves an understanding of dental hygiene practices, regulations, industry standards, ethics, and business issues in all Canadian jurisdictions.

KEY RESPONSIBILITIES

General

- Provide guidance, information, and advice to practising dental hygienists, as required, on practice issues related to ethics, standards, and regulations.
- Respond to enquiries from members, non-members, the public, and other stakeholders regarding the practice of dental hygiene.
- Monitor and identify key issues, trends, and changes that may affect the provision of dental hygiene care in all practice settings in all provinces and territories. Make recommendations on strategies, policies, procedures, and resources needed to ensure remediation. Keep other dental hygiene practice team members informed, as required.
- Manage the development of resources to support the various practices in dental hygiene.
- Organize, develop, and deliver educational or training programs to enhance the skills and knowledge of dental hygienists, focusing on areas related to ethics, best practices, and risk management.
- Act as the lead person for maintenance and troubleshooting surrounding the CDHA members' online community.
- Build relationships with other professionals, regulatory bodies, professional associations, and organizations to stay informed about trends, best practices, and regulatory changes.
- Act as a liaison between the members and the dental and dental hygiene industry, public program administrators, and other organizations to support effective and optimized clinical operations.

Independent Practice

- Respond to all enquiries about independent dental hygiene practice and offer guidance, support, ethical and business advice, and problem-solving assistance.
- Liaise with independent practice-related external stakeholders (e.g., insurance industry, third-party payers, CLHIA) to facilitate the resolution of dental hygiene issues or complaints and stay informed of changes or revisions.
- Oversee the application process for a UIN and CDHANet and ensure accurate records of independent practising dental hygienists are kept.
- Troubleshoot insurance claims issues on behalf of independent practice members with third-party payers.
- Advocate for insurance carriers to continue the uptake of EDI functionalities to enhance clinical efficiencies and operations.
- Update Independent Practice Network members on all changes relevant to independent dental hygiene practice.
- Monitor the Independent Practice online community, share relevant content, provide advice and/or respond to questions on behalf of CDHA when appropriate.
- Manage the Independent Dental Hygiene Practice Advisory Committee (IDHPAC).
- Manage the annual review and publication of the National List of Service Codes in English and French.
- Manage, create and curate resources, tools, and evidence-informed materials to support independent dental hygienists.
- Organize, develop, and deliver educational or training programs for independent dental hygienists.
- Manage the independent practice section of CDHA's website.

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 changes as appropriate.
- Makes independent decisions, as appropriate, related to the above responsibilities.

FORMAL EDUCATION AND EXPERIENCE

- Diploma or degree in dental hygiene, preferably 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.
- A minimum of 10 years of recent experience in dental hygiene (e.g., clinical practice, public health, education, etc.).

KEY KNOWLEDGE & 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.
- Excellent customer service, interpersonal, and facilitation skills.
- Strong organizational, time management, and project management skills.
- Strong presentation and writing skills.
- Ability to work collaboratively with diverse teams and stakeholders.
- 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, *the Dental Hygienists' Code of Ethics*, *insurance claims processes*, *the Unique Identification Number (UIN)*, and CDHA-ACHDnet™.

DESIRABLE QUALIFICATIONS

- Bilingual (English and French).
- Prior experience with ownership or work in an independent practice setting.
- Post-secondary degree in addition to dental hygiene academic credentials.
- Strong knowledge of dental hygiene legislations, regulations, industry best practices, and provincial association processes and protocols.
- Professional experience in a leadership or advisory role.
- Cross-specialty experience outside clinical practice (e.g., health promotion, education, vulnerable populations).
- Commitment to lifelong learning.

Approved: 15 May 2024