

**JOB DESCRIPTION**

**POSITION TITLE:** Dental Assistant (Tier 1 or 2) **REPORTS TO:** Dental Assistant Supervisor or Ferndale Clinic Supervisor

**DEPARTMENT:** Dental **EMPLOYMENT STATUS:** Non-Exempt, Hourly

**LOCATION:** Bellingham or Ferndale

**JOB PURPOSE:**

Under the supervision of the Dental Assistant Supervisor (Bellingham) or Ferndale Clinic Supervisor (Ferndale), the Dental Assistants provide technical and clerical assistance to dental providers in provision of clinical dental care. Dental Assistants assist providers in all aspects of general dentistry; sterilize and maintain instruments, equipment and operatories; fill out necessary paperwork; and assist with office duties as requested. UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

**JOB DIMENSIONS:**

Must demonstrate communication skills, problem solving skills, a strong knowledge of dental practices and procedures and have a “team” concept attitude. Primarily, but not limited to, Monday through Friday workweek, occasional Saturdays (unless hired specifically for Saturday coverage) and holidays. Works closely with Dental Providers in a four handed dental environment.

**JOB QUALIFICATIONS:**

**Education:** High School diploma or GED required.

 Certificate from Accredited Dental Assistant program preferred.

**Certification and Licensure:**

* Must be a current Registered Dental Assistant with the WA State Department of Health.
* Current CPR & BLS certification required.

 **Experience:**

* One (1) year dental assistant experience preferred for (DA tier 1)
* One (1) year dental assistant experience required for (DA tier 2)
* **Experience dealing with underserved populations and cultural competency a plus.**
* Experience working with children a plus (if applying for children’s clinic).
* Multilingual a plus

**Specialized Skills & Knowledge:**

1. Must demonstrate excellent communication, customer service and problem solving skills.
2. Must be able to work in a demanding fast paced environment with constant public contact, frequent interruptions, and occasional crisis situations.
3. Must have strong knowledge of dental equipment, dental procedures, documentation and patient education.
4. Must be competent in general office skills such as computers (electronic dental records, Dentrix, Microsoft office products), faxes, telephones, and copy machines.
5. .
6. Must have proficient keyboarding skills and be able to input patient data quickly and accurately.
7. Must be able to pass UCNW credentialing process
8. Must be able to organize and prioritize work load.
9. Must maintain an effective and positive professional working relationship with staff and patients at all times and have a team concept attitude.
10. Must have the ability to understand and respond effectively and with sensitivity to special population groups served by UCNW. Special populations groups include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, & others.

**Blood-Borne Pathogens Exposure:** Category: I

This position’s roles and functions in our team-based model include:

|  |  |
| --- | --- |
| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
| **Communication:** | 1. Asks for direction when unsure of job expectation.
 |
|  | 1. Makes suggestions and addresses concerns in a constructive manner.
 |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution.
 |
|  | 1. Communicates effectively and courteously to all UCNW staff.
 |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum.
 |
|  | 1. Takes and returns from breaks and lunch times in a timely manner.
 |
|  | 1. Maintains a clean, orderly and professional work area.
 |
|  | 1. Seeks out appropriate uses of time during non-busy periods.
 |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention.
 |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service.
 |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures.
 |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes.
 |
|  | 1. Consistently reports to work on date and time scheduled.
 |
|  | 1. Self-initiates and follows through on assignments in a timely manner.
 |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving.
 |
|  | 1. Promotes positive team work and cohesiveness between all staff.
 |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole.
 |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct.
 |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed.
 |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations.
 |
|  | 1. Prioritizes customer service and customer satisfaction.
 |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW.
 |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients.
 |
|  | 1. Accepts supervision and criticism in a constructive manner.
 |
|  | 1. Maintains professional appearance appropriate for position.
 |
|  | 1. Maintains organizational and patient confidentiality.
 |
|  | 1. Demonstrates an ability to adapt to change.
 |
| **Job Specific Duties****Tier 1:** |  |
| **Patient Preparation:** | 1. Anticipates equipment and instruments necessary for various procedures and plans ahead to ensure readiness of supplies.
 |
|  | 1. Prepares rooms for treatment, according to procedure type and provider preference, prior to patient seating.
 |
|  | 1. Escorts patients into operatories and makes them comfortable.
 |
|  | 1. Prepares patient for treatment: explains scheduled procedures, obtains written consent as indicated, and helps allay patient’s fears.
 |
|  | 1. Obtains Chief Concern(s) and documents appropriately (in patient’s own words, if possible).
 |
|  | 1. Anticipates necessary radiographs according to clinic policy.
 |
|  | 1. Takes and develops quality radiographs to assure highest degree of diagnostic information with the least amount of exposure in accordance with State and Federal safety standards.
 |
|  | 1. Maintains all x-ray equipment; checks and cleans digital scanners on schedule.
 |
|  | 1. Assesses patient’s dental IQ, OH practices and areas of concern; documents assessment in chart.
 |
|  | 1. Provides clear, concise education to patients in understandable terms and to promote TOTAL health and well-being.
 |
|  | 1. Documents accurately and concisely within the electronic dental record (EDR), including using two patient identifiers (name & date of birth), charting of existing and needed treatment accurately, using flags when appropriate. Communicates the patient status accurately in verbal and written reports to the appropriate dental provider(s).
 |
|  | 1. Assesses need for and performs coronal polishing in accordance with clinic policy.
 |
|  | 1. Assesses need for and provides topical fluoride therapy in accordance with clinic policy.
 |
|  | 1. Notifies dentists of any seated patients and relays information obtained from patient to dentist in a courteous and private manner.
 |
|  | 1. Maintains privacy in the rooming process.
 |
| **Patient Treatment:** | 1. Provides assistance with patient exams and dental procedures.
 |
|  | 1. Provides assistance with behavior management and N2O administration as instructed. Never leaves patient on N2O unattended.
 |
|  | 1. Places and removes rubber dam safely and accurately.
 |
|  | 1. Anticipates at chair side and passes instruments and supplies in a safe and timely manner.
 |
|  | 1. Chooses appropriate materials, or obtains appropriate materials as needed, mixes cements and materials accurately.
 |
| **Patient Dismissal:**  | 1. Provides instruction on home care, patient education and gives general health information and/or follow-up instruction as directed by a provider.
 |
|  | 1. Checks to see if all necessary documents, radiographs, forms and signatures are complete included in patient’s Dental electronic record.
 |
|  | 1. Cleans and sterilizes treatment room immediately after vacated to ensure prompt turnover.
 |
|  | 1. Cleans, sterilizes and organizes own instruments and supplies.
 |
| **Other Duties:** | 1. Maintains proficiency in EDR use as well as other modes of communication including Spark instant messaging, e-mail, and the SharePoint intranet system.
 |
|  | 1. Attends staff, clinic meetings.
 |
|  | 1. Follows Universal precaution specific protocol management in accordance with OSHA & WISHA.
 |
|  | 1. Demonstrates awareness of and actively strives to achieve UCNW quality performance measure goals/performance metrics. Actively participates in QI performance team initiatives.
 |
|  | 1. Other duties as assigned.
 |
| **Tier 2:**  | 1. All job duties and responsibilities listed in Tier 1.
 |
|  | 1. Must pass written test with 80% or better and pass clinical evaluation checklist.
 |
|  | 1. Modifies OHI to be age appropriate and culturally sensitive in accordance with patient’s physical, mental and socioeconomic abilities and limitations.
 |
|  | 1. Prepares and maintains operatories, sterilization area and laboratory with supplies before the start of the day, at the end of the day and as needed throughout the day.
 |
|  | 1. Completes tasks associated with Dental x-ray, symptom presentation, and time out procedure in the rooming process:
 |
|  | 1. Blood Pressure taken on Adults NP exam, All OB, extractions, High BP patients or on BP meds.
 |
|  | 1. Prepare room or treatment discussed with patient and provider.
 |
|  | 1. Places temporary fillings as instructed by providers.
 |
|  | 1. Places retraction cord accurately and safely, ensuring adequate retraction and hemorrhage control with minimal tissue damage.
 |
|  | 1. Places sealants safely, properly, and in a timely manner as instructed by providers.
 |
|  | 1. Takes accurate impressions and records.
 |
|  | 1. Pours and trims models safety and accurately.
 |
|  | 1. Ensures lab slips are properly labeled, recorded, and sent to the appropriate outside laboratory.
 |
|  | 1. Provides scanning of all pertinent health history paperwork, consent to treatment, and consent to pay.
 |
|  | 1. Schedules patient appointments following clinic procedure. Instructs patient on prep, if needed; check-in time; and confirms need for appointment.
 |
|  | 1. Provides liaison between front desk, Clinic rover, provider(s), and health care team members to ensure timely and orderly flow throughout the clinic.
 |
|  | 1. Manages patient expectation (e.g. wait time, service delay) through communication and documentation of the same.
 |
|  | 1. Follows established procedures for opening and closing the clinic each day.
 |
| **Additional duties:** | 1. Remains knowledgeable of payer sources that may affect patient care and knowledgeable of assistance programs and community resources available to UCNW patients.
 |
|  | 1. Demonstrates awareness of and access to community resources, including other services offered at UCNW (Behavioral Health, Medical, Communicable disease program, etc.).
 |
|  | 1. Responds to complex clinical & interpersonal situations with exceptional professionalism.
 |
|  | 1. Anticipates provider & patient needs prior and during visits.
 |
|  | 1. Reviews schedules making changes for better patient management & clinic flow.
 |
|  | 1. Uses reports to identify and respond to recall/continue care lists, 18 month call list.
 |
|  | 1. Maintains supply of hard copy documents & resources (forms, handouts, etc.).
 |
|  | 1. Performs clinic support tasks as assigned: sterile instrument management, autoclave testing.
 |
|  | 1. Covers DA team for breaks, lunches and absences.
 |
|  | 1. May be responsible for reviewing inventory needs and ordering supplies as directed.
 |
|  | 1. Participates in organizational committees (Safety, Dentrix, lunch & learns, etc.) when requested.
 |
|  | 1. Tests new EDR workflows and gives assessment based on clinic need as opposed to individual practice.
 |
|  | 1. Assists with orienting and training new staff members when requested.
 |
|  | 1. Demonstrates ability to view job-related issues within the context of the clinic as a whole.
 |
|  | 1. Participates in the Mobile Dental Program as assigned.
 |
|  | 1. Understands proper care and maintenance of nitrous tank system.
 |
|  | 1. Participates in outreach programs i.e.: health fairs, parades, etc.
 |
|  | 1. Participates in annual/monthly trainings via Relias testing site, in house tests, and/or free dental testing websites such as Crest, as assigned.
 |
|  | 1. Other duties as assigned
 |

**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

 R = rarely *(less than 0.5 hour per day)*

 O = occasionally *(0.5 to 2.5 hours per day)*

 F = frequently *(2.5 to 5.5 hours per day)*

 C = continually *(5.5 to 8 hours per day)*

 NA = not applicable

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Physical Activity** | **R** | **O** | **F** | C | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  |  | ✓ |  |  |  |
| Stationary standing |  |  | ✓ |  |  |  |
| Walking |  |  |  | ✓ |  |  |
| Ability to be mobile |  |  |  | ✓ |  |  |
| Crouching (bend at knee) |  | ✓ |  |  |  |  |
| Kneeling/crawling | ✓ |  |  |  |  |  |
| Stooping (bend at waist) |  |  | ✓ |  |  |  |
| Twisting (knees/waist/neck) |  |  | ✓ |  |  |  |
| Turning/Pivoting |  |  | ✓ |  |  |  |
| Climbing | ✓ |  |  |  |  |  |
| Balancing | ✓ |  |  |  |  |  |
| Reaching overhead |  | ✓ |  |  |  |  |
| Reaching extension |  |  |  | ✓ |  |  |
| Grasping |  |  |  | ✓ |  |  |
| Pinching |  |  |  | ✓ |  |  |
| Pushing/Pulling:  |  |  | ✓ |  |  |  |
|  Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40  41-60 61-80 81-100 >100  |  |  |  |  |  |  |
|  Maximum weight: Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Lifting/Carrying: |  |  |  |  |  |  |
|  Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40 41-60 61-80 81-100 >100  |  |  |  |  |  |  |
|  Maximum weight: Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Other physical activities |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Sensory Activities** | **R** | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  |  |  | ✓ |  |  |
| Talking on telephone |  |  | ✓ |  |  |  |
| Hearing in person |  |  |  | ✓ |  |  |
| Hearing on telephone |  |  | ✓ |  |  |  |
| Vision for close work |  |  |  | ✓ |  |  |
| Other sensory requirements |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Environmental Factors** | **SPECIFY** |
| Safety requirement: -clothing -required safety equipment -activities performed | Gloves, mask, safety glasses, protective gown. |
| Exposures: -fumes -chemicals -blood or other bodily fluids -cold/heat -dust  | Handling of sharp instruments/needles, exposure to blood and bodily fluids on regular basis |
| Operation of equipment, vehicles or tools | N/A |
| Required infection control standards | Review policy. |
| Other environmental factors | N/A |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**