



Job Title: Dental Assistant
Department: Dental
Supervisor: Dental Manager
FLSA Status: Non-Exempt
Approved Date: 1-1-18

Position Summary

Assists providers by preparing patients for procedures, setting up for and assisting with procedures, preparing rooms, equipment and instruments for the next patient, sterilizing equipment/instruments and performing clerical assignments.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Prepares for next day appointments by checking the schedule to review notes and verify treatment.
2. Prepares equipment and operatory/treatment room for patients by following prescribed procedures and protocols.
3. Prepares tray setups for dental procedures and maintains adequate supply levels in each operatory, replenishes as needed.
4. Prepares patient for dental treatment by welcoming, comforting, seating, and draping patient.
5. Provides instrumentation by sterilizing and delivering instruments to treatment area; positioning instruments for dentist's access; suctioning; passing instruments.
6. Cleans, tests, and maintains dental equipment to include autoclave machine.
7. Prepares all materials needed including selection of cements, alginates, hand-pieces, and instruments or supplies required for treatment.
8. Collects signed patient consents and waivers before treatment if applicable.
9. Obtains dental history and/or records from patient and ensures the health history is updated for all returning patients.
10. Educates patients by giving oral hygiene, plaque control, postoperative instructions, answering questions and responding to requests.
11. Provides diagnostic information by exposing and developing radiographic studies; pouring, trimming, and polishing study casts.
12. Assists dentist to manage dental and medical emergencies.
13. Documents dental care services by charting in patient records.
14. Maintains patient confidence and protects operations by keeping information confidential.
15. Maintains safe and clean working environment by complying with procedures, rules, and regulations
16. Conserves dental resources by using equipment and supplies appropriately.

17. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

18. Interprets for providers as able and required.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma or general education degree (GED) and six months of related experience and/or training; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

Washington State Registered DA license
Current driver’s license and auto insurance
Current CPR Certificate

Bilingual

Bilingual in Spanish/English is preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals; risk of radiation and vibration. The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date