

Medical Support – Subsidiary 6

APS Benchmark Listings

Sub.No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Medical Support 1 (Point Range 192 - 227)												
006	061MS01	Seniors, Community and Social Services	Dental Assistant	D	I	1	132	25	33	R1	38	203

Note: Work in this Stream is phasing out; benchmark will be maintained as long as dental office is operational.

Last Review: December 2021

Subsidiary 6

Benchmark Evaluation – 061MS01

Identification Section

Working Title:	Dental Assistant
Department:	Seniors, Community and Social Services
Division, Branch/Unit:	Disability Services, Central Region, Health Services, Michener Center
Reports To:	Dentist
Levels to D.M.:	5
Job Description:	061MS01
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Medical Support
Pay Grade:	061MS - Medical Support 1

Comments on Role

The Dental Assistant performs para-dental assistance in support of the Dentist who provides dental treatment to individuals with developmental disabilities. Customers are primarily from Michener Services however, dental services may be provided to specific community clientele. This position is part of the Community Outreach Program in that it ensures acceptable oral hygiene standards, promotes good health practice/habits and proper nutrition to individuals both at Michener Services and the community as well as education and instruction to staff, family members and guardians supporting these individuals.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D I 1 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

Position must have completed Dental Assistant training from an accredited education facility and possess professional knowledge of terminology, instruments, equipment and methods employed in dentistry office operation. Professional knowledge and proficiency in 4-handed Dentistry is also required. Position must be eligible for registration with the Association for Alberta Dental Assistants (AADA). The knowledge is applied in assisting dentist within the scope of practice.

Complexity and Diversity:

The position assists the dentist in treatment and clinical examination of patients. Position independently performs some in mouth and related dental procedures (e.g. x-rays). Promotes good health and oral hygiene practice/habits and proper nutrition by providing oral hygiene instruction and education to patients, their caregivers and their family members. Makes an initial assessment of the severity of emergencies. Provides some lead hand direction to a receptionist.

Human Relations Skills:

Good communication skills are required to provide dental care information, ask questions and/or seek clarification. Interaction with individuals and patients in terms of influencing behaviour is limited as care staff accompany the individual at all times in the dentist's office; the purpose is information exchange.

▪ Creativity/Problem Solving:

This position works within established dental office procedures, guidelines and standards. All matters such as dental emergencies and treatment complications are referred to the dentist for direction. Position promotes good health and oral hygiene practice/habits and proper nutrition by providing oral hygiene instruction and education to patients, their caregivers and family members. Assistance is available from the dentist.

▪ Responsibility:

This is a service delivery position with a focus on assisting the dentist in the treatment and clinical examination of patients.

Last Reviewed: December 2021

Subsidiary 6 Benchmark Job Description - 061MS01

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Dental Assistant performs para-dental assistance in support of the Dentist who provides dental treatment to individuals with developmental disabilities. Customers are primarily from Michener Services however, dental services may be provided to specific community clientele. This position is part of the Community Outreach Program in that it ensures acceptable oral hygiene standards, promotes good health practice/habits and proper nutrition to Individuals both at Michener Services and the community as well as education and instruction to staff, family members and guardians supporting these individuals.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Effective Dental Service and prevention information provided to individuals:

- Assists Dentist in treatment and clinical examination of patients.
- Exposes and develops x-rays, completes oral prophylaxis/polishing of clinical crowns, applies and removes rubber dams, applies various cleaning agents and takes teeth/denture impressions.
- Assist Denturist with impressions and placement of dentures.
- Promotes good health and oral hygiene practice/habits and proper nutrition by providing oral hygiene instruction and education to patients, their caregivers and their family members.
- Provides dental orientation sessions and any follow-up instruction to new and existing staff of homes where individuals live.
- Makes an initial assessment of the severity emergencies.
- Arranges for the repair of equipment used in the Dental Clinic or Operating Theatre. Will give accurate and knowledgeable information to the appropriate company regarding malfunction in order to have proper parts ordered, thereby reducing down time and repair costs.
- Records all data and maintaining detailed records of all appointments, treatments and x-rays in the patients files.
- Uses Clinical Dental computer system for updating electronic files, producing correspondence and updating forms (IE patient consent forms).
- Maintains all procedural manuals.
- Maintains inventory of instruments, supplies and equipment. Orders all necessary supplies for Dental Clinic and Operating Theatre.
- Provides receptionist with timeframes required for emergency and other appointments
- In receptionists absence, manages telephone calls and schedules appointments for the Dental Clinic and Operating Theatre.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, end creativity of the job.)

This Position performs Dental Assistant duties in accordance with standard operating procedures. Supervision is provided by the Dentist who reviews work daily for clinical acceptability. Refers all

matters requiring direction to the Dentist, such as dental emergencies and treatment complications. Recommendations are made to individuals, staff, and others regarding the uses and benefits of various oral hygiene products. Will assess patients' needs and abilities and recommend dental products and care program best suited for the patient.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Dental Assistant training from an accredited education facility and must be eligible for registration with the AADA.
- Professional knowledge of terminology, instruments, equipment and methods employed in Dentistry office operations.
- Professional knowledge and proficiency in 4-handed Dentistry. Able to transfer dental instruments in a smooth, clean and safe manner.
- Ability to plan and organize work to meet the requirements of the Dentist, and maintain accurate, detailed dental records.
- Knowledge of sterilization and asepsis techniques. Skills in dental office operations.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- Daily contact with individuals/patients to provide dental care and support.
- Daily contact with caregivers, family members to advise and give instructions.
- Daily contact with Dentist to provide support in providing care.
- Contact with vendors to order supplies/equipment as needed.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No Supervision.