

Job Class Profile: Dental Assistant II**Pay Level: CG-27 Point Band: 534-577**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 4 | 3 | 4 | 5 | 2 | 3 | 3 | 1 | 5 | |
| Points | 187 | 50 | 25 | 24 | 60 | 65 | 62 | 21 | 54 | 548 |

JOB SUMMARY

The Dental Assistant II performs technical and administrative support within a dental clinic.

Key and Periodic Activities

- Schedules patients for dental operations for a number of outside dentists and pediatric dentists.
- Records confidential information onto booking record sheets, request for surgery forms and patient waitlists. Liaises with coastal community clinics, CYFS, anesthesia department, social workers and outside clinics.
- Assists dentists in the treatment of patients requiring dental treatment under general anesthesia in the operating room.
- Prepares the operating room for the planned treatment and assists the dentist throughout procedures by passing instruments and dispensing dental materials as required.
- Orders supplies for the operating room using hospital purchase requisition forms. Ensures all supplies are received and all back orders accounted for.
- Maintains all medical record reports and ensures all outside dental offices have received their operative reports.
- Attends meetings with waitlist management and makes sure the waitlist is maintained.
- Utilizes recognized infection control techniques to clean, disinfect and/or sterilize the equipment, instruments, trays, countertops and surfaces. Sets up the instrument trays and stainless steel crown trays in the proper order. Records infection control activities on daily logs.
- Provides reassurance and assistance to families and caregivers of patients including restraint when requested by the dentist.
- Records treatment performed on dental chart and the sedation record.
- Carries out routine equipment maintenance such as waterlines and suction traps.
- Mixes dental plaster (stone) using lab equipment to pour and separate dental impression and ready them for transport to an outside dental laboratory. Contacts outside labs to confirm completion date for dental appliance.
- Sets up and exposes digital dental x-rays.
- Participates in continuing education activities to meet organizational requirements.

Key and Periodic Activities

- Orientates new hire dental assistants using a predetermined set of competencies.
- Updates Material Safety Data Sheets Binder to reflect new materials and remove those no longer needed.

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 plus a 2 year Level II Dental Assistants Course (leads to a Diploma in Dental Assisting)
- Licensure under The Dental Act
- Continuing Education to maintain licensure

Years of Experience:

- Minimum: Less than 1 year

Competencies:

- Ability to follow policies, procedures and guidelines
- Ability to operate a computer to register patients in database, order supplies, search for demographic information, prepare form letters for patients confirming attendance
- Ability to repair/calibrate or operate dental equipment including digital imaging, ultrasonics, compressors, suction pumps, sterilizers, curing lights and fiberoptic lines.

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information, asking questions, providing routine and complex information and direction to patients and families/caregivers; providing care and comfort to patients and gaining the cooperation of others; and weekly dealing with upset or angry people face to face.
- Interactions occur with employees within the immediate work area, department and organization; supervisors, managers, patients, suppliers/contractors, with members of professional associations and internal department executives.
- The most significant contacts would include Dental Manager on a regular basis to discuss issues related to the smooth running of the department; patients and their parents/caregivers to obtain and provide 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 surgery to ensure there are no sudden movements during the procedures or changes in the pulse oximetry and if so must notify the dentist; suctioning and rinsing the oral cavity while keeping the dentist's field of vision clear of debris; checking sterilizer printout to see that the correct length of time is recorded within reprocessing area; checking the biological indicators and chemical integrators to ensure sterilizer is working properly; reviewing health history of each patient; registering patients; conducting a visual scan of the operatory before start of any procedure; and when refilling the crown cases (48 different sizes) to make sure the correct size goes in the correct slot.
- **Auditory** concentration is required when booking operating room appointments on telephone and ensuring that parents understand instructions; listen to the dentist above the sounds of the machinery and crying child; 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 (dental plaster must be runny but not so runny that it creates air bubbles). Dental impression material must be mixed with water that is warm but not too warm, dental cement must be mixed so it will flow into the crown but not take too long to dry. Too thick and it sets before you can get it into the mouth. It is a constant balancing act between temperatures and consistency depending on the material.
- Examples of **repetition requiring alertness** include giving the same instructions to all patients so class must be alert not to forget information and to make sure the parent understands; following the same procedures and processes in pediatric dentistry and must ensure they are followed at all times and a mistake is not made; and procedures in the sterilization area such as print outs and indicators 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 ensuring a child's safety by being watchful when dentists is preparing injections to make sure the child doesn't grab the dentist's hand or the syringe.
- **Time pressures and deadlines** 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; emergencies happen where a child has to be seen and can delay other appointments (going overtime), and dentists consult with other dentists regarding a case and delaying appointments.

- Lack of **control over work pace** occurs when children are upset, dentist has to leave a procedure to go to operating room and when equipment breaks down.
- **Eye hand coordination** is required to pass instruments between the dentists and class safely; and holding the curing light against the filling material in the tooth in order to ensure a good cure (light is heavy and cannot be allowed to slip away from the tooth).
- **Exact results and precision** is required when preparing most dental materials; disassembling dental drills for cleaning and oiling before sterilizing and precision is required to reassemble the drill for use; dental syringes require precise placement of the anesthetic carpule and needle to be ready and safe to use and to pass to the dentist, recapped after use with care so as not to injure the patient; root canal files are used in a precise order during that procedure; and procedures for set up and shut down the treatment rooms must be followed with prevision every day.

Complexity

- Work tasks or activities are similar/related in terms of the skills and knowledge used and where tasks are usually well defined.
- Work tasks are repetitive/well defined (instructions to parents regarding appointments, mixing dental material, setting up and shutting down operating rooms and scheduling appointments must follow the hospital's guidelines).
- Typical challenges would be managing clinics with making appointments, handling cancellations and trying to book other patients within a short timeframe; finding out that the parent cannot accompany a child to an appointment and may mean speaking with a social worker, getting consent forms signed, etc.; accommodating emergencies with determination on priority of the emergency; and making sure that all equipment is working properly and safety.
- References available to address typical challenges include The Dental Act, Child Youth and Family Services Documents, Canadian Dental Association Infection Prevention and Control in the Dental Office 2006, CDG Guidelines for Infection Control in Dental Health-Care Settings; Eastern Health Consent and Restraint Policy, equipment manuals, departmental specific policies and procedures such as Dental Emergency Algorithm and cleaning and sterilizing procedures.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are moderately prescribed or controlled.
- Independent decisions can be made regarding day to day booking of patients; ordering dental supplies for the clinic; ordering office supplies using the electronic ordering system; making changes in the bookings for the operating room; and making minor changes in the way supplies are stored or the room is setup.
- Decisions requiring supervisory approval include large expensive items, purchase requisitions for the operating room, changes to policies or procedures, and leave requests.
- Class has some discretion to exercise within predetermined limits and procedures when booking patients in the operating room and booking emergency patients (determining priority of emergency).

Impact

- Results of work tasks and activities are directly felt within the immediate work area, department, organization, outside the organization and on patients.
- 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 proper instructions regarding procedures, costs, etc), finances (ordering supplies and materials), health and safety (constant awareness of patient to ensure their health and safety during procedures and in clinic), corporate image (maintaining waitlist resulting in decreased wait times).
- Typical time frame required to identify and resolve consequences in the event of a mistake or error is within hours of a problem identification. For example, if there is an equipment breakdown, it is identified immediately or if a patient did not follow fasting instructions then they would have to be cancelled and rebooked. There are procedures in place to ensure that the risk of this happening is mitigated.

Development and Leadership of Others

- No responsibility for the supervision of staff.
- May provide on the job advice/guidance/direction while orienting new staff.

WORKING CONDITIONS

Environmental Working Conditions

- Position requires special precautions and safety equipment including masks, gloves, lead apron, goggles, nitrous monitoring, gowns, eye wash station, guidelines for footwear, radiation badges, handwashing, proper clothing and must be scent free.
- Moderate likelihood of minor cuts, bruises, abrasions, minor illnesses, but limited likelihood of fractures, injury or occupational illness resulting in partial or total disability.
- Work of this class involves exposure to noise (compressor, suction and handpieces), glare (curing light), fumes (formocresol, nitrous and eugenol), vibration (lab, vibrator and silamat), hazardous chemicals (javex and medzine), bodily fluids and waste (blood, vomit and saliva), infectious diseases, odours (eugenol, formocresal), radiation (x-rays), physical threats (difficult patients), sharp objects (needles, burs, files and scapels), heavy equipment (moving x-ray machines and carts).