INTERFAITH COMMUNITY HEALTH CENTER
medical • dental • pharmacy
behavioral health

JOB DESCRIPTION / PERFORMANCE EVALUATION

POSITION TITLE: DENTAL ASSISTANT

EMPLOYEE NAME: _____

REPORTS TO: _____

DEPARTMENT: Dental **SITE:** _____

EMPLOYMENT STATUS: NON-EXEMPT, HOURLY

DATE OF HIRE: _____

TYPE OF EVALUATION: ☐ Orientation ☐ 3 Month (optional) ☐ 6 Month ☐ Annual

ASSESSMENT PERIOD: _____ to _____

JOB PURPOSE:

To provide technical and clerical assistance to dental providers in provision of clinical dental care. ICHC manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

JOB DIMENSIONS:

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.

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.
Experience: One (1) year dental assistant experience preferred. Experience working with children a plus. Experience dealing with underserved populations and cultural competency a plus.
Specialized Skills & Knowledge: Must have general knowledge of basic dental policies & procedures and oral health issues, especially regarding oral hygiene. Must be knowledgeable in dental terminology. Must be competent in general office skills such as computers (Dentrix & Microsoft Office Outlook, Word & Excel), faxes, telephones, and copy machines. Must be able to organize and prioritize work load. Must maintain an effective and positive professional working relationship with staff and patients at all times. Must have the ability to understand and respond effectively and with sensitivity to special population groups served

by ICHC. Special populations groups include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, & others.

Blood-Borne Pathogens Exposure: Category I

(1) **NOT ACCEPTABLE**
Performance has consistently failed to meet requirements. Immediate corrective action should result.

(2) **NEEDS IMPROVEMENT**
Performance meets some of the requirements but should be improved. Plans should be pursued to develop consistently effective performance.

(3) **MEETS EXPECTATIONS**
Performance has been satisfactory and fully meets requirements.

(4) **EXCEEDS EXPECTATIONS**
Performance has consistently gone beyond requirements.

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

JOB DUTIES AND RESPONSIBILITIES	JOB PERFORMANCE STANDARDS	PERFORMANCE RATING				COMMENTS
		Not Acceptable 1	Needs Improvement 2	Meets Expectations 3	Exceeds Expectations * 4	**NOTE: Ratings 1, 2 & 4 require written narrative. The Performance Rating "EXCEEDS EXPECTATIONS" can be used for Annual reviews only.**
Clinical Skills and Duties:	1. Demonstrates a strong knowledge base of dental procedures and oral health issues.					
	2. Understands various needs and characteristics of various age groups and communicates effectively with them.					
Patient Preparation:	1. Anticipates equipment and instruments necessary for various procedures and plans ahead to ensure readiness of supplies.					

	2.	Prepares rooms for treatment, according to procedure type and provider preference, prior to patient seating.				
	3.	Escorts patients into operatories and makes them comfortable.				
	4.	Prepares patient for treatment: explains scheduled procedures, obtains written consent as indicated, helps allay patient's fears.				
	5.	Takes patient vital signs according to clinic policy, as requested.				
	6.	Obtains Chief Concern(s) and documents appropriately (in patient's own words, if possible).				
	7.	Anticipates necessary radiographs according to clinic policy.				
	8.	Takes, develops and mounts quality radiographs to assure highest degree of diagnostic information with the least amount of exposure in accordance with State and Federal safety standards.				
	9.	Maintains darkroom and all x-ray equipment and waste; checks and changes solutions on schedule.				
	10.	Assesses patient's dental IQ, OH practices and areas of concern; documents assessment in chart.				
	11.	Modifies OHI to be age appropriate and culturally sensitive in accordance with patient's physical, mental and socioeconomic abilities and limitations.				
	12.	Provides clear, concise education to patients in understandable terms and to promote TOTAL health and well being.				
	13.	Charts neatly, accurately and thoroughly; signs initials.				
	14.	Assesses need for and performs coronal polishing in accordance with clinic policy.				
	15.	Assesses need for and provides topical fluoride therapy in accordance with clinic policy.				
	16.	Notifies dentists of any seated patients and relays information obtained				

	from patient to dentist in a courteous and private manner.					
Patient Treatment:	1. Takes accurate impressions and records.					
	2. Pours and trims models safety and accurately.					
	3. Provides assistance with behavior management and N2O administration as instructed. Never leaves patient on N2O unattended.					
	4. Anticipates at chairside and passes instruments and supplies in a safe and timely manner.					
	5. Places and removes rubber dam safely and accurately.					
	6. Places temporary fillings as instructed by providers.					
	7. Places retraction cord accurately and safely, ensuring adequate retraction and hemorrhage control with minimal tissue damage.					
	8. Places sealants safely, quickly and properly as instructed by providers.					
Patient Dismissal:	1. Provides patients with detailed verbal post-treatment instructions and written information as indicated.					
	2. Checks to see if all necessary documents, radiographs, forms and signatures are complete and ATTACHED to patient's chart.					
	3. Cleans and sterilizes treatment room immediately after vacated to ensure prompt turnover.					
	4. Cleans, sterilizes and organizes own instruments and supplies.					
Communication:	1. Asks for direction when unsure of job expectation.					
	2. Makes suggestions and addresses concerns in a constructive manner.					
	3. Utilizes appropriate channels of communication in problem-solving and conflict resolution.					
	4. Communicates effectively and courteously to all ICHC staff.					
Organization & Time	1. Does not allow personal issues to interfere with workload; keeps social					

Mgmt.	interaction with other staff to a minimum.					
	2. Takes and returns from breaks and lunch times in a timely manner..					
	3. Maintains a clean, orderly and professional work area.					
	4. Seeks out appropriate uses of time during non-busy periods.					
Safety/CQI	1. Ensures safe work environment and promotes accident prevention.					
	2. 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.					
	2. Takes responsibility for own actions and seeks to correct any mistakes.					
	3. Consistently reports to work on date and time scheduled.					
	4. 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.					
	2. Promotes positive team work and cohesiveness between all staff.					
	3. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole.					
	4. Acts as a resource, communication appropriate knowledge, skills and conduct.					
Service Excellence:	1. Maintains a high level of quality, accuracy and neatness in work performed.					
	2. Remains calm and tactful during stressful situations, emergencies and confrontations.					
	3. Prioritizes customer service and customer satisfaction.					
	4. Demonstrates an awareness of and commitment to the goals and mission					

	of ICHC.					
Professionalism:	1. Maintains appropriate personal boundaries with clients.					
	2. Accepts supervision and criticism in a constructive manner.					
	3. Maintains professional appearance appropriate for position.					
	4. Maintains organizational and patient confidentiality.					
	5. Demonstrates an ability to adapt to change.					

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)				✔		Chairside posture
Turning/Pivoting	✔					
Climbing		✔				
Balancing		✔				
Reaching overhead		✔				
Reaching extension		✔				
Grasping				✔		Chairside instruments
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				✔		Intraoral detail

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, radiographic equipment, UV light, sonic instruments, exposure to blood and bodily fluids on regular basis, mercury/amalgam fillings.
Operation of equipment, vehicles or tools	N/A

Required infection control standards	Review policy.
Other environmental factors	N/A

Type of Evaluation: **3 Month**

6 Month
Annual

EVALUATION SUMMARY

GOALS:

Goal	Action Plan	Target Completion Date	Goals Achieved?
1.			
2.			
3.			
4.			

EVALUATOR COMMENTS:

_____
_____
_____
_____

EMPLOYEE COMMENTS

_____
_____
_____
_____

I, the undersigned, acknowledge that I have reviewed this performance evaluation. I additionally 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.

Evaluator Signature:_____**Date:**_____

Employee Signature:_____**Date:**_____