

Fleming College

CAAT Job Evaluation System for Non-Bargaining Unit Employees

Ontario Colleges of Applied Arts and Technology

The Job Fact Sheet Questionnaire (JFS) is used to gather information for job evaluation purposes for the Colleges= Administrative Staff, Part-Time Support Staff, Part-Time and Sessional Academic Staff positions. Please read each section carefully before completing.

The Education and Experience sections are to be completed by the College according to the College=s recruitment standards.

Upon completion by an incumbent, the JFS is reviewed and, when necessary, adjusted by the position=s Manager and the Senior Manager responsible for the position. Any changes to the JFS are to be reviewed with the incumbent prior to evaluation. The JFS is then submitted to the appropriate College official for job evaluation purposes.

The JFS is not finalized until it has gone through the job evaluation process and the results have been confirmed by the College. A copy of the finalized JFS will be provided the incumbent for information purposes and as a job description.

1. POSITION IDENTIFICATION

Position Title: Abilities Management Specialist
Position Number: TBA
Pay Band: 9
Incumbent: N/A
Location/Campus: Sunderland
Division/Department: HROE
Immediate Supervisor (title): Director, Employee Experience
Date of JFS: December 2020
Last Evaluated: December 22, 2020

Type of Position:

- Administrative Part-Time Administrative
 Sessional Academic Part-Time Academic
 Part-Time Support Other

I have read and understood the contents of the Job Fact Sheet (if completed by an incumbent):

Incumbent: _____

Date: _____

Recommended by:

Position's Manager: _____

Date: _____

Approved by:

Senior Manager: _____

Date: _____

2. POSITION SUMMARY

Provide a concise description of the position by identifying its most significant responsibilities and/or accountabilities.

Reporting to the Director, Employee Experience, the Abilities Management Specialist (AMS) is responsible for providing proactive disability and rehabilitation case management services to employees with short or long term disabilities, disability related accommodations, and workplace injuries, including facilitating employee return to work through planning, implementing and co-ordinating timely modified work programs; coordinating and liaising with manager, health care providers, disability insurance carriers; and co-ordinating employee health surveillance programs. Further, as the AMS for all employee groups, advises on appropriate processes and methodologies to ensure appropriate information and data are collected, and meaningful metrics and reports to monitor and manage STD and RTW&MA programs can be developed. Responsible for ongoing return to work administration including case file tracking, WSIB/STD/LTD claims management, associated compensation implications, and information and documentation as required. As the subject matter expert, guides the modernization, and leads the implementation and monitoring of related policies and procedures.

3. KEY DUTIES

Provide a description of the position's key duties. Estimate the percentage of time spent on each duty (to the nearest 5%). Add an extra page if necessary.

Key Duties

% of Time

Disability Program Management

70%

- Acts as the subject matter expert providing advice to management and employees regarding disability management, accommodation and return to work and medical accommodation programs, providing case management of Workplace Safety Insurance Board (WSIB), Short Term Disability (STD) and Long Term disability (LTD) claims, with a focus on early and safe return to work.
- Coordinates with management, union, HR Consultant and employees with return to work and workplace accommodation processes. Provides consultation to management and employees in the area of attendance management, where appropriate.
- Consults with medical consultant or employee's health care provider to obtain clarification of functional restrictions and capabilities as required. Reviews and interprets medical and non-medical information (i.e., distinguishing between objective and subjective information) through communication with the ill/injured employee and other stakeholders throughout the period of lost time and rehabilitation.
- Collaborates with management and the appropriate parties to facilitate and coordinate the planning, development, implementation, and evaluation of individualized Return to Work and Medical Accommodation Action Plans that are consistent with the employees' abilities and with the business needs of the employer; provides assistance to ill/injured employees with re-integration to the workplace.
- Collaborates with cross-functional stakeholders to problem solve and provide recommendations to resolve obstacles/barriers to return to work, and referral of ill/injured employees to external service providers when necessary (e.g., Functional Abilities Evaluations, Independent Medical Assessments, etc.).
- Interprets and promotes conformity to standards, policies, guidelines, regulations, and legislation related to disability management practices and duty to accommodate.

- Attends appeals, tribunals and/or other legal proceedings related to disability management, as required.
- Provides education and training on disability management and modified work to management and employees, as required.

Administration Functions:

30%

- Subject matter expert in the development, assessment and revision of policies and procedures related to disability management, accommodation, and occupational health.
- Maintains an accurate confidential medical record keeping system in conjunction with the Benefits Administrator
- Assists the Director in planning corporate business plan/budget and making recommendations to respond to new legislative requirements, and for programs and services.
- Leads the data collection, analysis and reporting for disability management, accommodation and return to work programs.

TOTAL:

100%

1. COMPLEXITY - JUDGEMENT (DECISION MAKING)

Complexity refers to the **variety** and relative **difficulty** of **comprehending** and **critically analyzing** the material, information, situations and/or processes upon which decisions are based.

Judgement refers to the **process** of identifying and reviewing the available options involved in decision making and then choosing the most appropriate option. Judgement involves the application of the knowledge and experience expected of an individual performing the position.

Provide up to **three examples** of the most important and difficult decisions that an incumbent is typically required to make.

Assessing and interpreting medical information within the context of the College's Return to Work and Medical or Disability-Related Accommodation Procedure. Determining if information is sufficient to determine an appropriate accommodation plan, or if additional medical is required, can be subjective and the incumbent must balance the rights of the employer as well as the employee, as laid out in procedure, collective agreements and legislation.

Guiding staff and management through the process which can be contentious and complicated. Determining and communicating any implications to employees, depending on their classification and length of leave, required an in-depth understanding of the various benefit plans and collective agreements, best practice as well as past practice. Ensuring the college is protected while striving to return employee to full capacity is honoured, while balancing business requirements from managers.

2. EDUCATION (to be completed by the College)

Education refers to the **minimum level** of formal education and/or the type of training or its equivalent that is required of an incumbent at the **point of hire** for the position. This may or may not match an incumbent's actual education or training.

The College is to identify the minimum level of education and/or type of training or its equivalent that is required for the position based upon the College's recruitment standards.

Non-Post Secondary

Partial Secondary School

Secondary School Completion

Post Secondary

1-Year Certificate

4-Year Degree

2-Year Diploma

Masters Degree

3-Year Diploma/Degree

Post Graduate Degree

Professional Designation

Specify: _____ Certified RTW Coord/Certified Disability Management/Canadian Vocational Rehab Professional, Canadian certified Occ Health Nurse_____

Other

Specify: _____

Specify and describe any program speciality, certification or professional designation necessary to fulfil the requirements of the position.

- Bachelor's Degree Human Resources Management, Health Sciences, Social Sciences or related field, or approved equivalent combination of education and experience.
- Designation as either a Certified Return to Work Coordinator/Certified Disability Management or Canadian Vocational Rehabilitation Professional (CVRP), or Canadian Certified Occupational Health Nurse, or applicable designation associated with the education stream.

Specify and describe any special skills or type of training necessary to fulfil the requirements of the position (e.g., computer software, client service skills, conflict resolution, and operating equipment).

- Proven knowledge of disability management, theory and practice.
- Comprehensive working knowledge of relevant legislation, policies and processes with the ability to communicate its significance and relevancy to each situation.
- Computer literacy utilizing MS Office software applications, and familiarity with HR records systems.
- Ability to exercise good judgement in handling situations of a complex and sensitive nature with tact and discernment while protecting confidentiality of medical information.
- Ability to take direction from policies, functional precedents, company procedures, legislation and professional disciplines pertaining to occupational health and disability management.
- Proven ability in presentation skills.
- Ability to interpret statistical data and recommend procedures to formalize a course of action.

3. EXPERIENCE (to be completed by the College)

Experience refers to the amount of **related, progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfil the requirements of the job at the **point of hire** into the position. This may or may not match the incumbent=s actual amount of experience.

The College is to identify the minimum amount and type of experience appropriate for the position based upon the College=s recruitment requirements.

Experience required at the point of hire. Up to and including:

- | | |
|--|---|
| <input type="checkbox"/> 0 - no experience | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 1 month | <input checked="" type="checkbox"/> 5 years |
| <input type="checkbox"/> 3 months | <input type="checkbox"/> 7 years |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 9 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 12 years |
| <input type="checkbox"/> 18 months | <input type="checkbox"/> 15 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 17 years |

Specify and describe any specialized type of work experience necessary to fulfil the requirements of the position.

- Experience in interpreting medical functional information and demonstrated experience communicating this information, within policy/legal bounds, in order that appropriate administrative decisions can be reached.
- Minimum five (5) years' experience in rehabilitation or case management, including implementing and monitoring modified work programs and other workplace accommodations in a unionized environment.

4. INITIATIVE - INDEPENDENCE OF ACTION

Initiative - Independence of action refers to the **amount of responsibility** inherent in a position and the **degree of freedom** that an incumbent has to **initiate** or **take action** to complete the requirements of the position. An incumbent is required to foresee activities and decisions to be made, then take the appropriate action(s) to ensure successful outcomes. This factor recognizes the established levels of authority which may restrict the incumbent=s ability to initiate or take action, e.g., obtaining direction or approval from a supervisor, reliance on established procedures/methods of operation or professional practices/standards, and/or built-in-controls dictated by computer/management systems.

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform using their initiative without first having to obtain direction or approval from a supervisor.

- Create individual plans for RTW/Accommodation, and manage them through to completion including interacting with management ,employees and union representatives (if applicable)
- Collaborate with medical professionals, governing bodies, unions on the creation and administration of such plans

- Ensure all associated record keeping is maintained by the Benefits Administrator.

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform which required the direction or approval from a supervisor.

1. Revision of policy, procedures – but is expected to advise on them
2. Purchase/development/implementation of new technology to support the program – but is expected to advise on them

Give specific examples of guidelines, procedures, manuals (for mal or informal), computer systems/programs that are used in performing job duties and in making decisions, e.g., Government regulations, professional or trade standards, College policies or procedures, department or program procedures, computerized/manual programs/systems and any other defined methods or procedures.

- Return to Work and Medical or Disability-Related Accommodation Procedure
- Absence due to illness procedure
- Human rights legislation
- WSIB/OHSA/MOL Legislation
- Benefit Plan Booklet
- Collective agreement provisions
- Policy

5. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the **potential consequences** that **errors in judgement** made by an incumbent, despite due care, could have on the College. Usually, the higher the level of accountability inherent in a position, the greater the potential consequences there are on the College from errors in judgement.

Give up to three examples of the typical types of errors in judgement that an incumbent could make in performing the requirements of the position. Do not describe errors which could occur as a result of poor performance, or ones that are rare or extreme. Indicate the probable effects of those errors on the College, e.g., loss of reputation of program/College, waste of resources, financial losses, injury, property damage, affects on staff, students, clients or public.

Oversharing of employee's medical condition which violated their right to privacy
Lack of compliance with Human rights legislation or other resulting in lawsuit, grievance finding
Additional expense due to employees not being returned to work effectively

6. CONTACTS AND WORKING RELATIONSHIPS

Contacts and Working Relationships refers to the **types, importance** and **intended outcomes** of the contacts and working relationships required by an incumbent to perform the responsibilities of a position. It also measures the skill level required to be effective in dealing with contacts and being involved in working relationships. This factor does **not** focus on the level of the contact, but on the **nature** of the contact.

Indicate by job title, with whom an incumbent is required to interact to perform the duties and responsibilities of the positions. Describe the nature, purpose and frequency of the interaction, e.g., exchanging information, teaching, conflict resolution, team consultation, counselling.

Contact with employee who is subject to the provisions of the College's Return to Work and Medical or Disability-Related Procedure, to communicate and counsel on program details, required documentation, process, potential implications to leave, expectations while participating in the program.

Supervisor/Manager of the employee to provide information on the estimated duration of leave, consult on potential accommodations for documented medical restrictions, address concerns that may be raised. May be required to provide conflict resolution in certain situations.

Interaction with HR team, including Benefits Administrator, Payroll, Human Resources Consultant to communicate impacts of leave, exchange information to enable the proper administration of benefits and pay, provide information to HR Consultant to assist in determining how best to address vacancy and backfill of position.

Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
			Occasional	Frequent
Internal to the College, e.g., students, staff, management, colleagues.	Benefits Administrator	Entitlements, record keeping		Y
	HRC in HROE	Coordinating and supporting program		Y
	Human Rights Officer & Inclusion Specialist in HROE	Ensuring duty to accommodate, compliance with legislation		Y
	Director, EE	Reporting manager		Y
	Business Analyst	Reporting, system design	Y	
	Impacted staff	Developing, implementing, monitoring RTW and MA; Developing and delivering program content	Y	Y
	Management	Developing, implementing, monitoring RTW and MA; Developing and delivering education & training content	Y	Y
	Union	Admin of program: RTW meetings		Y
External to the College, e.g., business and industry representatives, suppliers, advisory committee members, staff at other colleges, government officials, and general public.	Medical professionals	Understanding restrictions to then develop RTW/Accommodation plan		Y
	WSIB	Management of workplace injuries (what happens here vs H&S?)		Y
	Benefits Carriers	LTD program admin, EFAP program		Y
	Counterparts at other organizations	Research on best practices, program and policy development	Y	
Occasional (O) Contacts are made once in a while over a period of time. Frequent (F) Contacts are made repeatedly and often over a period of time.				

7. a) CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

Character of Supervision identifies the **degree and type** of supervisory responsibility in a position or the nature of functional/program supervision, technical direction or advice involved in staff relationships.

Required to coordinate, control and provide general supervision for the entire division including the quality and quantity of work, and overall achievements. Responsible for hiring, motivating, promoting, appraisal, discipline and terminating staff.

(/) Check the applicable box(es) to describe the type of supervisory responsibility required by an incumbent in the position:

- Not responsible for supervising or providing guidance to anyone.
- Provides technical and/or functional guidance to staff and/or students.
- Instructs students and supervises various learning environments.
- Assigns and checks work of others doing similar work.
- Supervises a work group. Assigns work to be done, methods to be used, and is responsible for the work performed by the group.
- Manages the staff and operations of a program area/department.*
- Manages the staff and operations of a division/major department.*
- Manages the staff and operations of several divisions/major departments.*
- Acts as a consultant to College management.
- Other e.g., counselling, coaching. Please specify:

___to management on successfully returning to work, dealing with employees in complex circumstances _____

- * Includes management responsibilities for hiring, assignment of duties and work to be performed, performance management, and recommending the termination of staff.

Specify staff (by title) or groups who are supervised/given functional guidance by an incumbent.

Direct Reports: n/a

Indirect Reports: n/a – will direct part of the Benefits Administrator's work

7. b) SPAN OF CONTROL

Span of Control is complementary to **Character of Supervision/Functional Guidance**. Span of Control refers to the **total number of staff** for which the position has supervisory responsibility, (i.e., subordinates, plus all staff reporting to these subordinates).

Enter the total number of full time and full time equivalent staff reporting through to the position. Also identify the number of staff for whom the position has indirect responsibility (contract for service), if applicable.

Type of Staff	Number of Staff
Full-Time Staff	0
Non Full Time Staff (FTE) *	0
Contract for Service **	
Total:	0

* **Full Time Equivalency (FTE) conversions for non-full time staff are as follows:**

Academic Staff

Identify the total average annual teaching hours taught by all non-full time teachers (part-time, partial load and sessional) for which the position is accountable and divide by 648 hours for post-secondary teachers and 760 hours for non-post-secondary teachers.

Support Staff

Identify the total average annual hours worked by part-time support staff for which the position is accountable and divide by 1820 hours.

Administrative Staff

Identify the total average annual hours worked by non-full time administrative staff for which the position is accountable and divide by 1820 hours.

** Contract for Services

When considering contracts for services, review the nature of the contractual arrangements to determine the degree of supervisory responsibility the position has for contract employees. This could range from no credit for supervising staff when the contracting company takes full responsibility for all staffing issues to prorated credit for supervising staff when the position is required to handle the initial step(s) when contract staffing issues arise.

8. PHYSICAL AND SENSORY DEMANDS

Physical/Sensory Demands considers the **degree** and **severity** of exertion associated with the position. The factor considers the intensity and severity of the physical effort rather than the strength or energy needed to perform the task. It also considers the sensory attention required by the job as well as the frequency of that effort and the length of time spent on tasks that cause sensory fatigue.

Identify the types of physical and/or sensory demands that are required by an incumbent. Indicate the frequency of the physical demands as well as the frequency and duration of the sensory demands. Use the frequency and duration definitions following the tables to assist with the descriptions.

PHYSICAL DEMANDS

Describe the types of activities and provide examples that demonstrate the physical effort that is required in the position on a regular basis, i.e., sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period of time.

Types of Activities that Demonstrate Physical Effort Required	Frequency (note definitions below)				
	Occasional	Moderate	Considerable	Extended	Continuous
Prolonged sitting at meetings			Y		
Driving	Y – to work sites				

SENSORY DEMANDS

Describe the types of activities and provide examples that demonstrate the sensory effort that is required in the position on a concentrated basis, i.e., reading information/data without interruption, inputting data, report writing, operating a computer or calculator, fine electrical or mechanical work, taking minutes of meetings, counselling, tasting, smelling etc.

Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration Short Intermediate or Long
	Occasional	Moderate	Considerable	Extended	Continuous	
Listening in meetings			Y			I
Reading and analyzing information			Y			I
Labour relations/dispute resolution	Y					I

FREQUENCY:

Occasional:	Occurs once in a while, sporadically.
Moderate:	Occurs on a regular, ongoing basis for up to a quarter of the work period.
Considerable:	Occurs on a regular, ongoing basis for up to a half of the work period.
Extended:	Occurs on a regular, ongoing basis for up to three-quarters of the work period.
Continuous:	Occurs on a regular, ongoing basis throughout the entire work period except for regulated breaks.

DURATION:

Short:	Up to one hour at a time without the opportunity to change to another task or take a break.
Intermediate:	More than one hour and up to two hours at a time without the opportunity to change to another task or take a break.
Long:	More than two hours at a time without the opportunity to change to another task or take a break.

9. WORKING CONDITIONS

Working Conditions considers the frequency and type of exposure to undesirable, disagreeable environmental conditions or hazards, under which the work is performed.

Describe any unpleasant environmental conditions and work hazards that the incumbent is exposed to during the performance of the job.

Environment

Describe the types of activities and provide examples that demonstrate exposure to unpleasant environmental conditions in the day-to-day activities that are required in the job on a regular basis, e.g., exposure to dirt, chemical substances, grease, extreme temperatures, odours, noise, travel, verbal abuse, body fluid, etc. Indicate the activity as well as the frequency of exposure to undesirable working conditions.

Types of Activities That Involve Job Related Unpleasant Environmental Conditions	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Does this job attend worksites to see the working conditions of staff and if so, are any of them unpleasant – yes – this job will travel, and some of our work environments may be less than pleasant	Y		

Hazards

Describe the types of activities and provide examples that demonstrate the hazards in the day-to-day activities that are required in the job on a regular basis, e.g. chemical substance, electrical shocks, acids, noise, exposure to infectious disease, violence, body fluids, etc. Indicate the activity as well as the frequency of exposure to hazards.

Types of Activities That Involve Job Related Hazards	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
As above, does this role attend worksites and do they meet this definition – yes goes to worksites so would be exposed to same hazards as our higher-exposure jobs, but on a much lower frequency	Y		

Frequency:

Occasional	Occurs once in a while, sporadically.
Frequent	Occurs regularly throughout the work period.
Continuous	Occurs regularly, on an ongoing basis, throughout most of the work period.