

**City of New Orleans Health Department
Health Care for the Homeless**

POSITION TITLE: Dental Hygienist

REPORTS TO: Dental Director of Health Care for the Homeless

SUPERVISES: Not Applicable

SCHEDULE: Full-time (35 Hours Weekly)

JOB RESPONSIBILITIES:

A. ORGANIZATION AND WORK PRODUCT:

1. Follows patient screening procedures, such as assessments of oral health conditions, reviews of the health history, oral cancer screening, head and neck inspection, dental charting and taking blood pressure, oral temperatures, and pulse.
2. Takes and process digital dental radiographs (x-rays); removes calculus and plaque (hard and soft deposits) from all surfaces of the teeth; and applies preventive materials to the teeth (e.g., sealants and fluorides).
3. Educates patients on appropriate oral hygiene strategies to maintain oral health and counsels patients about good nutrition and its impact on oral health, (e.g., tooth brushing, flossing and nutritional counseling).
4. Makes impressions of patients' teeth for study casts (models of teeth used by dentists to evaluate patient treatment needs).
5. Effectively and proficiently schedules and organizes daily workload priorities.
6. Prepares and submits required monthly reports, documents and correspondence, in a timely manner, to meet HCH's strategic goals.

B. PROJECT PLANNING AND IMPLEMENTATION:

1. Proactively anticipates the timelines needed to complete assignments and to design and implement various work projects.
2. Prioritizes work assignments to meet project deadlines and productivity goals.

C. COOPERATIVENESS, DEPENDABILITY AND ADAPTABILITY:

1. Follows and adheres to all clinical and program policies and procedures; as well as all local, state, and federal regulations, requirements, guidelines, and laws.
2. Understands and consistently complies with all HCH and Health Department's policies, procedures and guidelines.
3. Provides dental care in accordance with the Dental Practice Acts and the Standards of Care.
4. Works in accordance with best clinical practice based upon evidence base research provided by the Health Department and Dental Director.
5. Adjusts to organizational changes in a professional and positive manner.
6. Attends professional meetings and training.

D. COMMUNICATIONS:

1. Promotes effective communications among HCH staff members.
2. Advises patients and their family members on proper oral care and treatment of their teeth and gums.
3. Provides nutritional counseling to the parents of children presenting for dental treatment.
4. Presents group instructions on dental care and conducts demonstrations on methods of brushing teeth and gums.
5. Delivers clear, appropriate, and useful information by effectively presenting and expressing ideas to the Dental Director.

6. Consistently follows the chain-of-command.
7. Promote a positive public image when representing the facility.

E. SERVICE TO CLIENTS/THE PUBLIC:

1. Demonstrates and ensures that the patient's personal values and beliefs are respected by focusing on the unique individual needs of the patients. Provides quality health care while recognizing the patient's rights.
2. Maintains a safe environment in accordance with CDC, OSHA and CLIA regulations and guidelines.
3. Professionally cleans the patient's teeth, which includes thorough scaling, polishing, and application of topical fluoride.
4. Takes patients' radiographs (x-rays), as instructed by the dentist, making sure that they are acceptable before the patient is discharged.
5. Reports to the dentists any path of suspicion areas of possible pathology found while performing the oral prophylaxis.
6. Gives approved dental care preventive treatments, such as topical applications of drugs to surface tissue and to expose surfaces to patient's teeth.
7. Placement of occlusal sealants as prescribed by the dentists.
8. Utilizes the appropriate resources to assist in the planning and delivery of care to our patients.
9. Coordinates patient care services, education, and referrals, utilizing the most appropriate resources, for the benefit of the patients within the community to meet their immediate needs.

F. DAILY DECISION MAKING AND PROBLEM SOLVING:

1. Demonstrates good judgment and positive behaviors when performing job duties.
2. Assists with issues and actively participates in finding solutions to problems identified.
3. Makes timely and sound decisions, based on logical presumptions, utilizing factual information.
4. Effectively and efficiently adapts to unplanned circumstances, demands, and challenges, during the course of the work day, ensuring consistent quality healthcare is given to all HCH patients.
5. Maintains compliance with customer service by ensuring all patient and visitor encounters conclude with a high level of satisfaction.
6. Follows the Health Department's and HCH's guidelines and protocol for handling patient complaints.
7. Demonstrates the ability to resolve conflict with and between HCH staff, providers, patients and their families, as needed.
8. Exercises professional judgment in program matters, consistent with the Health Department, HCH, and HRSA's policies, procedures, protocols, and guidelines; following the chain of command by consulting with the Executive Director, as needed.

G. QUALITY IMPROVEMENT (QI):

1. Assists the Dental Director with the coordination and maintenance of the QI program, HRSA performance measures, and the Policy and Procedure committee.
2. Implements QI standards in a timely manner.
3. Works with the HCH staff to improve and achieve QI indicators and HRSA performance measures, which enhances clinical workflow and processes.
4. Monitors the Quality Controls, ensuring dental clinic follows CDC, CLIA and OSHA regulations and guidelines.

H. MEDICAL RECORDS MANAGEMENT AND CONFIDENTIALITY:

1. Maintains patients' dental records and confidentiality in accordance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
2. Performs dental records audits in accordance with HCH's QI indicators.

I. USE OF EQUIPMENT AND MATERIALS:

1. Demonstrates proper knowledge, efficient and safe use of office and dental equipment and supplies; as well as computer software.
2. Maintains, monitors, and transfers equipment per the policies and procedures of the Health Department and HRSA grant requirements.
3. Monitors and maintains the inventory control for the HCH's dental clinic, which includes office and medical supplies, equipment, and medicines, etc. per the policies and procedures of the Health Department and HRSA grant requirements.

J. EMERGENCY PREPAREDNESS:

1. Completes and submits your personal evacuation plan during the onboarding process.
2. Responds promptly to activations for disaster duty in compliance with the Health Department's policies, guidelines, and requirements for essential employees listed in the Health Department's Emergency Operations Plan.
3. Participates in Emergency Preparedness events and activities within the community, as needed or assigned.

K. Performs other assigned tasks and duties as needed.

L. PROFESSIONAL GROWTH:

1. Maintains current professional license and certification.
2. Maintains the appropriate amount of Continuing Education Units (CEUs).
3. Participates in all in-services and trainings to maintain competence. (i.e. CPR, Infection Control, TB Skin Test, Ethics and ITI trainings etc. as appropriate to the job).
4. Obtains CPR.
5. Actively pursue and improve computer skills; sharing your knowledge with the HCH staff.
6. Assists the Dental Director with coordinating and preparing for certifications and accreditations.

M. MINIMUM QUALIFICATIONS:

1. Associates Degree (AD) is required.
2. Louisiana State Board of Dentistry licensure is required.
3. Permit/license to administer local anesthesia is required.
4. Current Basic Life Support-CPR.
5. Quality and/or Performance Improvement experience is preferred.
6. Proficient use of Microsoft Office computer applications (Word, Excel, Outlook, PowerPoint, etc.).
7. Excellent written and oral communication skills are required.
8. Ability to work in a culturally diverse, patient-centered atmosphere.

Employee _____

Date _____

Supervisor _____

Date _____