
POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: Immunization Advisor

Position Number: **Pay Band: 10**

Reports To: Director, Health, Wellness and Accessibility Services

Appointment Type: 9 Months **“Other” Hours Details:**

Scheduled Weekly Hours (maximum 24 hours per week): 24

PDF Completed By (Manager Name): Julie Middleton

Effective Date: **Last Revision:** August 4, 2023

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

PART ONE:

POSITION SUMMARY

Summarize the overall purpose of the position and why it is necessary within the organization. The summary should be a concise description (rarely more than two or three sentences) of the total position and should include only the most significant aspects of why the position exists in terms of its goal and objectives and its purpose in the College.

This position resides within the Sutherland Campus Student Health Services Department and supports all the students that are in programs that require immunizations as part of their academic/placement requirements. The incumbent creates, sends, receives, reviews and counsels students on their immunization requirements and provides follow up in person or by phone, email or fax.

This position will also be responsible for providing occasional nursing support within the Health Services clinic

PART ONE: *(continued)*

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	Reviewing Student Immunization Data <ul style="list-style-type: none">• Conducts a comprehensive review of immunization forms to assess compliance with program-specific requirements and identifies any outstanding immunizations that are still needed.	30%
2	Advising Students on Immunization Next Steps <ul style="list-style-type: none">• Assesses the specific requirements of each student and provides informed guidance on any necessary immunizations, including available options for obtaining them (on-site or off-site).• Facilitates the scheduling of appointments with the College physician as needed, ensuring the preparation of all relevant documentation for inclusion in the patient file.• Articulates the reasoning behind immunization requirements and communicates the importance of meeting the specified timelines to ensure program placement alignment.	35%

3	Nursing Support to Health Services Clinic <ul style="list-style-type: none"> • Provide direct patient care under the supervision of registered nurses and other healthcare professionals • Assist with patient assessments, triage, and basic nursing procedures • Administer medications, perform wound care, and assist with minor medical procedures • Collaborate with other healthcare professionals to ensure coordinated patient care • Maintain accurate and up-to-date patient records and documentation • Adhere to professional standards, policies and procedures, as well as regulatory requirements 	15%
4	Documentation and Record keeping <ul style="list-style-type: none"> • Personalizes communication with each student to accurately document their specific immunization needs • Manages and updates a comprehensive database of student immunization data, ensuring accurate tracking of progress against immunization requirements. • Monitors and analyzes the volume and nature of student interactions, as well as other pertinent statistics, to identify trends and patterns. 	10%
5	Frontline Reception Assistance <ul style="list-style-type: none"> • Assists the Health Services Assistant by providing support at the front reception desk during busy periods to ensure smooth operations. 	5%
6	Other Duties as assigned (<i>do not amend this section</i>)	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a three (3) year college diploma or, three (3) university degree.

Field(s) of Study:

Diploma or certificate from an accredited Practical Nursing program.

Current registration as a Practical Nurse in good standing with the College of Nurses of Ontario.

Other Vocational Certifications and/or Apprenticeships:

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than one year up to three years.

Additional Skills & Abilities:

CPR and standard first aid and AED training required

PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving and reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Reviewing of a student's immunization form
Description The incumbent is responsible for conducting a thorough review of all information provided by the student during the initial appointment. Based on the specific program requirements, the incumbent must identify any gaps in immunization records and determine the appropriate timeline for the student to achieve compliance. In cases where multiple immunizations, chest x-rays, bloodwork, and other procedures are necessary, the incumbent will meticulously outline a comprehensive schedule of on-site and off-site appointments to facilitate the completion of these requirements. It is imperative that the incumbent ensures all necessary steps are taken to support the student in meeting program-specific immunization criteria in a timely manner.

Example #2

Task / Activity Documenting the immunization history of an international student

Description

Frequently, international students provide immunization documentation in languages such as Hindi, Spanish, or Punjabi. In such cases, the incumbent is responsible for meticulously verifying the immunizations that have been administered and identifying any outstanding requirements. This verification process involves employing a range of methods, including effective communication techniques, utilizing online resources, and occasionally making phone calls to the student's home country to ensure the accuracy of the documents provided. The incumbent demonstrates meticulous attention to detail and employs thorough verification procedures to ensure the integrity of the immunization records.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Non-routine.

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are specific and related.

JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity

Reviewing of a student's immunization form

Description

The incumbent demonstrates independent judgment and problem-solving skills in addressing immunization gaps and establishing timelines. This involves interpreting authoritative resources such as the Canadian TB Guidelines and Canadian Immunization Schedule to determine the appropriate sequencing of injections, potential dosing interactions, and interpretation of lab results (in collaboration with the campus nurse). The incumbent engages in thorough consultations with students, guiding them on their next steps regarding immunizations.

Furthermore, the incumbent is vigilant in identifying issues that may impact the timing and

sequencing of immunizations. For instance, if a "live vaccine" was administered on the same day as a TB skin test conducted off-site, the student would be required to wait 28 days for their TB assessment. Such circumstances could potentially affect the student's ability to proceed with their placement. In such cases, the incumbent assumes the role of an advocate and collaborates with program and placement coordinators to address the situation effectively.

Example #2

Task / Activity
A potential liability risk is identified on review of an incomplete immunization form prior to the student participating in clinical placement
Description
The incumbent formulates recommendations based on interpretation of a combination of documentation, verbal history, laboratory evidence and risk factors. Must assess and determine if significant relevant data needs to be communicated to program faculty/coordinator in reference to a placement.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:

Breakdown facts or components of the problem situation to find a solution.

In determining a solution for problems, the incumbent has discretion to:

Modify/refine existing methods and options.

Some immunization deadlines can be modified, with due notice, and this role is able to make recommendation to modify deadlines (with final approval from NARS office). The forms themselves can be refined as processes evolve and this role would be central to that work.

MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity
Keyboarding
Description
Accurate entry of immunization data onto patient charts and database. Speed is a secondary factor in the busy front-facing environment.

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Example #2

Task / Activity Prepare and administer immunizations and medications
Description Administration of vaccines, allergy serums, TB skin testing, and measurement of precise doses of medication.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

When considering ‘speed’ of fine motor movements for this position:
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Keyboarding	50%
Prepare and administer immunizations and medications	5%

PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Task / Activity Listening and advising
Description In a dynamic office environment with a strong focus on client interaction, the incumbent assumes a seated position and engages in in-depth discussions regarding immunization specifics with student clients. Through clear and concise verbal communication, the incumbent provides comprehensive

advice, while also ensuring accurate documentation by utilizing written materials. This includes entering relevant immunization details into the computer workstation, ensuring precise and up-to-date records are maintained. The incumbent's professional demeanor and attention to detail contribute to the seamless operation of the office and the provision of high-quality service to student clients.

Example #2

Task / Activity Assisting during a patient assessment
Description The incumbent will assist with procedures such as urine testing, blood pressure monitoring and, wound dressing. This could involve sitting or standing during assessment, stooping, bending and reaching. It could also involve awkward positioning during procedures.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Student consultations - Sitting	40%
Assisting during a patient exam	5%

SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Listening and advising
Description The incumbent attentively assesses the immunization status of each student client, taking into consideration their unique circumstances, which often includes international students with limited English proficiency. Tailoring advice to address both their health requirements and educational timelines is paramount. With a high volume of student clients, numbering in the hundreds per semester, the incumbent ensures personalized attention and care for each individual.

Example #2

Task / Activity Referencing and recording
Description The incumbent accurately determines and communicates the necessary immunization next steps to students, occasionally consulting with the campus nurse. They diligently record the appropriate immunization follow-up and treatment timing on the student's immunization form. Careful attention to detail and concentration is required when interpreting lab data from different countries to ensure accuracy.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Listening to immunization terminology and advising	40%
Referencing and recording	40%

STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Listening and advising
Description The incumbent adeptly handles student consultations regarding immunization needs and next steps, even when students are upset or consulting late. They effectively calm anxious students who may be frustrated about their delayed immunization status and concerned about the impact on

program placement. The incumbent recognizes the challenges posed by language and cultural differences, particularly with international students. They also navigate shifting deadlines from the Academic Office (NARS) and consistently reinforce that immunization completion is a pre-entry program requirement clearly communicated to all students.

Example #2

Task / Activity Referencing and recording
Description The incumbent performs daily data entry and record keeping, ensuring accurate and up-to-date documentation. The high volume of students seeking advice and assistance often leads to a queue, emphasizing the importance of timely completion of daily data entry tasks. Consistent maintenance of records is essential to meet the demands of the workload and ensure effective service delivery.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?

Deadlines regularly are tight AND periodically change.

How would you describe the existence of critical deadlines in this role?

Occasional critical deadlines.

How would you describe the level of interruptions this position faces?

Interruptions are frequent and may be unpredictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Listening and advising	40%	PR (Predictable)
Referencing and recording	40%	PR (Predictable)

INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Listening and Advising students
Description The incumbent exercises a high degree of autonomy in carrying out their responsibilities. While periodic consultations with the campus nurse regarding medical matters may occur, most of the work is performed independently.

Example #2

Task / Activity Referencing and recording
Description Once familiar with data capture method and recording protocols the incumbent works independently and with autonomy and creates new forms and communication tools to increase student satisfaction.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?

Works within established operational practices.

What degree of supervision is typically provided to the incumbent?

Periodic supervision; occasional supervisory input.

How is the work typically checked and verified?

Output is reviewed by report/discussion.

How frequently is the work checked?

Most processes are reviewed weekly.

Describe duties which are the incumbent’s responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur.

Incumbent is free to meet with teammates and supervisor to suggest improvements to data capture and process and timelines associated with the work.

Identify the typical situations or problems that are normally referred to the Manager for solution.

New processes or timing for work tasks. Broad communications to other leaders to affect a proposed change to process.

COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Health Services team (Director, campus nurses, reception)	To monitor and improve processes and anticipate changes.	Daily
NARS Office	To monitor and improve processes and anticipate changes.	Weekly
Student clients	To advise them on immunization process, timing and next steps in order to complete their immunization needs.	Daily
Other campus colleagues (International Student Services)	For clarity of deadlines and cultural assistance.	Infrequently
		Choose an item.
		Choose an item.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:
Providing explanation or interpretation, empathize with the needs of others.

What type of involvement does this position have with confidential information?
Regular involvement; disclosure implications could include adverse publicity or litigation.

RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Listening and advising

Description
 Incumbent responsible for providing accurate information about the student’s immunization needs. Often in consult with campus nurse, when required. Information is confidential and must be carefully guarded. If incumbent does not provide sound advice and recommendations regarding immunizations, it may jeopardize an individual’s ability to go on their placement.

Example #2

Task / Activity Referencing and recording
Description Recording and storing health data on students requires a secure environment and process. Incumbent has this responsibility and must follow clear protocols to ensure confidentiality.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How are errors typically detected for work completed by this position?
 Errors usually detected through verification and review processes.

What is the typical scope of impact to the organization for errors in this position?
 Results in significant waste and negative impacts to operational effectiveness.

WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	100%
Outdoor work; seasonal conditions No	
Other (please specify) Office environment is frequented daily by sick and stressed students.	100%

Other (please specify) Incumbent may be asked to assist with first aid should there be an incident in the department and a need for extra assistance required	5%
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Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Moderately disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Recurring

If this position is required to engage in business related travel, what is the frequency of the travel?

Occasional (10%-30% of their time in transit)

This role may have to travel once a semester to another campus.

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

Important Context:

- this position works in a noisy, busy, front-facing service area
- the department is frequented by sick and stressed students daily
- cultural and language barriers are experienced daily
- patient confidentiality is very strict as is storage of health data
- mistakes in advice have liability concerns associated with any errors in advice or judgement
- this position may be asked to aid first aid issues in the area