



## **STATE OF COLORADO**

### **CLASS SERIES DESCRIPTION**

**July 1, 2001**

#### **DENTAL CARE**

C6Q1TX TO C6Q5XX

#### **DESCRIPTION OF OCCUPATIONAL WORK**

This class series uses five levels in the Health Care Services Occupational Group and describes clinical assistance, chair side assistance, or dental hygiene work in the field of dentistry. The work in this series ranges from providing assistance in the general treatment of the oral pathology of patients in both routine and emergency settings to preventive, therapeutic, educational, or consultative hygiene work.

Dental assistance may be provided in areas of diagnostic, preventive, restorative, periodontal, endodontal, oral surgery, and prosthetic procedures. Duties include taking, developing, and mounting x-rays; placing sealants and fluoride; mixing, placing, carving, and finishing restorative materials; administering and monitoring of Nitrous Oxide/Oxygen Conscious Analgesia/sedation under the direct supervision of a licensed dentist; assisting dentist during procedures; preparing materials and clinical areas using sterile techniques; preparing and positioning patients; administering designated dental care and treatment; and, using and maintaining dental equipment, instrument, and supplies.

Dental Hygienists perform such duties as cleaning calcareous deposits, accretions, and stains from teeth and beneath margins of gums using dental instruments; providing supportive periodontal treatment; feeling lymph nodes to detect swelling or tenderness that could indicate the presence of oral cancer; examining gums for sores and signs of disease; working with dentists in oral surgery by administering anesthesia, assisting with surgical procedures, and removing sutures and dressings; developing and providing instruction, written materials and advice on dental hygiene for other health care personnel, patients, parents or others. Per statute CRS 12-35-101 et. seq., licensure is required for positions performing dental hygiene work.. Some positions are assigned to security settings where they are also responsible for following policies and procedures to ensure the safety of themselves, patients and others.

## **CLASS SERIES DESCRIPTION (Cont'd.)**

### **DENTAL CARE**

**July 1, 2001**

**INDEX:** Dental Care I begins on page this page, Dental Care II begins on page 3, Dental Care III begins on page 4, Dental Care IV begins on page 5, and Dental Care V begins on page 6.

## **DENTAL CARE I**

C6Q1TX

### **CONCEPT OF CLASS**

This class describes the full-operating level dental assistant. Positions operate independently in performing the full range of dental support and chair side assistance tasks and problem solving. Positions follow established work procedures and operate within standard guidelines and alternatives.

### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the defined level as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

**Complexity** -- The nature of, and need for, analysis and judgment is prescribed as described here. Positions apply established, standard guidelines that cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

## **CLASS SERIES DESCRIPTION (Cont'd.)**

### **DENTAL CARE**

**July 1, 2001**

## **DENTAL CARE II**

C6Q2XX

### **CONCEPT OF CLASS**

This class describes the second-level dental technician. While the type of duties are similar to those performed at the lower level, the complexity of the job is different. The systems, operations, and processes are still established and defined but allow more flexibility and latitude in adapting practical approaches or routines for various situations. Not all circumstances are covered by established guidelines so positions must improvise solutions and alternatives. This class includes responsibility for training lower level technicians. Dental Care II differs from Dental Care I on Complexity, Purpose of Contact, and may differ on Line/Staff Authority.

### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the defined level as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information to determine what it means and how it fits together in order to get practical solutions to problems. Guidelines in the form of standard operating procedures, methods, and techniques exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines that may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

**Purpose of Contact** -- The purpose of contacts with outside the supervisory chain, regardless of the method of communication, are for the purpose of detecting or discovering information or problems by interviewing or investigating where the issues or results of the contact are not known ahead of time.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor or work leader. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a

## **CLASS SERIES DESCRIPTION (Cont'd.)**

### **DENTAL CARE**

**July 1, 2001**

collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

### **OR**

The direct field of influence the work of a position has on the organization is as a work leader. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and workflow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

### **DENTAL CARE III**

C6Q3XX

### **CONCEPT OF CLASS**

This class describes the unit supervisor. The unit supervisor is responsible for the work product of three or more full-time equivalent positions including developing the work procedures for the unit. Dental Care III level differs from Dental Care II on Decision Making, Purpose of Contact and Line/Staff Authority.

### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information to determine what it means and how it fits together in order to get practical solutions to problems. Guidelines in the form of standard operating procedures, methods, and techniques exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines, which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

## **CLASS SERIES DESCRIPTION (Cont'd.)**

### **DENTAL CARE**

**July 1, 2001**

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

### **DENTAL CARE IV**

C6Q4XX

#### **CONCEPT OF CLASS**

This level describes the full-operating dental hygienist. Positions operate independently in performing the full range of professional tasks. Work requires the use of discretion and creativity within limits of theory and principles of the profession; management's program objectives; law and regulations; and, general systems and guidelines. Judgment is used in the adaptation and skilled application of guidelines to solve the full range of problems related to the assignment. An employee in this class must anticipate and analyze the impact and consequences of decisions made. Positions may serve as a resource to others or a specialist in the professional field. This class differs from Dental Care III on Complexity and Line/Staff Authority. Some assignments will not move beyond this level.

#### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

**Complexity** -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. In conjunction with theories, concepts, and

## **CLASS SERIES DESCRIPTION (Cont'd.)**

### **DENTAL CARE**

**July 1, 2001**

principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

### **DENTAL CARE V**

C6Q5XX

#### **CONCEPT OF CLASS**

This class describes supervisory and administrative responsibility for the technical aspects of a dental clinic or lead work over dental hygienist positions. Dental Care V differs from the Dental Care IV on Decision Making and Line/Staff Authority.

#### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

**Complexity** -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. In conjunction with theories, concepts, and

## **CLASS SERIES DESCRIPTION (Cont'd.)**

### **DENTAL CARE**

**July 1, 2001**

principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a work leader or unit supervisor. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and workflow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

**OR**

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

### **ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

### **CLASS SERIES HISTORY**

Effective 7/1/01 (LLB). HCS Consolidation Study consolidated Dental Assistant (C3E) and Dental Hygienist (C3F). Draft published 2/21/01, proposed 5/10/01, and final 7/1/01.

Effective 3/1/96 (KLJ). Abolished Dental Hygienist III (C3F3). Published as proposed 11/17/95.

**CLASS SERIES DESCRIPTION (Cont'd.)**

**DENTAL CARE**

**July 1, 2001**

Effective 9/1/93 (KAS). Job Evaluation System Revision project. Converted Dental Assistant and Coordinator (A5201-4,7) to Dental Assistant (C3E). Converted Dental Hygienist (A5205) to Dental Hygienist I (C3F1). Created Dental Hygienist II (C3F2). Converted Dental Health Consultant (A5211) to Dental Hygienist III (C3F3).

Created 1/1/75. Dental Assistant (55201-4) and Dental Hygienist (55205).

**SUMMARY OF FACTOR RATINGS**

<b>Class Level</b>	<b>Decision Making</b>	<b>Complexity</b>	<b>Purpose of Contact</b>	<b>Line/Staff Authority</b>
Dental Care I	Defined	Prescribed	Exchange	Indiv. Contributor
Dental Care II	Defined	Patterned	Detect	Indiv. Contributor or Work Leader
Dental Care III	Operational	Patterned	Advise	Unit Supervisor
Dental Care IV	Operational	Formulative	Advise	Indiv. Contributor
Dental Care V	Process	Formulative	Advise	Work Leader or Unit Supervisor

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services