

JOB DESCRIPTION

POSITION TITLE:	Registered Dental Assistant
LOCATION:	HOPE Clinic
REPORTS TO:	Medical Assistant Team Lead/Dentist
EDUCATION:	High School diploma or GED. Associates degree preferred, must be registered or certified DA
WORK EXPERIENCE:	Minimum of one (1) year of dental assistant experience
STARTING SALARY:	\$15/ hour
FLSA STATUS:	Non-exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is required

HOPE Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

JOB SUMMARY:

Assists dentists in all aspects of dental care delivery, including advanced or specialized dental assistant duties.

MAJOR DUTIES & RESPONSIBILITIES:

- Work with patients to make them comfortable in the dental chair and to prepare them for treatments and procedures;
- Sterilize dental instruments;
- Prepare the work area for patient treatment by setting out instruments and materials;
- Help dentists by handing them instruments during procedures;
- Keep patients' mouths dry by using suction hoses and other equipment;
- Instruct patients in proper dental hygiene;
- Process x-rays and complete lab tasks, under the direction of a dentist;
- Keep records of dental treatments;
- Schedule patient appointments;
- Work with patients on billing and payment;
- May assist more than one dentist concurrently;
- Takes, develops, and mounts x-rays. May perform complex or specialized radiography;
- Sets up and sterilizes exam rooms and equipment, in accordance with universal safety precautions and other safety standards;
- May order and stock supplies and maintain equipment;
- May instruct patients in proper oral health techniques;

- Answers inquiries from patients (faculty, students, and staff) related to clinic administrative functions, and schedules appointments;
- May perform initial assessment or triage incoming patients;
- May assist in training new dental assistants;
- May maintain and prepare dental records and reports;
- Take direction from the doctor and/or hygienist(s), assist them with all dental procedures, and anticipate their needs;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

QUALIFICATION REQUIREMENTS:

- Certified or Registered DA;
- Current radiography certification required;
- Dental Assistant certification, as required by state, or ability to become certified;
- Current certification in Cardiopulmonary Resuscitation (CPR) preferred;
- Current certification to monitor Nitrous Oxide/Oxygen Analgesia preferred;
- Experience in a professional environment with direct patient contact preferred;
- Excellent positive attitude and customer service skills;
- Professionalism and integrity in all aspects of the job, including image and both verbal and written communication skills;
- Possess exceptional interpersonal and relationship building skills, including conflict resolution skills;
- Strong organization, planning and analytical skills;
- Ability to multi-task and remain calm in a rapidly changing environment;
- Computer proficiency and the ability to learn new programs as required;
- Must be fully vaccinated against COVID-19 with the recommended dosage.

EDUCATION and/or EXPERIENCE:

High School diploma or GED. Associates degree preferred. Minimum of one (1) year of dental assistant experience with DA certificate/registered.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

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 stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
- Light to moderate lifting (up to twenty pounds) is required;
- Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke free and drug workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed