

## **JOB DESCRIPTION**

**POSITION TITLE:** Dental Assistant

**DEPARTMENT:** Dental

**REPORTS TO:** Dentist

### **POSITION OVERVIEW:**

The Dental Assistant performs duties such as: prepare the patient for the treatment, assist the dentist in performing treatment for the patient in restorative dentistry or oral surgery, prepare materials and equipment for treatment and have them ready for the dentist's use, take x-rays and assist the dentist in laboratory work. May perform other related work to include, but not limited to, making appointments, answer the phone, ordering supplies and doing the dental billing.

### **DUTIES/RESPONSIBILITIES:**

1. Greets patients in waiting area and escorts patients to vitaling area to record patient's vital signs.
2. Assists the dentist in the administration of treatment at the chair side as required or directed by the dentist.
3. Promotes an atmosphere supportive of good dental and general health by demonstrating good oral hygiene, questioning patients to ascertain home care status, instructing patients in techniques of flossing and brushing in accordance with protocol.
4. Maintain a sterile and neat working environment according to current infection control procedures.
5. Review the health history, make chart entries under the direction of the operator and assure completion of forms and signatures.
6. Assume the responsibility associated with any expanded duties that may be delegated by the dentist.
7. Familiar the patient with the aspects of their dental visit and provide support and compassion to that patient when it is needed.
8. Stock operatories and maintain clinical supply inventory.
9. Review daily schedule to set up appropriate trays and instruments.
10. Assist in front office procedures if time allows or need is determined by the Dental Director or Dentist.
11. Supervise preventive maintenance of dental equipment.

12. Undertakes continuous self-improvement, attending applicable training, seminars, in-services and educational classes to maintain skills competency and current knowledge for standard of care and effective practices
13. Responsible for following all agency safety and health standards, regulations, procedures, policies and practices.
14. Serves as supply liaison. Communicates with purchasing department and vendors to assure prompt receipt of all orders.
15. May perform the following procedures:
16. Size stainless steel crowns, temporary crowns and bands.
17. Placement of post-extraction and periodontal dressings.
18. Coronal polishing.
19. Identifies, initiates and implements measures to deliver high quality care to patients and improve services.
20. Responds efficiently and timely to all patient and provider staff needs and inquiries.
21. Ensures excellent customer service to all FHCCGLA patients.
22. Works with the operations managers to manage patient scheduling and flow to address bottlenecks, scheduling issues, etc.
23. Handles patient grievances according to FHCCGLA's Policy & Procedure.
24. Assists in developing, updates & reviews of FHCCGLA Policies & Procedures (P&P's) as needed (with input from all other key personnel).
25. Ensures HIPAA compliance by maintaining strict confidentiality of all patient data and E.H.R./Practice Management System (PMS) according to regulations and FHCCGLA's P&P's.
26. Attends the following meetings/trainings:
  - a. Mandatory Quarterly Staff Meeting/Trainings- Quarterly (Jan., Apr., Jul. & Oct.)
  - b. Corporate Risk Management Meeting- Quarterly (Jan., Apr., Jul. & Oct.), as needed (advanced notice will be provided when feasible)
  - c. Clinical & Operations (C&O) Meeting- As needed (advanced notice will be provided when feasible)
  - d. Meetings with FHCCGLA's Executive Leadership, as needed (advanced notice will be provided when feasible)
27. Other pertinent meetings- As scheduled
28. Remains informed of:
  - a. Current legal and regulatory changes related to scope of practice.
  - b. Specific programs/payors, insurances accepted, and services being offered at FHCCGLA.
  - c. All applicable Policies & Procedures
29. Promotes and believes in NHSI mission statement "Health for All".
30. Ability to relate to the public regardless of ethnic, religion and economic status.
31. All other duties as assigned.

**MINIMUM QUALIFICATIONS:**

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Employee Name (Please Print)

\_\_\_\_\_  
Date:

1. High school graduates (or GED).
2. Dental Assistant Certificate
3. Current CPR Certification- required to be kept up to date.
4. FQHC experience, highly preferred.
5. Excellent analytical skills.
6. Motivation to take initiative to ensure all tasks performed are completed thoroughly and accurately.
7. Excellent writing and verbal communication skills.
8. Knowledge of administrative principles and procedures.
9. Computer knowledge preferred (e.g., NextGen (E.H.R. & PMS), Microsoft Word and Excel).
10. Proof of completing radiation safety course.
11. One year experience as a dental assistant.
12. Certificate for coronal polishing recommended.
13. Demonstrate knowledge of dental health education subjects.
14. Ability to complete forms in an orderly and accurate fashion.
15. Able to use sound judgment. Possess a calm disposition and the ability to work easily with people.
16. Bilingual English/Spanish and familiarity with the Hispanic culture.
17. Access to automobile with valid California driver's license and state mandated automobile insurance.
18. Work schedule may include evenings, overtime, and weekends as needed.
19. Ability to prioritize workload and work under pressure of deadlines.
20. Ability to meet tight time sensitive deadlines.
21. Motivated and committed to the provision of high-quality healthcare for indigent and underserved communities.
22. Willingness to adapt to changes with regards to the agency's growth and expansion.
23. Ability to speak Spanish, preferred.
24. Familiar with computer based dental recording and charting.
25. Proficient at digital radiographs.
26. Maintain dental logs.

**ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

1. Ability to work well with others in a professional and team-oriented environment.
2. Well-developed interpersonal skills, friendly personality and able to motivate staff by promoting teamwork.

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Employee Name (Please Print)

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Date:

3. Ability to relate to the public regardless of ethnic, religion and economic status.
4. Excellent communication skills.
5. Willingness to travel.
6. Strong planning and organizational skills.
7. Problem analysis and critical thinking skills.
8. Excellent customer service skills.
9. Knowledge of the following (but not limited to), preferred:
 

<input type="checkbox"/> My Health LA	<input type="checkbox"/> PPO's	<input type="checkbox"/> HMO's
<input type="checkbox"/> Medicare	<input type="checkbox"/> Family PACT	<input type="checkbox"/> CPSP
<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Fee-for-Service	<input type="checkbox"/> CHDP
<input type="checkbox"/> Managed Care Plans	<input type="checkbox"/> Every Woman Counts	

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 Employee Signature

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 Date

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 Supervisor Signature

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 Date