

Position Title: Senior Dental Officer/Oral Health Lead
Office: Office of Quality Improvement, Bureau of Primary Health Care
Supervisor's Title: Quality Division Director
Duty Station: Rockville, Maryland- HRSA Headquarters
Grade/Rank and Series: GS-685-14 or Commissioned Corps equivalent
Bargaining Unit Status: Non-Bargaining

OVERVIEW:

This position is located in the Health Resources and Services Administration (HRSA), Bureau of Primary Health Care (BPHC), Office of Quality Improvement (OQI), Quality Division located in Rockville, MD. The incumbent serves as the Bureau's lead in the support and evaluation of oral health programs and policy development, and how to most efficiently and effectively assure optimal quality, quantity, diversity and distribution of services to the Nation's underserved communities and vulnerable populations.

The Quality Division oversees BPHC clinical and operational quality improvement initiatives. The Senior Dental Officer/Oral Health Lead in the OQI exercises authority in directing support and quality improvement activities across the BPHC oral health programs and initiatives, including the Health Center Program. These activities impact organizations that receive BPHC grants, Look-Alike designation, contracts, and/or cooperative agreements. The Division's primary area of responsibility relative to BPHC program management is program performance improvement. Decisions and actions have a direct and substantial effect on the Health Center Program and its supported organizations. The Division's work impacts HRSA's headquarters and/or regional operations/programs, several BPHC-wide programs/activities, large segments of the Nation's population, and receives frequent Congressional and media attention.

The ideal candidate will have extensive experience developing and implementing public health programs that provide dental care to underserved communities and vulnerable populations. Such work would include developing budgets, setting program goals and objectives, coordinating with internal and external stakeholders (i.e., NGO's, governmental agencies, etc.); and evaluating the effectiveness of such programs.

RESPONSIBILITIES:

- Provide leadership, strategic direction and oversight for Bureau-wide Oral Health Strategic Goals and initiatives designed to improve the health of the Nation's underserved communities and vulnerable populations;
- Initiate and implement modifications of dentistry/oral health programs that will improve the quality of health care nationally;
- Develop and promote national programs to improve oral health care access, quality and costs;
- Oversee the administration of grants or contracts for the development, improvement, and operation of oral health programs, including support for community-based patient-centered training;
- Plan, design, and evaluate the national impact of oral health programs;
- Provide strategic advice on dental and medical workforce development and program redesign and issues; and,
- Serve as a recognized health care workforce expert regarding national oral health program and provider needs and resources.
- Provides high quality technical assistance to communities, community-based organizations, and BPHC programs on oral health, quality improvement and integration for health centers, including those focused on special populations.
- Coordinates BPHC oral health activities within HRSA and HHS, and with other Federal agencies, State and local governments, and other public and private organizations.
- Leads and/or participates in OQI, BPHC, and HRSA workgroups to develop innovative, data-driven options for advancing the work/mission of the Bureau.

- Establishes and monitors key performance metrics to ensure that products, processes, and technical assistance activities are high quality, clearly communicated, and are otherwise responsive to the needs of both internal and external stakeholders.
- Provides timely and appropriate responses to information requests from HRSA, HHS, OMB and Congress.

EXPECTED RESULTS:

- BPHC oral health quality and performance improvement strategies and initiatives support improvement across health centers, increasing the overall value and impact of Health Center Program.
- Products, processes, and technical assistance activities for oral/dental health are high quality, clearly communicated, and are otherwise responsive to the needs of both internal and external stakeholders.
- Oral health support, evaluation and improvement focuses on development and utilization so as to efficiently and effectively assure optimal quality, quantity, diversity and distribution of services to the Nation's underserved and vulnerable populations.

PREFERRED EXPERIENCE AND COMPETENCIES:

- Expertise and a minimum of 5 years of experience in directing and providing management oversight of oral health programs that provide care to underserved communities and vulnerable populations.
- Minimum of 2 years of experience successfully advising senior level officials.
- Expertise in evaluating the effectiveness of public health or health-related programs that provide dental care to underserved communities and vulnerable populations, as well as the impact of new/pending legislation on such programs.
- Expertise in quality improvement collaboratives, and the identification, dissemination and implementation of best practices.
- Proven ability to develop strategic and operational plans with insightful and appropriate goals, objectives and corresponding program budgets.
- Proven ability to manage, organize and prioritize multiple concurrent, complex projects efficiently and effectively.
- Proven ability to collaborate across organizational units and levels, and with external stakeholders (i.e., NGOs, governmental agencies, etc.) to accomplish program goals.
- Strong ability to analyze quantitative and qualitative data and information from various sources to determine needs and create solutions.
- Excellent oral and written communications, presentation and persuasion skills.
- Ability to foster strong working relationships built on mutual trust and respect.
- Proficient in Microsoft Office (Word, Outlook, Excel, PowerPoint, SharePoint).