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## POSITION DESCRIPTION FORM (PDF)

### Part-time Support Staff

#### Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and *succinctly* as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.

Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3.

#### **CPT Tier I - Cover Page and Part 1 only**

- Casual part-time support staff work that is temporary/transitory only and will not exceed a duration of one academic semester (4 months). For temporary assignments within this category which are recurring year-over-year within specific business cycles (e.g. start-up), please follow the directions below for Tier II.

#### **CPT Tier II - Cover Page and Parts 1 & 2 only**

- Casual part-time support staff work that is term certain but that will be for a duration of more than one academic semester up to four academic semesters (more than 4 months up to 16 months).

#### **RPT only - Cover Page and Parts 1, 2 & 3**

- Regular part-time (RPT) support staff work that is required as part of ongoing operational needs and is considered to be long-term/permanent in nature.

# POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

**Position Title:** Massage Lab Technician

**Position Number:** [Click here to enter text.](#) **Pay Band:** 10

**Reports To:** Bianca Sclippa

**Appointment Type:** Other-details at right. **“Other” Hours Details:** [Click here to enter text.](#)

**Scheduled Weekly Hours (maximum 24 hours per week):** up to 24

**PDF Completed By (Manager Name):** Bianca Sclippa

**Effective Date:** October 17, 2023 **Last Revision:** October 17, 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

The incumbent supports the learning process by demonstrating the use of the equipment and facilities of the massage clinic labs and by responding to student and client questions related to the courses/practices, referring content specific questions to faculty. The incumbent works to establish and maintain an appropriately supportive learning environment for students and positive experience for clients of the clinic. Ensures that safety procedures are followed for the protection of students, faculty and clients.

This position contributes to the maintenance of the massage clinical labs setting. Incumbent conducts demonstrations in accordance with curriculum needs, set-up and dismantling of equipment, required student and client records, equipment and supplies.

### 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 | <p>Student Contact</p> <ul style="list-style-type: none"><li>Assists faculty during clinic sessions by monitoring and reinforcing pre-learned principles related to skills and/or procedures. Depending on curriculum changes, the incumbent may be required to audit the lecture preceding the lab in order to ensure continuity and congruence in the specific skill/technique being delivered.</li><li>Sets up all clinic tablets, demonstrations and aids to student learning in Massage Therapy program. Develops and writes lab procedures according to industry/education standards as required for expected learning outcomes and results. Supports and completes student evaluations with faculty in relations to learning outcomes for massage assessments, assignments and activities in the clinic setting. Supports all student workers during Massage clinic</li><li>Coaches and provides feedback to students during the course of skills labs and checks off completion of specific learning objectives. Reinforces demonstrated academic content to ensure understanding. Identifies if students are needing extra support to meet the set lab outcomes. If needed arrange time with the student to review content, reinforce taught curriculum and demonstrate proper use of equipment. acts as a resource to students (e.g.</li></ul> | 60%          |

|   | Summary Details   | Percentage % |
|---|---|--------------|
|   | <p>accessing resources to facilitate praxis, research material and equipment, assignment completion).</p> <ul style="list-style-type: none"> <li>• Demonstrates appropriate use of equipment and supplies.</li> <li>• Responds to student inquiries</li> </ul>  |              |
| 2 | <p>Academic Delivery Support</p> <ul style="list-style-type: none"> <li>• In coordination with program faculty, prepares and develops clinic content to support curriculum development. Retrieves, sets up and dismantles laboratory equipment, supplies and resources to meet curriculum needs.</li> <li>• In consultation with faculty, updates all faculty and student resource / laboratory materials on a timely basis to ensure the most relevant information is available and that materials reflect industry standards.</li> <li>• Plans and coordinates in-service demonstrations on new equipment.</li> <li>• Attends meetings and consults with faculty to plan activities to meet students' needs.</li> <li>• Provides technical expertise and/or advice to academic staff regarding clinic lab set up and equipment use to maximize student experience and specific lab outcomes. Provides training on new equipment to students as required.</li> <li>• Sets up all lab experiments, projects, demonstrations and aids to student learning in Massage Therapy program.</li> <li>• Develops and writes lab procedures according to industry/education standards as required for expected learning outcomes and results. Supports and completes student evaluations with faculty in relations to learning outcomes for Massage demo labs, assignments and activities in the lab setting. Oversees student workers in the Massage clinic labs.</li> <li>• Facilitates implementation of safety and cleanliness standards as per College of Massage Therapist and School standards. Create and update equipment work instructions, safety manuals and the SDS library. Identifies potential safety issues and recommends/implements appropriate solutions. Conducts regular laboratory inspections, implements and</li> </ul> | 15%          |

|   | Summary Details   | Percentage % |
|---|---|--------------|
|   | <p>coordinates corrective action to ensure compliance with external governing standards.</p> <ul style="list-style-type: none"> <li>• Diagnose and repair equipment on demand during lab sessions. Obtain and set up special lab equipment and supplies.</li> <li>•</li> <li>•</li> </ul>   |              |
| 3 | <p>Operations/Tracking/Record Keeping</p> <ul style="list-style-type: none"> <li>• Ensures learning facilities are maintained to appropriate standards with attention to health and safety, security, cleanliness and organization by developing appropriate use guidelines for the facility as per Department guidelines (coordinated approach in shared policies and procedures)</li> <li>• Creates and updates safety manuals for all massage labs and the MSDS library annually.</li> <li>• When safety concerns are identified, the incumbent makes contact when appropriate with faculty or other staff, or Manager of School Operations to ensure immediate resolution.</li> <li>• Develops and maintains appropriate tracking mechanisms to effectively maintain required inventory, equipment and supplies in the massage labs as per Department policies and procedures.</li> <li>• Maintains inventory of supplies and equipment required for demonstration purposes in all massage labs in accordance with curriculum guidelines. This includes planning on a semester basis, and ensuring all supplies and equipment are available in conjunction with scheduled lab exercises.</li> <li>• Operates and coordinates clinic laundry as required.</li> <li>• Identifies and organizes equipment requiring third party maintenance.</li> <li>• Performs regular maintenance on lab equipment to ensure it is in safe, workable condition.</li> <li>• Liaise with Spa/Clinic reception to minimize disruption to clinic flow and student learning when clinic appointments need to be shifted (sick students, no show clients etc)</li> <li>•</li> </ul> | 10%          |
| 4 | Communication   | 10%          |

|   | Summary Details  | Percentage % |
|---|--|--------------|
|   | <ul style="list-style-type: none"> <li>• Attends and participates in Program meetings, providing input on students' skill progress, attendance and problems as needed.</li> <li>• Attends and participates in Spa/Clinic support staff meetings.</li> <li>• Answers and directs as needed, any client question, concerns or inquiries during clinic time.</li> </ul> |              |
| 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 two (2) year college diploma.  
(Advanced 5 semester diploma)

**Field(s) of Study:**

Massage Therapy

**Other Vocational Certifications and/or Apprenticeships:**

[Click here to enter text.](#)

### 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 three years up to five years.

**Additional Skills & Abilities:**

Related practical, current experience using massage skills and equipment. Experience working independently within a multi-tasking, multi-faceted team environment, prioritizing and organizing own workload would be preferred. Experience working with students in an educational setting providing tutorial/instructional assistance using adult learning principles and concepts would be preferred. Experience using a variety of computer software such as word processing, spreadsheets, email, and the web. Experience problem solving, resolving conflicts and thinking critically in order to determine clinic supplies and equipment that might be needed to support massage clinic learning activities. Must be currently registered with College of Massage Therapists of Ontario and in good standing.

## 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<br>Navigating failure of equipment and immediate attention or replacement in order to maintain operating function of clinic time..<br>(Massage clinic equipment and or laundry machines)   |
| Description<br>Be able to identify issue during set up or during clinic time, troubleshoot/problem solve to determine next steps and action to be taken to remedy the problem and keep clinic operating. Technical knowledge involved in diagnostic assessment of failed equipment and potential remedies. |

#### Example #2

|   |
|---|
| Task / Activity<br>Student interaction with lab.<br>Student is not grasping concept in a larger lab or struggling with next steps while engaging in clinic with a client..  |
| Description<br>Student seems reluctant or insecure or is using the wrong techniques during clinic/lab. Involves probing to investigate further, tease out possible challenges, check student understanding of theory to determine areas where additional demonstration and practice may be required. Coaching and or demonstration of skill to assist the student to discover the solution path to solve the problem. Provide positive re-enforcement and analysis. |

#### 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?

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<br>Clients (external) asking questions about form completion, treatment and raising any concerns during clinic.  |
| Description<br>Be able to address questions/concerns appropriately and know when to involve faculty and or manager. If a safety concern, works with student showing them safe/proper use of equipment, massage techniques and skills involving lifting, moving and or transferring of body weight. |

### **Example #2**

|   |
|---|
| Task / Activity<br>Ensuring Clinic schedule flow (ie student or clients not showing up for their clinical shifts)   |
| Description<br>Being able to shift and alter student's client schedules (in Jane booking system) based on student current skills outcomes and incoming booked client needs. Having working knowledge of clinic, being able to quickly problem solve and make needed decisions. Providing direction to reception staff to call any late or no-show clients. Consulting with faculty around any inappropriate client behaviour ( ie rudeness, foul language, inappropriate comments to students). |

**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.

## **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<br>Detailed working with equipment during clinic labs such as high fidelity computerized equipment     |
| Description<br>Being able to manipulate clinic tablets, clinic equipment and the Jane booking system on a daily basis. |

### **Example #2**

|   |
|---|
| Task / Activity<br>Demonstrating and supporting student massage techniques appropriate to meet the needs of individual clients.   |
| Description<br>During clinic time while engaging with student and clinic clients, being able to model the practical massage techniques (previously taught by faculty) which involve specific, precise movements. Support students in adhering to specific techniques that align with the clients needs. Demonstrate the correct technique/movement and provide follow up practice for student as needed. The required techniques involve very intricate movements in terms of pressure, length of time and placement on clients and critical they are modelled correctly so not to cause harm to clients. |

**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 major consideration.

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

| <b>Task</b>   | <b>% of Time</b> |
|---|------------------|
| Detailed working with equipment during clinic labs such as high fidelity computerized equipment | 20%              |
| Demonstrating and supporting appropriate and accurate massage techniques/movements              | 60%              |

## 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<br>Setting up and dismantling equipment within lab for clinic and demonstrations, including tending to clinic laundry needs.  |
| Description<br><br>Daily set up/take down of clinic equipment (beds, tablets, bedding etc) for clinic needs. Sorting, lifting, loading, folding clinic laundry (sheets, blankets, towels) up to 50 pounds, sometimes greater. |

### Example #2

|   |
|---|
| Task / Activity<br>Demonstrating/modeling patient massage techniques to students (in practice and during clinic time with clients)  |
| Description<br><br>During clinic time being able to support students in demonstrating proper massage skill and techniques. Ensuring the proper move and approach meets the needs of the individual client and their health needs. Involving lifting and moving equipment, body limbs of varying sizes in different positions that place strain and weight (50 pounds or more) |

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

| <b>Task</b>   | <b>% of Time</b> |
|---|------------------|
| Setting up and dismantling equipment within lab for clinic and demonstrations, including tending to clinic laundry needs  | 40%              |
| Demonstrating patient massage techniques to students. Including lifting, pushing, pulling, moving heavy body parts. Sustaining awkward work positions for long periods of time. | 60%              |

## 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<br>Detailed working with equipment during clinic labs such as high fidelity computerized equipment |
| Description<br>Working in low dimed lighting with massage clinic equipment for client charting.                    |

### Example #2

|  |
|--|
| Task / Activity<br>Observing, assessing and providing appropriate modeling of technique to students during practical lab practice (clinic time)  |
| Description<br>During clinic time, lights are dimmed for client experience, which places extra demand on being able to walk around and carefully observe student massage techniques with clients and provide appropriate modeling when needed. Since clients are de-robed it also involves skin to skin contact with added bodily smells, fluids, and skin textures. |

### **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.

| <b>Task</b>   | <b>% of Time</b> |
|---|------------------|
| Detailed working with equipment during clinic labs such as high fidelity computerized equipment | 20%              |
| Observing and assessing students during practical lab practice                                  | 60%              |

## 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<br>Clinical set up   |
| Description<br><br>Meeting multiple demands from faculty, students and reception in terms of scheduling, equipment set up, client preparation and student readiness to accept flow of clients (all happening in a very short ½ time span). |

### Example #2

|  |
|--|
| Task / Activity<br>Change of client schedule or equipment failure  |
| Description<br><br>Attending to the regular flow of clinic when there is a disruption in the schedule (late client, no show, student sick, equipment issues etc). Being able to quickly navigate all the moving parts while maintaining the flow of clinic/clients. Being able to assess, diagnose failed equipment quickly for a solution while clients are in mid treatment. Balancing out the needs of students, faculty and clients simultaneously while attending any change or disruption. |

### 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 are tight OR may periodically change or conflict.

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

Frequent 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.

| <b>Task</b>                                  | <b>% of Time</b>   | <b>Predictability*</b>   |
|--|--------------------|--------------------------|
| Clinical set up                              | 10 %               | UP (Usually Predictable) |
| Change of client schedule, equipment failure | Can vary<br>10-20% | NP (Not 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<br>Attending to daily needs of the Clinic/Lab   |
| Description<br><br>Daily set up and clean-up of the lab. Making any needed adjustments or changes to ensure workflow of clients during clinic times. Including schedule changes, student/client assignment and equipment adjustments/changes. Adhering to the academic cycle and specific curriculum requirements, the incumbent works in self-directed manner with necessary stakeholders to achieve successful task completion and work assignments outcomes. |

#### **Example #2**

|  |
|--|
| Task / Activity<br>Addressing equipment, supplies and inventory clinic needs   |
| Description<br><br>Based on prior consultation with faculty for clarity on skills and or techniques being demonstrated, incumbent sets equipment, ensures supplies are on hand and addresses any inventory or equipment issues. Maintains equipment in peak working order according to operators' instructions and preventative maintenance schedule. Problem solves any inventory shortages or issues with equipment. |

#### **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?

Most work is completed independently; supervisory input provided upon request.

How is the work typically checked and verified?

Output is self-reviewed.

How frequently is the work checked?

Most processes are reviewed monthly.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur. Identify the typical situations or problems that are normally referred to the Manager for solution.

Action requires initiative and/or creativity:

Clinic set up, take down, laundry – daily basis

Situations or problems that are referred the Manager for solution:

Conflicts and or sensitive issues requiring unscheduled and immediate admin resolution.

Issues/concerns with faculty, students or clients that cannot be answered by the incumbent or are outside the parameters of normal procedures.

## 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 |
|--|---|-----------|
| Faculty, Co-Ordinator, other depts     | Exchanging routine information, extending common courtesy   | Daily     |
| Faculty/Coordinator                    | Explanation and interpretation of information or ideas around student progress related to skills, clinic set-up, review curriculum needs, problem solve (equipment, supplies etc) | Daily     |
| Students                               | Instruction and or training. Providing guidance and feedback on skills being demonstrated. Support and reinforce faculty instructions of specific techniques within clinic time   | Daily     |
| Clients                                | Sharing information, answering questions about treatments, consent and client forms.  | Daily     |
| Other Spa/Clinic Support staff/faculty | Discussing client schedules, needed changes or navigating shifts (no shows etc)   | Daily     |

| Nature of Contact (Who) | Purpose of Contact (What)  | Frequency |
|-------------------------|--|-----------|
| Student workers         | Discussing laundry needs, answering any questions or problem solving laundry equipment | Weekly    |

**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 with moderate disclosure implications.

## 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<br>Student support   |
| Description<br><br>Supporting activities during clinic that include providing advice and guidance to students who are looking to clarify necessary massage techniques, obtain understanding of material presented in labs and lectures, obtain supplementary materials for completing assignments and obtain assurance that study approach for client/assignment is appropriate. |

### Example #2

|  |
|--|
| Task / Activity<br>Daily Clinic workflow   |
| Description<br><br>Setting up appropriate equipment, navigating any issues with clinic set up, making decisions on schedule shifts, charting (if equipment fails) as needed.<br><br>Ensuring clinic schedule is maximized and making any needed shifts to best align student skill set and client needs. |

### 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 errors are typically detected for work completed by this position?

Errors are easily and quickly detected in-process.

What is the typical scope of impact to the organization for errors in this position?

Results in some workflow disruption, duplication and/or wasted resources.

## 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  |           |
| Outdoor work; seasonal conditions No |           |
| Other (please specify) Clinic lab    | 100%      |
| Other (please specify)               |           |

### Key Considerations:

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

Slightly 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?

Choose an item.

## SUPPLEMENTAL DATA

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

[Click here to enter text.](#)