

Dental Technician

Goal

To make preparations for and manufacture and maintain (or have manufactured and maintained) dental technology projects, and additionally provide technical support and advice for scientific experiments, within the framework of protocols and at the instruction of clients, with the aim of facilitating clinical and pre-clinical dental research, education and patient care.

Context

Reports to/receives hierarchical guidelines from one of the following officials:

- Service Department Director
- Head of Department
- Team Leader

RESULTAREAS			
Main activity	Frame	Result	Activity
1. Preparation of Work			
To take stock of and analyse technical and other aspects of an assignment (i.e. in terms of time, etc.)	Client demands/ requirements Laws and regulations Internal standards, (quality) guidelines and/or protocols	Substantiated opinion on the feasibility and method of approach of assignments	<ul style="list-style-type: none"> - Take cognizance of and broaden one's knowledge about the (written) assignment - Check assignments on completeness, correctness and clarity and if they comprise the necessary attributes - Make proposals that could lead to demonstrable improvements in the working method or the application of other methods - Advertise the assignment within the department or at external laboratories with a view to recruiting prospective participants
2. Fabrication, modification and repair work			
Make (or have made) dental technology work pieces, models and prostheses and perform modifications and repairs	Client demands/ requirements Protocols	Products for use in education, patient care and research	<ul style="list-style-type: none"> - Make (or have made) parts required for assignments - Make dental technology work pieces, models and prostheses for practice and study - Attain the targeted result through correctly chosen dimensions, order of processing, techniques, etc. - Make adjustments to work pieces in response to client feedback - Make proposals that could lead to demonstrable improvements in the working method and aids or the application of other methods - Carry out repairs to work pieces
3. Outsourcing			
To ensure that dental technology work pieces are made by external laboratories	Client demands/ requirements Specifications Protocols	Delivery of products for use in education, patient care and research on time	<ul style="list-style-type: none"> - Establish contact and consult with external laboratories about the assignment - Assess, forward and explain the assignment - Receive finished work pieces and check them on quality - Maintain contact between clients and external laboratories about modifications done to work pieces - Process invoices from external laboratories
4. Procurement/Management			
To assume responsibility for the ordering, managing and maintenance of materials, instruments and equipment	Budgetary authorisations Internal guidelines	The availability on time of the proper materials and instruments in terms of quantity and quality	<ul style="list-style-type: none"> - Order materials and instruments from suppliers - Obtain information about new equipment and materials, make agreements with suppliers about prices and service - Request and compare quotations - Take care of the administrative handling of invoices after delivery - Maintain and monitor pre-clinical units - Assume responsibility for the management and maintenance of instruments and equipment
5. Teaching			

RESULTAREAS			
Main activity	Frame	Result	Activity
To support, advise, supervise and instruct students and staff, and additionally make a contribution to teaching materials	Protocols	Promotion of the development of knowledge and skills in the field of study	<ul style="list-style-type: none"> - Advise and supervise students making dental technology work pieces - Make a contribution to teaching materials in the field of dental technology - Provide group information, education and training sessions on dental technology work - Issue to and take back instruments and materials from students - Provide support in preclinical practicum courses and monitor the dental technology hall - Advise people about the dental technology programme within the dentistry programme and other oral care professionals - Safeguard the proper embedding of the dental technology programme in the curriculum and evaluate the programme to these ends
6. Research (variant)			
To make preparations for and carry out research/analyses.	Client research questions Existing methods and techniques	Correct data necessary for the solution of research questions submitted by clients	<ul style="list-style-type: none"> - Receive client research requests - Collect the required data - Perform tests with various new and old materials and equipment - Report on the findings of tests to clients and provide advice accordingly
7. Patient Care (variant)			
To consult with patients, dentists and doctors and make the best possible adjustment with respect to the facial prosthesis	Dentist and/or doctor demands/requirements Patient needs	Optimum maintenance of the remaining oral structures and improvement of the aesthetic aspects	<ul style="list-style-type: none"> - Receive patients at the laboratory - Determine and adjust/make the best possible colouring for crown and bridgework, in consultation with dentists and/or doctors and the patient - Adjust/make the right colour and/or other adjustments to facial prostheses and implantations - Restore remaining oral structures - Respond to specific individual patient-specific information (i.e. resorption of jaws and age) - Enter reports into patient files
8. Administration			
To perform administrative tasks for the recording of technical and financial data	Protocols and work agreements Computerised and paper administrative systems	Availability of complete and accurate files and correct financial data to facilitate future maintenance, adjustment or repair work	<ul style="list-style-type: none"> - Process invoices for ordered goods - Process invoices from external laboratories and ensure that these are charged on to the relenaart department - Ensure that internal production orders are passed on to the relenaart department - Compile monthly reports - Archive (or delegate the archiving of) all orders and invoices
9. Coaching (variant)			
To coach and offer professional guidance to less experienced colleagues	Employee's own discipline/field	Stimulation of the professional development of colleagues	<ul style="list-style-type: none"> - Provide feedback to less experienced colleagues - Inform new and less experienced colleagues about (new) work processes and methods - Act as the person people turn to with questions on operational and job-related problems - Share professional and process-related knowledge with new or less experienced colleagues

RESULTAREAS			
Main activity	Frame	Result	Activity
10. Coordination of Work (variant)			
To coordinate the work to be performed by the department staff	Authorities and guidelines	Work is performed efficiently, effectively and to a high standard	<ul style="list-style-type: none"> - Inform employees about objectives and results to be achieved - Provide directions and instructions about methods and procedures to be employed - Draw up (or delegate the drawing up of) schedules and coordinate days off - Jointly evaluate the results and supervise and facilitate the appropriate qualitative and quantitative performance of the work - Resolve or report any problems encountered that staff cannot or are not permitted to resolve

Ranking criteria Dental Technician

Function level Ranking criteria	Dental Technician 1	Dental Technician 2	Dental Technician 3	Dental Technician 4	Dental Technician 5
Fabrication, modification and repair work	Employs complex techniques at specialist level.	Employs complex techniques at specialist level for which support is provided if necessary by superiors or colleagues.	Employs a number of complex techniques under supervision, separately or in combination.	Employs a number of complex techniques based on general instructions, with an emphasis on management and support	Employs a number of techniques based on detailed instructions, with an emphasis on support.
Studies	Makes preparations for and carries out research.	Contributes to the preparation and performance of research.	not applicable	not applicable	not applicable
Teaching	<p>Performs laboratory practicums, provides instructions and information and checks and discusses student work.</p> <p>Contributes to the development of teaching materials.</p> <p>Advises relevant parties on educational policy matters.</p>	<p>Performs laboratory practicums, provides instructions and information and checks and discusses student work.</p> <p>Contributes to the development of teaching materials.</p>	Performs laboratory practicums, provides instructions and information and checks and discusses student work.	Assists during laboratory practicums and provides simple instruction.	Provides simple explanations.
Patient care	Frequent contact with patients and dentists.	Frequent contact with patients and dentists.	Contact with patients and dentists.	Incidental contact with patients and dentists.	not applicable
Coordination of work and coaching	<p>Coordinates the work of staff affiliated with a department or a project.</p> <p>Provides professional support and supervision to colleagues.</p>	Provides professional support and supervision to colleagues.	not applicable	not applicable	not applicable

Ranking Rules Dental Technician

Dental Technician 5 applies if at least all criteria described for Dental Technician 5 are met

Dental Technician 4 applies if at least all criteria described for Dental Technician 4 are met

Dental Technician 3 applies if at least all criteria described for Dental Technician 3 are met

Dental Technician 2 applies if at least the first 4 criteria described for Dental Technician 2 are met

Dental Technician 1 applies if all criteria described for Dental Technician 1 are met