

**Job Class Profile:**              **Dental Technician**

**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	3	5	3	3	3	1	5	
Points	187	50	19	24	90	65	62	21	54	572

## JOB SUMMARY

The Dental Technician performs skilled dental laboratory work assisting a dentist within a provincial health institution and includes fabrication, repair and adjustment of partial and complete dentures and assisting dentists in clinics with patient care and treatment.

### Key and Periodic Activities

- Performs basic fabrication of complete or partial dentures in a dental laboratory in accordance with instructions or specifications of a dentist.
- Carries out repairs and relines, occlusal and periphery adjustments to existing dentures.
- Fabricates mouth guards for sports injury prevention and also for TMJ associated problems.
- Prepares splints or modifies existing dentures to be used in fracture of jaws, teeth or other maxillo-facial injuries.
- Fabricates splints to be used in the bleaching or whitening of teeth.
- Constructs a range of orthodontic removable appliances, space maintainers and bite raising appliances to correct abnormalities and alignment of natural teeth.
- Ability to maintain equipment and instruments as well as daily and weekly inspections of compressors and suction as required.
- Maintains adequate inventory of supplies and re-orders when necessary.
- Maintains liaison with other staff to ensure adequate supplies of materials for the clinic as well as keeping clinic supplied with clean uniforms and sterile items from Central Supply Room and hospital pharmacy.
- Complies with policies and procedures described in the Dental Infections Control Manual.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Knowledge of dental procedures and techniques.
- Knowledge of dental terminology, instruments, equipment and materials.
- Knowledge of design and experience in welding and soldering of clasps and other stainless

steel appliances.

- Knowledge of prosthetics, orthodontics, crown and bridge work.
- Basic knowledge of maxillo-facial techniques.
- Knowledge of Dental Infection Control Processes

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

- Minimum: High School Diploma plus 2 year Dental Technician Course or apprenticeship training as a dental technician
- Licensure with the Newfoundland and Labrador Dental Board

**Years of Experience:**

- Minimum: 1 year

**Competencies:**

- Ability to follow policies, procedures and guidelines
- Ability to clean and polish crowns and bridges for reinsertion.
- Ability to keep records and statistics.
- Ability to understand and carry out verbal and written orders given by a dentist.
- Ability to remain abreast of contemporary dental laboratory techniques and upgrade skills via continuing education.

**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.
- Interactions occur with employees within the immediate work area, department and organization; supervisors, managers, patients, suppliers/contractors, Central Supply Room and hospital pharmacy, and with members of professional associations.
- The most significant contacts would include Dentist to carry out verbal and written orders given on lab work required; 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 do not result 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 required to perform regular work.
- 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** and **auditory** concentration is required when performing fabrication, repair and adjustment work to ensure it complies with directions from the dentist.

- **Other sensory demands** include smell or touch as many dental materials have a particular smell or feel when properly prepared (cement and other materials). 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 they understand; following the same procedures and processes in the fabrication, repair and adjustment work completed.
- **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 patient may need to be seen and can delay other appointments.
- **Exact results and precision** is required when preparing most dental materials to ensure it fits the patient.

### 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, 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; accommodating emergencies with determination on priority of the emergency; ensuring all material is available; and making sure that all equipment is working properly and safety.
- 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; equipment manuals, departmental specific policies and procedures such as cleaning and sterilizing procedures.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are moderately prescribed or controlled. Dentists provide instructions/orders to be completed by technician.
- Independent decisions can be made regarding day to day booking of patients; ordering dental supplies; ordering office supplies using the electronic ordering system; and making decisions around priorities.
- Decisions requiring supervisory approval include large expensive items and changes to policies or procedures.
- Some discretion to exercise within predetermined limits and procedures when scheduling appointments 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 and there are procedures in place to ensure that the risk of mistakes 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**

- Special precautions and safety equipment required including masks, gloves, lead apron, goggles, radiation badges, handwashing, proper clothing and must be scent free.
- Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, injury or occupational illness resulting in partial or total disability.
- Work involves exposure to glare, fumes, vibration, hazardous chemicals, infectious diseases, odours, radiation (x-rays), sharp objects, heavy equipment (moving x-ray machines and carts).