Connecticut Dental Health Partnership

Job Description

Position:
Dental Health Care Specialist- Rural Outreach

Regional Assignment:


Overall Responsibility:
Perform local, community-based outreach and community partner network engagement in an assigned region to promote the CT Dental Health Partnership, the HUSKY Health Dental Plan, and oral health promotion to HUSKY Health Members.

Report to:
Dental Health Care Specialist Manager

Key Responsibilities/Scope of Work:

1. Execute Outreach functions in assigned region including:
   a. Develop and nurture a robust network of relationships with community-based organizations that work with HUSKY Health members to promote CTDHP services. Tactics include:
      i. Providing subject matter expertise in oral health program development to organizations.
      ii. Executing Memorandum of Understanding documents with organizations to solidify partnerships.
      iii. Supporting oral health assessment and referral pathways with organizations.
      iv. Cultivating key contacts and long-term relationships- viewed as the “go to” person for oral health information and questions.
      v. Dispensing collateral materials to organizations including oral health kits, posters, brochures.
      vi. Connecting organizations to care coordination referral processes for member referrals to care.
   b. Facilitate trainings and presentations to community providers and HUSKY Health audiences on CTDHP services and overall oral health education.
c. Embrace a sales-like, creative approach to the work, including conducting cold calls, meetings, and outreach efforts based on team outreach priorities to break into new organizations and services.

d. Represent CTHDP and HUSKY Health in local and regional stakeholders, workgroups, coalitions, and organizations.

e. Establish and nurture relationship with local dental providers in coordination with the network team.

f. Document outreach activities in various reporting systems.

2. Foster a spirit of teamwork and unity among the team that focuses on continuous feedback, solution development, and ongoing communication to improve processes, performance, and outcomes.

3. Commitment to continuous growth and professional development, including becoming a Certified Community Health Worker during your tenure at CTDHP.

Skills and Attributes:

- Commitment to and demonstration of cultural and linguistic competency that empowers our colleagues, teams, and especially our members.
- Understanding of social determinants of health and its connection to oral health equity.
- Understanding of outreach function and principles.
- Ability to communicate in a clear, concise, understandable manner, and listen attentively to others, understands material, and provides instructions to others
- Diplomatic and professional demeanor in external settings recognizing representation of both CTDHP and the Department of Social Services
- Experience and comfort in presenting to a wide range of audiences in person and virtually.
- Receptivity to delegation of tasks and practicing “managing up” to DHCS Manager.
- Ability to work both independently and within a team to achieve goals and objectives within defined time frames.
- Ability to meet, and drive to exceed, expectations and standards of case load and regional outreach efforts.
- Proficiency with Microsoft Office and computer use
- Ability to process information through computer systems
- Ability to adjust priorities and manage time wisely in a fast-paced environment
- Ability to maintain records and documentation and understanding the importance of documentation
- Must have own reliable transportation. Reimbursement for mileage provided by CTDHP.
- Must be flexible to work occasional evenings and weekends.

Experience:

- Experience in training, facilitation of meetings/programs, outreach, and network development preferred.
- Prior experience working in rural setting or a general awareness of the needs of rural communities preferred.
- Certification as a Community Health Worker a definite plus, but not required.
- Experience with oral health a plus, but not required.
- Bilingual very welcome.
About the Connecticut Dental Health Partnership:
Since 2008, the Connecticut Dental Health Partnership has managed all the dental health care services provided by the HUSKY Health program. We administer the dental benefits on behalf of the Department of Social Services (DSS) helping more than 900,000 residents in CT get access to free or low-cost, quality dental care.

Our Mission: To Enable all HUSKY Health members to achieve and maintain good oral health.

Commitment to Oral Health Equity: In order to effectuate CTDHP’s mission of enabling HUSKY Health member to achieve and maintain good oral health, CTDHP is committed to ensuring that access and availability of oral health services are fairly distributed across the CT Medicaid population. Achieving oral health equity requires us to develop data driven strategies to address population specific needs to reduce barriers and utilizing oral health services.