

## Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Health, Wellness and Accessibility Services Receptionist      Payband: F

Position Code/Number (if applicable):

Scheduled No. of Hours: 35 per week

Appointment Type:   X 12 months    ☐ Less than 12 months (please specify # months: \_\_)

Supervisor's Name and Title: Julie Middleton, Director, Health, Wellness & Accessibility Services

Completed by: Julie Middleton

Date: November 1, 2021

### Signatures:

Incumbent:

Date:

*(Indicates the incumbent has read and understood the PDF)*

Supervisor:

Date:

### Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can based on the typical activities or requirements of the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements**.

### Position Summary

Provide a concise description of the overall purpose of the position.

Under the direction of the Director, Counselling and Accessible Education Services the incumbent provides confidential administrative services for all Health, Wellness and Counselling Services and staff, at the Frost Campus, including support for Counsellors, physician clinics, TB clinics, immunization clinics and nurse assessments.

This includes referrals, booking of appointments, scheduling diagnostic testing, supply ordering and maintenance of confidential student files.

## Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather than detailed work routines.

	Approximate % of time annually*
<b>Operations:</b> <ul style="list-style-type: none"> <li>• Provides general reception work associated with the Health, Wellness and Accessibility Services department. Duties include, but are not limited to; telephone inquiries, emails, confidential faxes, filing and photocopying.</li> <li>• Responsible for scheduling appointments/meetings/workshops for the Counsellors, physicians, and Campus Nurse</li> <li>• Determines urgency of appointment for those who appear to be in crisis and refers student to appropriate service/department, including Counseling.</li> <li>• Prepares files for students (paper &amp; electronic) and is responsible for file management processes, such as storage, scanning, photocopying, and shredding.</li> <li>• Attends Health, Wellness and Accessibility Services team meetings, as required.</li> <li>• Coordinates with the Health, Wellness and Accessibility staff to identify and maintain inventory of all office and medical supplies; anticipating needed supplies relating to planned procedures; placing and expediting orders</li> <li>• Responds to general inquiries about support services such as disability accommodations, and Counselling</li> <li>• Schedules appointments utilizing Accuro Electronic Medical Record and Clockwork</li> <li>• Arranges referrals to specialists; prepares lab forms, requisitions and labelling for diagnostic tests, provides instruction to clients regarding diagnostic testing procedures and preparations; contacts lab to acquire outstanding blood work results; files results and charts</li> <li>• Initiates collection and processing of all applicable fees, i.e. cheque requests/cash payments/late fees/receipts, invoices, etc. including visa procurement</li> <li>• Coordinates all receipt purchases for department and reconciles monthly VISA statements</li> <li>• Facilitates and organizes all documentation required for physician's OHIP billing</li> <li>• Assists in planning and preparation of outreach events</li> <li>• Picks up and transports vaccines from the Public Health Unit, as required</li> </ul>	65%

<b>Analysis and Problem Solving</b> <ul style="list-style-type: none"> <li>Assesses/screens/triages clients and incoming telephone calls</li> <li>Administers emergency care/first aid to clients who are ill or injured (independently and in nurse's absence); recommends appropriate referral to other clinics or emergency services and assists in completion of Accident Report Forms, as needed</li> <li>Reviews, releases and provides explanation of non-complex test results (signed by Nurse/Physician) to clients</li> <li>Analyses client specific immunization forms/medical records and identifies vaccinations/bloodwork required</li> <li>Schedules appropriate appointments within Health Services to obtain missing vaccinations and/or provides blood work requisition forms</li> <li>Discusses associated costs with patients, provides options available, provides additional documentation for outside carriers and information re: domestic and international student health plan coverage</li> <li>Monitors and records daily temperatures of vaccine fridges, following strict reporting procedures and problem-solves when temperature issues occur</li> <li>Responds to enquiries regarding student health plan and international student health plan benefits</li> <li>International and domestic billing in conjunction with Ontario Medical Association billing codes</li> <li>Interprets international student insurance (Morcare) protocols for billing and student inquiries</li> </ul>	30%
<b>Other Related Duties</b> <ul style="list-style-type: none"> <li>Other duties as assigned</li> </ul>	5%

\* To help you estimate approximate percentages:

½ hour a day is 7%

1 hour a day is 14%

1 hour a week is 3%

½ day a week is 10%

½ day a month is 2%

1 day a month is 4%

1 week a year is 2%

## 1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

- ☐ Up to High School
 ☐ 1 year certificate
 ☒ 2 year diploma
- ☐ Trade certification
 ☐ 3 year diploma / degree
 ☐ 4 year degree or 3 year diploma / degree plus professional certification

4Dated:

- ☐ Post graduate degree (e.g. Masters) or 4 years degree plus professional certification
- ☐ Doctoral degree

Field(s) of Study:

- Office Administration (prefer medical) or Health Information Management and could include medical secretary with course in medical terminology

**B.** Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- ☐ No additional requirements
- ☐ Additional requirements obtained by course(s) of a total of 100 hours or less
- ☐ Additional requirements obtained by course(s) of a total between 101 and 520 hours
- ☐ Additional requirements obtained by course(s) of a total of more than 520 hours


## 2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of year of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

☐ Less than one (1) year

☐ Minimum of one (1) year

☐ Minimum of two (2) years

☒ Minimum of three (3) years

- Experience gained as a team player working within a fast-paced service oriented and highly confidential office environment.
- Experience handling confidential/sensitive information (preference is health related), resolving conflict and assisting clients in crisis and those with varied needs, including mental health.
- Experience delivering presentations and organizing events to small and large audiences.
- Experience using an Electronic Medical Record (experience with Accuro an asset) and a variety of software packages such as Microsoft Office, PowerPoint, etc.
- Experience understanding medical terminology
- Experience using basic accounting principles and practices.
- Understanding of Canadian Immunization Standards to book appropriate appointments
- Must be proficient in the Office 365 suite, and have excellent general computing skills
- Demonstrated ability to effectively communicate with diverse audiences, including students, college staff, faculty, parents, community resources, etc.

☐ Minimum of five (5) years

☐ Minimum of eight (8) years

### 3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in

the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring	
Key issue or problem encountered.	Student requires assistance with immunization forms
How is it identified?	Student arrives with incomplete immunization forms
Is further investigation required to define the situation and/or problem? If so, describe.	<p>Further investigation may include:</p> <p>Verbal interviews with clients</p> <p>Tracking, obtaining, and reviewing additional records/results. Records may be in other cities, provinces, or countries or records may not exist.</p> <p>Additional interpretation may be required in consultation with the nurse to determine status.</p> <p>Excellent listening skills needed to piece immunization history together in order to develop a plan for student to meet requirements</p> <p>Language barriers with international students, increases the need for effective listening skills; translation of records, in some instances, is required.</p> <p>Incumbent stamp forms "complete" once all requirements have been met.</p>

Explain the analysis used to determine a solution(s) for the situation and/or problem.

The analysis process may involve multiple visits with campus Health Services and referrals provided to other agencies within the community as needed to fulfill requirements.

Explanation is provided as to why tests/vaccinations are required and procedures are scheduled based upon immunization guidelines/timelines.

Incumbent formulates recommendations based on interpretation of a combination of documentation, verbal history, laboratory evidence and specific program of study requirements.

In determining the need for a vaccine or multiple vaccines, or tuberculosis screening, incumbent may also evaluate additional criteria such as: age, birth place, access to health care as child, parental beliefs regarding immunization compliance, etc.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

- Consultation with the Campus Nurse
- Canadian Immunization Guideline
- Canadian TB Standards
- Ministry of Health & Long-term Care websites
- Consultation with local Public Health Unit.



### 3. Analysis and Problem Solving

#### #2 regular & recurring

Key issue or problem encountered	Student requires accommodations for disability related needs
How is it identified?	Student presents to Counselling and AES with questions about disability services, accommodations and requests an appointment
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent asks relevant questions about their accommodation history
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent asks student about the availability of supporting documentation. Explains to the student the kind of documentation required and where it could be attained
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	<ul style="list-style-type: none"> <li>• Established guidelines for booking appointments</li> <li>• Established guidelines for receiving documentation</li> <li>• Consultation with Counsellors</li> </ul>

#### #3 regular & recurring

Key issue or problem encountered	How to prioritize counselling appointments and whether to interrupt a counsellor currently with a client
How is it identified?	Students present themselves at the counter claiming to be in crisis and wanting to see a counsellor immediately.
Is further investigation required to define the situation and/or problem? If so, describe.	The incumbent may need to ask the student sensitive questions, moving them to a more appropriate environment, when necessary, in order to determine the nature of crisis, if any
Explain the analysis used to determine a solution(s) for the situation and/or problem.	<ul style="list-style-type: none"> <li>• Suicidal students must be dealt with immediately,</li> <li>• Students with serious personal crises must also be dealt with quickly.</li> <li>• There are a range of appointment options available for all other issues walk-in or other referral e.g. nurse or hospital).</li> <li>• The questions asked to determine priority must be asked tactfully with respect for the client's confidentiality.</li> </ul>

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

- Past practice
- Coaching by manager and Counsellors
- Available Counsellor to assess situation
- Intake form to assist with assessing seriousness of crisis

#### #4 regular & recurring

Key issue or problem encountered

Triage / treatment of client requires the incumbent to determine appropriate level of care (independently and in consultation with nurse)

How is it identified?

Client presents with health issue at front desk

Is further investigation required to define the situation and/or problem? If so, describe.

Assessment of need through verbal interaction as well as sometimes physical assessment

Explain the analysis used to determine a solution(s) for the situation and/or problem.

- Determine if intervention falls under nursing care or if medical intervention is required and falls outside the nurses' scope of practice
- High degree of personal judgment and assessment skills in determining appropriate course of action
- Problems are frequently complex in nature with multiple inter-related influencing factors.
- Analyzes problem, gathers and interprets data and information, in order to direct appropriate level of care.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

- Past experience, knowledge and practices in dealing with health-related issues and, in some instances, first-aid training.
- Conferring with Campus Nurse
- Available but referred to infrequently: Campus Physician

#### #1 Occasional

Key issue or problem encountered.

Emergency medical situations (independently handled by incumbent, if nurse not available)

How is it identified?

Client presents with distress at front counter or a call for assistance is received from within College, i.e. seizures, respiratory distress, chest pain, allergic reaction, uncontrolled bleeding, unconsciousness, etc.

Is further investigation required to define the situation and/or problem? If so, describe.

Rapid general assessment to determine acuity of situation: breathing, bleeding, bones  
Brief interview with client or bystander to determine nature of problem

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Focus on immediate, urgent cause of distress  
Collects and interprets data: general survey of subjective and objective data: appearance, behaviour, cognitive function, physical symptoms, i.e. bleeding, clutching chest, lips blue, gasping for air.  
Requires immediate accurate analysis – seconds to minutes at the most to ensure a satisfactory outcome.  
Need to analyze if problem can be dealt with within the clinic setting or activate EMS (Emergency Medical Services - 911), 8000 or First Aid Services Team (FAST).

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

- Nurse (if available),FAST (if operational),CPR/First Aid training

#### 4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

##### #1 regular & recurring

List the project and the role of the incumbent in this activity.

File Management – the creation of maintenance and preparation for disposal of electronic and hard copy files

What are the organizational and/or project management skills needed to bring together and integrate this activity?

- Organization
- Work Independently
- Attention to Detail
- Record Keeping
- Maintain Confidentiality

List the types of resources required to complete this task, project or activity.

- Time
- Software Program
- Shredding Company

How is/are deadline(s) determined?

- The process has been set through a departmental procedure that follows legislative requirements

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

- Director or Manager of Accessible Education Services
- Legislative changes are incorporated if required
- OCSWSSW, CRPO, OMA

#### 4. Planning/Coordinating

List the project and the role of the incumbent in this activity.

##### #2 regular & recurring

- Coordination of doctor, TB & Flu clinics.
- The incumbent must ensure the smooth operations of Student Health Services Clinics, while a variety of additional enquiries/demands present at the front desk during this time.
- **Project Activities:** high volume of clients accessing doctor clinic, TB/Flu clinics, requisitions for blood work, diagnostic testing procedures, referrals, requests for results, reviewing immunization forms, preparing physician billings. During this time, medical emergencies present (i.e. student arrives at desk with asthma attack; student feeling faint; or first aid injury; mental health crisis, etc.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Goal directed service planning, coordinating, prioritizing daily activities, sound judgement & interpersonal skills

Meeting deadlines, ability to break down several activities into smaller more manageable pieces, multi-tasking, creativity, communication, math (excel), follow up, identification of new processes and procedures.

Strong skills in organizing work flow, ideas, materials, and people.

List the types of resources required to complete this task, project or activity.

Past experience/knowledge.

External resources, i.e. medical labs, off-campus clinics, pharmacies, ER

Computer (excel, and custom software), Nurse and Doctor

How is/are deadline(s) determined?

Varying activities result in many different and conflicting deadlines. A thorough understanding and knowledge of activities within each department allows incumbent to establish and adhere to all deadlines.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Operational changes are done in a consultative manner; however, the incumbent has a high level of responsibility in developing and implementing changes.  
Operational changes could impact upon service to students so incumbent plans and coordinates changes carefully ensuring that levels of service to students are improved or maintained.

#### 4. Planning/Coordinating

##### #1 occasional

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Prepares mass mailings to prospective students for the First at Fleming College Transition Program

- Organization
- Attention to detail
- Computer competence
- Time Management
- Team Work

- Envelopes
- Labels
- Software
- Time Space

Determined by the First at Fleming coordinating team

Determined by the First at Fleming Coordinating Team

## #2 occasional

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

Annual Health Fair: Incumbent assists Nurse, as required in planning and organizing event. Multiple vendors in attendance.

Excellent event planning, coordinating, time management, communication and administrative skills are needed to successfully assist in organizing these events.

Incumbent works with other college services & dept's, i.e. AV, IT, Marketing, Facilities, Food Services, SAC, Duplicating, Academic Schools, as well as outside agencies and retail stores.

Event dates drive all deadlines.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Circumstances relating to the event may change beyond our control creating situations where flexibility, adaptation, and compromise are necessary. Incumbent responds to these changes and makes necessary adjustments ensuring that vendors' needs are accommodated before and during event.

**Examples:** last minute confirmations/cancellations, additional set-up demands, etc.

A successful event not only satisfies the needs of our students but maintains a positive relationship with our external community partners/agencies.

## 5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
X	<input type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Counselling and Health protocols and types of services available
X	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Defines a plan of action based upon Canadian Immunization Guidelines and Tuberculosis Standards so students can meet the mandatory requirements necessary for them to attend placement, i.e. incumbent advises what shots are outdated or required along with bloodwork requirements.
X	<input type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities	<p>Recommends to students (independently and sometimes in conjunction with the nurse) specific course of action to ensure immunization requirements are completed before start of placement.</p> <p>Provides a course of action for students presenting themselves with medical issues/illness both routine and non-routine which may include referral to nurse, doctor or emergency.</p> <p>Incumbent acts as a resource and provides guidance and direction to students; Identifies special projects and other work related tasks requiring assistance;</p>



- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction. |
| <input type="checkbox"/> | <input type="checkbox"/> | The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.                                       |


## 6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?

Regular and Recurring

- Minimal instructions. All information gathering is done independently by the incumbent.
- General departmental objective setting. Existing policies and practices
- All other work is self-directed
- In the face of crisis or high stress situations must maintain a welcoming, calm and caring presence
- When in doubt in a situation seek input and direction from Counsellors, Manager of Accessible Education Services or Director

What rules, procedures, past practices or guidelines are available to guide the incumbent?

Regular and Recurring

- Staff manual/handbook
- College policies: Academic and Student Life
- Academic Regulations
- Admissions policies and procedures, and established department practices.

How is work reviewed or verified (eg. Feedback from others, work processes, Supervisor)?

Regular and Recurring

- Only major assignments are reviewed by supervisor.
- Nurse will review letters/forms created for department, as needed and provide input/feedback
- This position works closely with Counsellors, Campus Nurse, AES Manager and Director
- Complaints brought to the attention of the Director are dealt with as appropriate.
- Annual Performance Evaluation provides a mechanism to review work

## 6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?

### Regular and Recurring

Consultations with other functional departments within the College dealing with issues relating to student planning

Consultation with Public Health Unit regarding immunization implementation, along with other campus related health issues, i.e. flu clinics.

Decisions regarding immunizations/medical issue/ lab results that may impact student placements. Consultation with nurse.

Describe the type of decisions that would be decided in consultation with the Supervisor.

### Regular and Recurring

- Budget requests
- Staffing Issues
- Complaints that cannot be resolved.
- Issues related to policies, practices or operations that have college-wide impact.
- Budget constraints or implications
- New operational policies/procedures
- Breach of Confidentiality

Describe the type of decisions that would be decided by the incumbent.

### Regular and Recurring

- Incumbent uses skill and judgment in making relatively minor health-related decisions impacting students
- Through assessment and review of immunization forms based upon Canadian Immunization Guidelines & Tuberculosis Standards; the incumbent would decide what student records were complete. These records are forwarded to Non-Academic Requirements Office to ensure placement can be arranged.
- Appointment bookings
- Ordering of office supplies
- Deciding on the priority of clients to see Counsellors

## 7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D, W, M, I)*
How is it received?	How is it carried out?		
Students and Community members wanting Counselling or Health Services information or appointment	Incumbent uses Clockwork and Accuro calendars to schedule appointments. Other information and appropriate referrals made in response to inquiries.	Students, potential students and employees.	D
Clients present with a multitude of health issues	Incumbent determines through careful screening/assessment process whether client needs to see nurse or doctor. If doctor, incumbent then books appropriate appointment or referral	Students, staff, visitors	D
Customers making general inquiries at counter, by phone or email about College practices and services.	Incumbent uses, past practice, knowledge of College policies and practices and reference material to answer questions and make appropriate referrals	Students, potential students and employees	D
Test results requiring follow up	In consult with Nurse, incumbent contacts client about test results (non-complex) and facilitates necessary follow-up; in Nurse's absence, incumbent may be required to consult with Campus Physician	Students	D

\* D = Daily W = Weekly M = Monthly I = Infrequently

## 8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M, I)*
Exchanging routine information, extending common courtesy	General Information regarding College services	Students	D
	Book Appointments	Counsellors	D
Explanation and interpretation of information or ideas	Problem Solve and Referral Assessment /Referring	Counsellors	D
		Students	D
Imparting technical information and advice			
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

\* D = Daily    W = Weekly    M = Monthly    I = Infrequently

## 9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Bending, lifting, pushing, pulling materials.	I	X			X		
Escort client to and from treatment rooms	I	X				X	
Sitting at desk	D			X	X		
Frequent repositioning from sitting to standing during physician clinic, faxing, copying forms, pulling charts, etc.	D	X			X		

\* D = Daily W = Weekly M = Monthly I = Infrequently

If lifting is required, please indicate the weights below and provide examples.

X Light (up to 5 kg or 11 lbs)

X Medium (between 5 to 20 kg or 11 to 44 lbs)

☐ Heavy (over 20 kg or 44 lbs)

Lifting medical supplies, paper, supplies, file boxes

Supporting patients when collapsed or fainted, pushing patient in wheelchair

**10. Audio Visual Effort**

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (eg. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (eg. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Student presents themselves with medical or mental health concerns	D	X		
Each interaction requires significant concentration, mental energy and attention to detail to assess client employing keen visual, auditory and tactile senses. Requires incumbent be sensitive to verbal, physical and/ or visual cuing.	D	X		
Due to the nature of the position and high volume of activity , multitasking and interruptions overlapping each other occur frequently. During physician clinics, Incumbent has to review immunization forms, complete financial transactions, book new and f/u appointments, arrange referrals, follow-up on results, respond to health plan enquiries, etc.	D	X		
Scanning hard copies of confidential documents into electronic files	W		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
X Usually				
<input type="checkbox"/> No				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs



## Support Staff PDF

Incumbent arranges referrals requested by physician for students requiring further treatment with a specialist. Medical condition of student must be relayed accurately based upon physician's documentation and an appointment date and time must be ascertained. Often many different specialists must be contacted to ensure the best treatment for the client. Appointment info. and procedure instructions must then be relayed to the client.	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <input type="checkbox"/> No				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Reading student intake forms to determine an appropriate course of action	D	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <input type="checkbox"/> No				

\* D = Daily    W = Weekly    M = Monthly    I = Infrequently

## 11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D, W, M, I)*
X acceptable working conditions (minimal exposure to the conditions listed below)	General office environment.	D
<input type="checkbox"/> accessing crawl spaces/confined spaces		
X dealing with abusive people	Student loses emotional control and communicates inappropriately and/or in a verbally abusive manner	I
X dealing with abusive people who pose a threat of physical harm	Student in crisis (e.g., mental health or illness issues) could act out.	I
<input type="checkbox"/> difficult weather conditions		
<input type="checkbox"/> exposure to extreme weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
X handling hazardous substances	Handles & disposes of Sharpe's containers and other bio-hazardous substances, i.e. saturated dressings, used speculums, urine specimens, soiled gowns and drapes	I
X smelly, dirty or noisy environment	Exposure to foul odours, i.e. vomiting in wastebasket or bathroom	I
travel		
<input type="checkbox"/> working in isolated or crowded situations		
X other (explain) Dealing with persons in emotional distress/crisis situations	<p>Students experiencing intense personal stress or loss of person close to them or break-up of relationship</p> <p>Increased exposure to bacterial or viral contamination from diseases spread by coughing, sneezing (need for mask may not be evident until after cough or sneeze have occurred)</p> <p>Exposure to communicable (Blood-borne) diseases and bodily fluids, HepB/C, HIV when providing first aid</p>	W

## Support Staff PDF

	Physical injury from fainting, flailing, injured or seizing client.	
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\* D = Daily M = Monthly W = Weekly I = Infrequently