

**Job Class Profile:**              **Dental Assistant I**

**Pay Level:**                      **CG-23**                      **Point Band:**                      **388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	2	4	5	2	2	2	1	5	
Points	93	33	25	24	60	43	41	21	54	394

## JOB SUMMARY

The Dental Assistant I prepares patients, dental materials and instruments for dentistry and keeps records of treatments and supplies.

### Key and Periodic Activities

- Receives patients and prepares them for treatment at the dental chair, produces their records of treatment from the files; files dental records and films after each treatment.
- Prepares cement and other materials as required; mixes the fillings as required by the dentist; prepares hypodermic syringes, surgical sponges, and maintains supplies at the dental chair; prepares utensils in preparation for taking impressions; assists at dental laboratory work in pouring moulds and waxing base plates.
- Passes or hands instruments and materials to the dentist during treatment, and assists in taking x-ray photographs and in developing dental x-ray films.
- Arranges for escorting patients to and from the wards; arranges future appointments.
- Cleans and sterilizes instruments and equipment after each patient has received examination or treatment.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Meditech system.
- Dental related equipment and procedures.
- Infection Control Processes

#### Formal Education and/or Certification(s):

- Minimum: High School Diploma

#### Years of Experience:

- Minimum: Less than 1 year in a dental office

#### Competencies:

- Ability to follow policies, procedures and guidelines
- Ability to operate a computer to register patients in database

### Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information, asking questions, providing routine information and direction to patients and families/caregivers; providing care and comfort to patients; and dealing with upset or angry people face to face.
- Interactions occur with employees within the immediate work area, department and organization; supervisors, managers, and patients.
- The most significant contacts would include dentist on a regular basis to discuss patient and treatment issues; patients and their parents/caregivers to obtain and provide routine information regarding services; and with co-workers to ensure the best care is given in a timely manner.

## EFFORT

### Physical Effort

- Demands of the job occasionally results in fatigue, requiring periods of rest.
- Class regularly places protective apron (weighs about 10 lbs) while getting x-ray machine into place. Occasionally moves other objects such as dental operator's cart and portable dental x-ray machine which are heavy and awkward to move (over 50 lbs).
- Standing, sitting and walking are regularly required to perform work duties while in surgery. Position is regularly seated on a rolling stool opposite the dentist and must move forwards and backwards on the stool to carry out tasks required and sometimes get up from the stool to reach something in a high cupboard.
- Position is constantly reaching and twisting for supplies and instruments, adjusting the light, pulling open drawers and cupboards, stretching arms over the patient for safety reasons when dentist is giving an injection.
- Manual and physical activities include fine finger or precision work to use equipment and using hand tools that require accurate control and steadiness.

### Concentration

- **Visual** concentration is required during dental procedures to ensure there are no sudden movements during the procedures; registering patients; conducting a visual scan before start of any procedure; and when pouring moulds and waxing base plates.
- **Auditory** concentration is required when booking appointments and ensuring that patients understand instructions; listen to the dentist above the sounds of the machinery; and listening to ensure equipment is working properly.
- **Other sensory demands** include smell or touch as many dental materials have a particular smell or feel when properly prepared.
- Examples of **repetition requiring alertness** include giving the same instructions to all patients so class must be alert not to forget information; following the same procedures and processes in dentistry and must ensure they are followed at all times and a mistake is not made; and procedures in the sterilization area must be checked each time they are used.
- **Higher than normal levels of attentiveness** or alertness for the health and safety of others is evident when ensuring that rooms are free of latex for patients with severe allergies; and

<p>ensuring a patient's safety by being watchful when dentists is preparing injections.</p> <ul style="list-style-type: none"> <li>— <b>Time pressures and deadlines</b> exist as clinics must be booked following hospital guidelines where there are set time limits; if there are cancellations, there is only a short time to fill the cancellation and get the paperwork completed.</li> <li>— <b>Eye hand coordination</b> is required to pass instruments between the dentists and class safely.</li> <li>— <b>Exact results and precision</b> is required when preparing most dental materials; disassembling dental drills before sterilizing and precision is required to reassemble the drill for use; preparing dental syringes and ensuring needle is safe to use and to pass to the dentist.</li> </ul>
<b>Complexity</b>
<ul style="list-style-type: none"> <li>— Work tasks or activities are similar/related in terms of the skills and knowledge used and where tasks are usually well defined.</li> <li>— Work tasks are repetitive/well defined (instructions to parents regarding appointments, mixing dental material).</li> <li>— Typical challenges would be ensuring that all materials and supplies are ready for dentist for patient treatments.</li> <li>— References available to address typical challenges include The Dental Act, Canadian Dental Association Infection Prevention and Control in the Dental Office 2006, CDG Guidelines for Infection Control in Dental Health-Care Settings; manuals, departmental specific policies and procedures such as cleaning and sterilizing procedures.</li> </ul>

## RESPONSIBILITY

<b>Accountability and Decision-Making</b>
<ul style="list-style-type: none"> <li>— Work tasks and activities are highly monitored and controlled under close supervision of dentist, checked frequently and subject to continuous review for compliance to policies.</li> <li>— Independent decisions can be made regarding day to day booking of patients.</li> <li>— Class has some discretion to exercise within predetermined limits and procedures when booking patients.</li> </ul>
<b>Impact</b>
<ul style="list-style-type: none"> <li>— Work tasks and activities are highly monitored and controlled as procedures have predetermined protocols.</li> <li>— Results of work tasks and activities are directly felt within the immediate work area, department, organization, outside the organization and on patients.</li> <li>— Results of work tasks and activities directly impact equipment (ensuring in good working order and available, if not maintained it can fail), processes and systems (follow proper procedures to book appointments, instruments are properly processed), information (providing patients/families with routine instructions regarding procedures, costs, etc), health and safety (awareness of patient to ensure their health and safety during procedures).</li> <li>— Typical time frame required to identify and resolve consequences in the event of a mistake or error is within hours of a problem identification. There are procedures in place to ensure that the risk of this happening is mitigated.</li> </ul>

<b>Development and Leadership of Others</b>
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| <ul style="list-style-type: none"> <li>— No responsibility for the supervision of staff.</li> <li>— May provide on the job advice/guidance/direction while orienting new staff.</li> </ul> |
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## WORKING CONDITIONS

<b>Environmental Working Conditions</b>
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| <ul style="list-style-type: none"> <li>— Position requires special precautions and safety equipment including masks, gloves, lead apron, goggles, gowns, eye wash station, guidelines for footwear, radiation badges, handwashing, proper clothing and must be scent free.</li> <li>— Moderate likelihood of minor cuts, bruises, abrasions, minor illnesses, but limited likelihood of fractures, injury or occupational illness resulting in partial or total disability.</li> <li>— Work of this class involves exposure to noise, glare, fumes and odours, vibration, hazardous chemicals, bodily fluids and waste, infectious diseases, radiation (x-rays), physical threats (difficult patients), sharp objects (needles), heavy equipment (moving x-ray machines and carts).</li> </ul> |
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