



**GREATER ELGIN FAMILY CARE CENTER  
Job Description**

**Job Title:** Hygienist  
**Department:** Clinical  
**Reports To:** Dental Clinic Manager  
**Prepared By:** COO  
**Prepared Date:** June 2007; November 2014

**SUMMARY**

This position is responsible for the provision of high quality clinical oral health care for the patients of Greater Elgin Family Care Center including examinations, bite-wing x-rays, fullmouth x-rays, panorex x-rays, charting of the mouth, review of medical history, oral prophylaxis, oral hygiene instruction, nutritional counseling, fluoride treatment and placement of sealants.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Provide high quality clinical oral health care to the patients of Greater Elgin Family Care Center in accordance with Licensure and GEFCC Policies and Procedures.

Is fully supportive of all quality initiatives.

Is fully receptive to other responsibilities as assigned.

Provides all forms of leadership, supervision, direction, training and role modeling to all supportive staff (eg: Dental Assistant).

Works to assure that all responsible areas are fully compliant with all applicable federal and state rules, regulations and laws. Insures that all responsible areas are in compliance with all GEFCC objectives, systems, policies, procedures, directives and contractual agreements as indicated by supervisors, contracts, training personnel and GEFCC policies and procedures.

Maintains a level of efficiency that indicates satisfactory productivity.

Provides care in an age appropriate fashion to one's specialty.

Report to all scheduled work sites and shifts on time and fully prepared to engage in all job responsibilities; location of work sites and shifts will change at the discretion of the supervisor.

Engage in all offered training, consultations and supervisions made available. Fully and professionally respond to and implement directives and advice offered by all supervisory and training personnel, as well as

professionally offered feedback from coworkers. Follow and fully implement Corporate Compliance Program.

### **SUPERVISORY RESPONSIBILITIES**

None.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **EDUCATION and/or EXPERIENCE**

State of Illinois issued Dental Hygienist license, indicating successful completion of dental hygienist education and meeting licensure expectations as indicated by State of Illinois statute.

Excellent writing skills and communication skills.

Working knowledge of PC-based software applications.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current Illinois State Licensure as a Dental Hygienist.

Current CPR License.

### **LANGUAGE SKILLS**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to document in Electronic Dental Record and procedure/training manuals. Ability to effectively present information and respond to questions from groups of managers, patients, guardians and 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 rate, ratio and percent and to draw and interpret bar graphs.

### **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 instructions furnished in written, oral, diagram or schedule form.

### **OTHER QUALIFICATIONS**

Customer service orientation.

Bi-Lingual (Spanish) strongly preferred.

Must be able to respond to patients with non-judgmental empathy.

Must be able to maintain confidentiality of services.

Must have strong patient education skills.

**PHYSICAL DEMANDS** 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.

While performing the duties of the job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl, and taste and smell. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/ or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Also, the employee may be required to utilize non-violent crisis intervention techniques with a client who appears to be endangering themselves or others around them.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. Additionally, the employee is occasionally required to work in and/or travel to various communities of different social, economic and ethnic backgrounds. The noise level in the work environment is usually moderate.

Hygienist.JD.11.14



**EMPLOYEE PERFORMANCE EVALUATION**  
**Hygienist**

**EMPLOYEE:** \_\_\_\_\_

**POSITION:** \_\_\_\_\_

**DEPARTMENT:** \_\_\_\_\_

**SUPERVISOR:** \_\_\_\_\_

**EVALUATOR:** \_\_\_\_\_

**DATE OF EVALUATION:** \_\_\_\_\_

**DATE OF LAST EVALUATION:** \_\_\_\_\_

**DATE OF INITIAL EMPLOYMENT:** \_\_\_\_\_

\_\_\_\_\_  
**SIGNATURE OF EMPLOYEE**

\_\_\_\_\_  
**SIGNATURE OF SUPERVISOR/EVALUATOR**

\_\_\_\_\_  
**SIGNATURE OF PRESIDENT/CEO**

**PLACED IN PERSONNEL FILE** \_\_\_\_\_

**RATINGS FOR PERFORMANCE EVALUATION**

<b>RATING</b>	<b>TERM</b>	<b>DEFINITION</b>
<b>5</b>	<b>Outstanding</b>	Performs at an exceptional level with a high degree of initiative, little to no room for improvement; requires minimum supervision
<b>4</b>	<b>Above Expectations</b>	Performs at high level above average initiative; requires moderate Supervision
<b>3</b>	<b>Meets Expectations</b>	Performs at acceptable level; demonstrated expected degree of initiative; requires regular supervision
<b>2</b>	<b>Below Expectations</b>	Performs at a level below standard; lacks initiative; requires considerable supervision; needs some improvement
<b>1</b>	<b>Unsatisfactory</b>	Level of performance is consistently deficient; requires extensive supervision; needs considerable improvement; strategy for improvement indicated is attached Corrective Action Plan
	<b>Not Applicable</b>	This item does not apply to employee's current position.

**CRITERIA BASED PERFORMANCE DESCRIPTION FOR**  
*Hygienist*

<b>I. Caring and Respect</b>	
1. Conveys professionalism, efficiency and patient-centered attitude through adherence to GEFCC's Core Values and Guiding Principles.	1 2 3 4 5
2. Respects and understands privacy of patient/client or customer and agency information.	1 2 3 4 5
3. Displays empathy and compassion in all patient/client or customer interactions and treats all patients/clients or customers in a respectful and professional manner.	1 2 3 4 5
4. Exhibits a commitment to teamwork.	1 2 3 4 5
5. Listens to gain an understanding of the situation and asks thoughtful questions before providing response.	1 2 3 4 5
COMMENTS:	
<b>II. Quality</b>	
1. Takes personal responsibility for quality.	1 2 3 4 5
2. Takes initiative and ownership of quality at all GEFCC locations you work at.	1 2 3 4 5
3. Ensures the integrity of corporate compliance including notifying supervisor and/or manager of any variance from company policies and procedures.	1 2 3 4 5
4. Ensures maintenance of an appropriate Environment of Care and communicates deficiencies in order to find, fix and prevent deficiencies in our systems/processes.	1 2 3 4 5
5. Ensures our patients/clients, our customers, remain our top priority.	1 2 3 4 5
6. Strives to achieve organization-identified goals.	1 2 3 4 5
COMMENTS:	

<b>III. Excellence</b>	
1. Has completed and understands all training items required for respective role within the organization.	1 2 3 4 5
2. Actively participates in and seeks out training, while ensuring all necessary tools are provided (training, equipment, etc...).	1 2 3 4 5
3. Maintains accountability to the adherence of policies and procedures and is willing to accept/receive feedback.	1 2 3 4 5
4. Displays commitment to operational excellence by assuming personal responsibility for the patient/customer experience.	1 2 3 4 5
5. Welcomes all new staff and takes a vested interest in their development while working as a team to better serve our patients/clients or customers.	1 2 3 4 5
6. Consistently demonstrates GEFCC core values, policies and procedures.	1 2 3 4 5
COMMENTS:	
<b>IV. Diversity</b>	
1. Maintains a mentality that is culturally aware and culturally sensitive.	1 2 3 4 5
2. Fosters an environment of diversity and inclusion by not making assumptions based on stereotypes.	1 2 3 4 5
3. Respects thoughts and beliefs that differ from own.	1 2 3 4 5
4. Treats every co-worker as a professional.	1 2 3 4 5
5. Takes personal ownership to ensure consistency in service delivery regardless of patients'/clients' or customers' appearance, language or background.	1 2 3 4 5
COMMENTS:	
<b>V. Integrity</b>	
1. Regularly reports to work on time with the appropriate work attire.	1 2 3 4 5
2. Maintains honesty in all interactions.	1 2 3 4 5
3. Ensures appropriate information is provided during each patient/client or customer interaction by finding answers when information is unclear or unknown.	1 2 3 4 5

4. Takes personal responsibility for work environment, assessing the situation and notifying supervisor accordingly.	1 2 3 4 5
5. Takes ownership of mistakes and actively works to correct them.	1 2 3 4 5
6. Treats all patients/clients or customers as a priority and effectively communicates with them, acknowledging each individual when more than one is waiting for service and providing them with a timeframe of when we can meet their needs.	1 2 3 4 5
COMMENTS:	
<b>VI. Responsive and Collaborative</b>	
1. Effectively represents the GEFCC Brand while working.	1 2 3 4 5
2. Works alongside colleagues and demonstrates effective teamwork while appropriately collaborating with other departments/clinics.	1 2 3 4 5
3. Collaborates with other organizations to maximize our outcomes and engages in outreach activities as needed.	1 2 3 4 5
4. Provides suggestions to committees for use to facilitate performance improvement.	1 2 3 4 5
5. Ensures the needs of the communities we serve are assessed and appropriately engages in outreach activities/collaboration with other organizations to maximize patient care and outcomes, as necessary.	1 2 3 4 5
COMMENTS:	
<b>VII. Advocacy</b>	
1. Understands our organization and our role as a Federally Qualified Health Center within the health care system.	1 2 3 4 5
2. Actively works towards going above and beyond to meet patients'/clients' or customers' specific needs.	1 2 3 4 5
3. Anticipates problems and professionally facilitates problem resolution.	1 2 3 4 5
4. Handles hazardous and infectious waste properly.	1 2 3 4 5
5. Protects patient's rights by complying with HIPAA and associated GEFCC policies and procedures.	1 2 3 4 5
6. Advocates for patients rights and ensures thorough communication to our patients/clients or customers.	1 2 3 4 5



COMMENTS:

**VIII. Utilizes Acknowledge-Introduction-Duration-Explanation-Thank You (AIDET) during every patient interaction.**

1. Acknowledges patients/clients or customers during every interaction.	1 2 3 4 5
2. Provides a thorough introduction during every patient/client or customer interaction.	1 2 3 4 5
3. Provides patients/clients or customers with information related to wait-time and/or duration.	1 2 3 4 5
4. Ensures patients/clients or customers are provided with a thorough explanation related to process, next steps and/or outcomes.	1 2 3 4 5
5. Thanks every patients/clients or customers for patronage, help or assistance.	1 2 3 4 5

COMMENTS:

**IX. Communication Skills**

1. Written - writes clear, concise memos, letters, plans and reports; clearly expresses his/her thoughts and ideas in writing; uses correct grammar, spelling and punctuation.	1 2 3 4 5
2. Verbal - effectively expresses self verbally to both individuals and large groups; expresses clearly his/her thoughts and ideas to others.	1 2 3 4 5
3. Informative - lets those affected know of his/her activities, changes in activities.	1 2 3 4 5
4. Effective listening – Listens to understand instead of listening to respond, including asking thoughtful questions and restating what is heard.	1 2 3 4 5

COMMENTS:

<b>X. Adaptability</b>	
1. Accepts increased responsibility consistent with priorities established by supervisor.	1 2 3 4 5
2. Is capable of shifting priorities to accommodate changing job demands.	1 2 3 4 5
3. Modifies schedule to meet the needs of GEFCC.	1 2 3 4 5
4. Is willing to listen to other ideas and adjust or change plans in the best interest of GEFCC.	1 2 3 4 5
5. Is able to travel among various GEFCC health centers to appropriately meet the needs of GEFCC.	1 2 3 4 5
COMMENTS:	
<b>XI. Provide high quality clinical oral health care to the patients of Greater Elgin Family Care Center in accordance with Licensure and GEFCC Policies and Procedures</b>	
1. Provides high quality care during scheduled hours in a manner that is timely and efficient.	1 2 3 4 5
2. Refers patients promptly when indicated upon Dentist's request.	1 2 3 4 5
3. Provides services to scheduled and walk-in patients.	1 2 3 4 5
4. Works collaboratively with all staff to insure effective and efficient operations.	1 2 3 4 5
5. Insures that adequate coverage is available during scheduled absences.	1 2 3 4 5
6. Requests any schedule changes at least 30 days in advances unless the result of an unforeseen crisis.	1 2 3 4 5
7. Notifies the Dental Clinic Manager of planned and unplanned absences or designated personnel as assigned by the Dental Clinic Manager.	1 2 3 4 5
8. Meets requirements for dental staff privileges at GEFCC.	1 2 3 4 5
COMMENTS:	

<b>XII. Is fully supportive of all quality initiatives</b>	
1. Understands relevant health plan goals and offers input and full effort regarding the same.	1 2 3 4 5
2. Supports the model of care developed through the participation in the Health Disparities Collaborative.	1 2 3 4 5
3. Promotes collaborative relationships with specialty Dentists and other providers under the direction of the Medical Director.	1 2 3 4 5
4. Contributes to the development of policies, procedures and clinical practice guidelines as directed.	1 2 3 4 5
5. Works collaboratively with management to facilitate compliance with Joint Commission, funding bodies, regulatory agencies and all applicable state and federal laws.	1 2 3 4 5
6. Practices in a manner that is consistent with clinical practice guidelines that have been adopted by GEFCC.	1 2 3 4 5
COMMENTS:	
<b>XIII. Is fully receptive to other responsibilities as assigned</b>	
1. Readily accepts responsibilities when assigned.	1 2 3 4 5
2. Demonstrates good communication skills and effective collaboration when coordinating individual efforts with team work.	1 2 3 4 5
3. Exercises sound judgment for insuring Health Center operations are efficient, effective and of high quality.	1 2 3 4 5
4. Adjusts responsibilities and shows flexibility as needed to adjust to shifting work flow demands as directed by the Dental Director and/or Chief Executive Officer.	1 2 3 4 5
COMMENTS:	
<b>IVX. Provides all forms of leadership, supervision, direction, training and role modeling to all supportive staff (eg: Dental Assistant)</b>	
1. Works collaboratively with all staff.	1 2 3 4 5
2. Teaches, and is generally instructive, when working with staff.	1 2 3 4 5
3. Consistently role models all aspects of position expectations.	1 2 3 4 5

COMMENTS:

**XV. Works to assure that all responsible areas are fully compliant with all applicable federal and state rules, regulations and laws. Insures that all responsible areas are in compliance with all GEFCC objectives, systems, policies, procedures, directives and contractual agreements as indicated by supervisors, contracts, training personnel and GEFCC policies and procedures.**

1. Works collaboratively and take initiative to insure that all areas are fully compliant with all applicable rules, regulations, laws, objectives, policies, procedures, directives and agreements.	1 2 3 4 5
2. Takes an active, proactive and educative posture regarding insuring full compliance.	1 2 3 4 5
3. Is consistently open to suggestions and feedback regarding compliance.	1 2 3 4 5

COMMENTS:

**XVI. Maintains a level of efficiency that indicates satisfactory productivity**

1. Typically meets productivity expectations on a monthly basis.	1 2 3 4 5
2. On average has met productivity expectations over the past calendar year and/or fiscal year.	1 2 3 4 5
3. Is receptive to direction related to maximizing provider efficiency.	1 2 3 4 5

COMMENTS:

**XVII. Provides care in an age appropriate fashion to one's specialty.**

1. Demonstrates knowledge of clients' growth and development.	1 2 3 4 5
2. Conducts age-appropriate assessment and interprets age-specific data.	1 2 3 4 5

3. Provides age-appropriate care.	1	2	3	4	5
4. Uses appropriate communication techniques.	1	2	3	4	5
5. Recognizes age-specific responses to treatment.	1	2	3	4	5
COMMENTS:					

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