



Dental Assistant

POSITION SUMMARY

Provide quality care and services to patients by assisting dentists and other staff in a variety of patient care, office and laboratory duties. Affect the efficiency and productivity of patient flow through timely, accurate and professional preparation of patients and patient information, including taking x-rays.

The dental assistant reports directly to Ethne Dental's Practice Manager.

Ethne Health is a faith-based non-profit primary care clinic serving a primarily immigrant and refugee population in Clarkston, GA.

KEY RESPONSIBILITIES

Achieve Results

1. Ensure all patients enjoy a positive experience and are treated with dignity, respect, care and compassion.
2. Ensure all patient records and related documents are managed and maintained timely, accurately, and consistent with all HIPAA and related regulations and requirements.
3. Affect favorable billing and collection outcomes. Ensure all patient services and billing information is collected and submitted timely and accurately.

Operational Excellence

4. Ensure all tasks provided and associated with patient care, patient administrative processes, and related duties comply with all regulatory and accreditation standards, as well as clinic policies and procedures.

Relationships

5. Develop favorable relationships with all patients. Instruct patients and their family members on general oral health care and/or information related to post-treatment care as appropriate.
6. Establish favorable working relationships with all staff members associated with clinic operations, including Patient Services Reps (PSR), dental hygienists, dentists, and related staff.

Stewardship and Professionalism

7. Uphold and consistently represent the values and mission of the organization at all times. Represent the organization in a highly professional manner at all times.
8. Ensure compliance and attention to all corporate policies and procedures.

Leadership and Supervision

9. Personally, and at all times, uphold and ensure all associates conduct themselves at all times in a manner consistent with the organization's values, mission, policies, and expectations.

ESSENTIAL FUNCTIONS/KEY COMPETENCIES

- Able to work as a member of an interdisciplinary Care Team.
- Good physical stamina and an ability to be standing most of the day.
- Good interpersonal skills are a necessity, including an ability to work well with the variety of ages, cultures, and temperaments represented among Ethne Health staff and patients, treating others with kindness and professionalism in all they do.
- Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness to learn from others.
- An ability to work independently, take initiative, and set priorities in accordance with the needs and mission of the clinic.
- Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
- Adequate written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
- Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of Ethne Health.
- Prepare and maintain dental instruments, materials and equipment.
- Collect and record patient health histories (dental and medical) and vital signs and record information for dentist's reference prior to examination.
- Help patients feel comfortable before, during and after dental treatment.
- Properly take and mount x-rays.
- Assist dentist chair-side by organizing and preparing instruments for dentist's use and assisting as needed during procedures.
- Educate patients in oral hygiene, dental care, and post-operative care.
- Support the PSR positions by performing office duties as requested, including answering phone calls, assisting with check-in and check-out, and scheduling appointments.
- Interact positively with a diverse patient population. Provide service in a manner that is appropriate for the patient's age; demonstrate knowledge and skills necessary to meet the patient's physical, psychosocial, educational and safety needs.
- Read, write, and maintain patient records and related administrative documentation.
- Utilize the requisite tools, systems, technology and equipment in the collection of patient data, records management and collections.
- Demonstrate knowledge of dentistry procedures, including dental coding and order of treatment.
- clinic infection control procedures, cleaning and sterilization of instruments, tray setup and materials to CDC and OSHA standards.
- Able to explain and obtain informed consent for procedures about to be performed.
- Efficiently and effectively input treatment plan into dental management software and present treatment plans to patients, including financial aspects and sequence of the proposed treatment plan.

POSITION REQUIREMENTS

Education

- High school diploma or equivalent.
- Successful completion of a dental assistant licensing or registration program.
- Radiation safety certification or successful completion of a radiation safety course.



ethnē health
a community clinic

- BLS certification.
- Bilingual preferred (e.g. Dari, Arabic or Spanish) with fluent English language proficiency.

Experience

- 1-2 years experience in a general dentist practice (preferred).
- Experience working with patients of all ages, adult and pediatric (preferred).
- Demonstrated success with clear thinking and ability to reorganize as needed.
- Demonstrated success in working independently, prioritization and problem solving.
- Demonstrated success in organization abilities.
- Demonstrated success in computer skills including ability to use computer for scheduling, word documents and reasonable keyboard skills.
- Demonstrated success in customer service/patient services or working with the general public, preferably in a medical or dental care facility.
- Demonstrated success in managing difficult customer situations
- Knowledge of dental practices and procedures.
- Demonstrated success and experience with direct patient services and the proper knowledge and use of dental care devices and equipment. of credentialing process, delineation of clinical privileges and peer review for dental staff.

Work Environment

- Hourly: \$18-20.
- Full-time (preferred).
- For full-time employees, there is the option to participate in Ethne's employer sponsored benefit plan that includes health, dental, vision and life insurance.
- For full-time employees, three weeks of PTO per year in addition to major national holidays.

ACKNOWLEDGEMENT

I hereby acknowledge that I have received a copy of my job description. I understand that it is my responsibility to review Ethne Health's expectations with my supervisor.

Print Employee Name

Signature of Employee

Date