

[1] CLIENT SERVICES

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COMMUNITY SUBSECTOR – CLIENT SERVICES BENCHMARKS**

[1] CLIENT SERVICES

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CLASSIFICATION GRID: 7

BENCHMARK TITLE: ACTIVITY ASSISTANT

BENCHMARK NUMBER: 81001

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assists Activity Workers with the implementation of established activities to meet clients' activation, life skills, recreational, and social needs.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists Activity Workers with, and participates in, activation, life skills, recreational and/or social activities designed to meet the needs of the clients, providing demonstrations as required.
2. Accompanies clients on outings such as appointments, shopping, and leisure activities.
3. Sets up furnishings and equipment for activities.
4. Maintains an inventory of equipment, tools, and materials related to activities.
5. Observes clients and their environments, and reports unsafe conditions and behavioural, physical and/or cognitive changes to supervisor. Promotes client participation in activities, and provides feedback regarding the performance and progress of clients as required.
6. Receives client feedback, inquiries, and complaints, and responds as required.
7. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
8. Performs limited food preparation such as heating prepared food, and making tea, coffee, toast, salads, and sandwiches.
9. Completes and maintains related records and documentation such as statistics, progress reports, activity participation reports, observation reports, and client activity profiles.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients

CLASSIFICATION GRID: 8

BENCHMARK TITLE: ACTIVITY WORKER

BENCHMARK NUMBER: 81002

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Implements established activities to meet clients' activation, life skills, recreational, and social needs, and assists clients with activities of daily living as required. May provide direction to Activity Assistants.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Implements and participates in activation, life skills, recreational, and/or social activities designed to meet the needs of clients, providing demonstrations as required. Adapts and modifies established activities to meet the special needs of clients.
2. Participates in the development of activities by providing input to senior positions.
3. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes to supervisor. Promotes client participation in activities, and provides feedback regarding the performance and progress of clients.
4. Accompanies clients on outings such as appointments, shopping, and leisure activities.
5. Receives client feedback, inquiries, and complaints, and responds as required.
6. Assists clients with activities of daily living as required, such as feeding, lifts & transfers, grooming, and toileting. Encourages clients to perform activities of daily living and to assist with housekeeping duties.
7. Provides direction to Activity Assistants and volunteers as required.
8. Sets up furnishings and equipment for activities.
9. Maintains an inventory of equipment, tools, and materials related to activities.
10. Completes and maintains related records and documentation such as statistics, progress reports, activity participation reports, observation reports, and client activity profiles.
11. Refers clients to other programs/services and provides information regarding available resources.
12. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
13. Performs limited food preparation such as heating prepared food, and making tea, coffee, toast, salads, and sandwiches.
14. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of an Activity Assistant Program
- Class V BC Driver's License
- Certificates in CPR and First Aid
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to instruct
- Knowledge of, and ability to do, various arts and crafts, handicrafts, and sports activities
- Knowledge of psychosocial rehabilitation principles

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81003

BENCHMARK TITLE: ACTIVITY COORDINATOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Develops, implements, evaluates, and participates in activities to meet clients' activation, life skills, recreational and social needs. Assists clients with activities of daily living as required, and/or supervises staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Develops, implements, evaluates, and participates in activation, life skills, recreational, and/or social activities designed to meet the needs of clients, providing demonstrations as required. Adapts and modifies activities.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Assists clients with activities of daily living as required, such as feeding, lifts & transfers, grooming, and toileting. Encourages clients to perform activities of daily living and to assist with housekeeping duties.
4. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes. Promotes client participation in activities, and provides feedback regarding the performance and progress of clients.
5. Meets with other service providers to assess activity and/or client objectives and goals and liaises with caregivers and families to promote client participation.
6. Interviews clients to establish eligibility or appropriateness for activity. Refers clients to other programs/services, and provides information regarding available resources.
7. Completes and maintains related records and documentation such as statistics, progress reports, activity plans, and client activity profiles.
8. Assists in the preparation of the program budget, monitors expenditures, and assists with required financial documentation.
9. Receives client feedback, inquiries, and complaints, and responds as required.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Recreation Service Delivery
- Class V BC Driver's License
- Certificates in CPR and First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Knowledge of, and ability to do, various arts and crafts, handicrafts, and sports activities
- Knowledge of psychosocial rehabilitation principles
- Ability to develop, organize, coordinate, deliver, and evaluate individual and group activities
- Ability to supervise
- Ability to instruct
- Ability to analyze and resolve problems
- Knowledge of adult learning techniques

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 82302

BENCHMARK TITLE: ADVOCATE
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Represents clients as a formal advocate, and provides supportive counselling to mentally ill clients in settings such as the justice system, hospitals, and the community.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides advocacy to clients by performing duties such as speaking on their behalf in settings such as the justice system, hospitals, and the community.
2. Provides supportive counselling to clients to assist with the development of physical, social, emotional, and life skills.
3. Interviews and assesses clients in settings such as the justice system, hospitals, and the community, to identify problems and needs. Obtains relevant records and documentation as required.
4. Identifies legal issues and required and available resources in accordance with current acts and regulations, and refers clients to appropriate programs, services, and/or agencies, including referrals and support in obtaining income assistance.
5. Assists clients with legal proceedings by performing duties such as assisting to obtain release, providing reminders of court dates, and providing assistance in completing forms such as legal aid applications. Provides information to clients and their families regarding legal issues such as terms of bail and probation, and how the legal system works.
6. Conducts information sessions, and develops educational materials to meet clients' needs, as required.
7. Attends meetings and hearings, such as clients' bail hearings and trials. Provides information before the court in accordance with established guidelines.
8. Provides housing referrals, such as referring homeless people to emergency facilities in order to qualify for bail. Monitors the suitability of accommodations.
9. Accompanies clients to legal and medical appointments.
10. Provides information to other service providers, such as court services staff, on mental illness and its effect on the provision of legal and medical services.
11. Monitors clients, and reports concerns to supervisor and/or healthcare providers.
12. Completes and maintains related records and documentation such as statistical reports and client histories.

13. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to analyze and resolve problems
- Knowledge of public and private financial aid systems
- Advocacy skills

BENCHMARK
Community Health
Worker 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 3

BENCHMARK TITLE: COMMUNITY HEALTH WORKER 1

BENCHMARK NUMBER: 81701

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides home support services to clients such as housekeeping and meal planning and preparation.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
2. Plans, prepares, and serves meals, and shops for groceries.
3. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes to supervisor.
4. Demonstrates methods and provides basic information to clients in relation to housekeeping, meal planning and preparation, and grocery shopping, in accordance with pre-established care plans.
5. Accompanies clients on outings such as appointments, shopping, and leisure activities.
6. Completes and maintains related records and documentation such as communication books and progress reports.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Class V BC Driver's License
- Recent, related experience of three months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Home management skills
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients

BENCHMARK
Community Health
Worker 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 8

BENCHMARK TITLE: COMMUNITY HEALTH WORKER 2

BENCHMARK NUMBER: 81702

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides home support services to clients such as assisting clients with activities of daily living, performing delegated tasks for which transfer of function training has been completed, planning and preparing meals, and housekeeping.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists clients with activities of daily living such as feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting.
2. Performs delegated tasks for which transfer of function training has been completed, such as catheter care, suppositories, applying non-sterile dressings, and implementing exercise and mobilization routines.
3. Administers medication to clients and provides medication reminders, in accordance with established policy.
4. Plans, prepares and serves meals, and shops for groceries.
5. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
6. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes to supervisor.
7. Demonstrates methods and provides basic information to clients in relation to activities of daily living, housekeeping, meal planning and preparation, and grocery shopping, in accordance with pre-established care plans.
8. Completes and maintains related records and documentation such as communication books and progress reports.
9. Accompanies clients on outings such as appointments, shopping, and leisure activities.
10. Performs other related duties as assigned.

QUALIFICATIONS

TYPICAL EDUCATION, TRAINING, AND EXPERIENCE

- Grade 12
 - Home Support/Resident Care Attendant Certificate
 - Class V BC Driver's License
 - Certificates in CPR, First Aid and Food Safe
- Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Home management skills
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients
- Ability to establish and maintain rapport with clients

CLASSIFICATION GRID: 8

BENCHMARK TITLE: DETOX WORKER 1

BENCHMARK NUMBER: 81401

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Monitors clients' physical and psychological status during the detoxification process, and provides support services.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Monitors clients' physical and psychological status during intoxication, withdrawal, and stabilization. Documents changes, and reports concerns to supervisor.
2. Administers and dispenses medication to clients as required, in accordance with established policy.
3. Takes and records vital signs such as blood pressure, pulse, and respiration.
4. Assists in the admission of clients by performing duties such as obtaining personal information and securing belongings.
5. Performs security duties for the facility such as patrolling buildings and grounds, and performing routine searches of clients' belongings.
6. Assists clients to maintain personal hygiene.
7. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
8. Performs administrative support duties such as answering calls, collating intake packages, taking referrals, and providing program information to clients, other agencies, and the public.
9. Completes and maintains related records and documentation such as medication records, clients files and logbooks.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Knowledge of addiction
- Ability to handle conflict

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81402

BENCHMARK TITLE: DETOX WORKER 2
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assesses clients during the detoxification process. Admits and discharges clients, and may supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assesses clients' physical and psychological status during intoxication, withdrawal, and stabilization. Monitors and documents changes, and makes required referrals to physician or emergency services. Provides input into case management as required.
2. Performs client admission and discharge duties such as charting and developing discharge summaries.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Administers and dispenses medication to clients as required, in accordance with established policy.
5. Monitors client interaction and behaviour and provides crisis intervention such as first response to suicide threats and medical emergencies, managing the situations as required.
6. Facilitates group and/or individual discussions by providing supportive counselling and education in areas such as guiding clients through relaxation techniques, behaviour management, and providing nutritional information.
7. Takes and records vital signs such as blood pressure, pulse, and respiration.
8. Assists clients to maintain personal hygiene.
9. Completes and maintains related records and documentation such as medication records, client files, and logbooks.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Knowledge of alcohol and drug abuse treatment approaches
- Ability to handle conflict
- Ability to supervise

BENCHMARK
Family Resource
Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81602

BENCHMARK TITLE: FAMILY RESOURCE WORKER
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Observes and monitors family interactions in a variety of life skills areas. Supports and educates families by performing duties such as facilitating training sessions and providing instruction and demonstrations.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Observes and monitors family interactions, as well as individual behaviour, appearance, and condition of family members. Supervises visits of family members as required. Reports problems to supervisor.
2. Provides input regarding clients' needs, performance, and progress, and assists the supervisor to develop plans to meet needs.
3. Facilitates group and individual training sessions, and provides instruction and demonstrations in a variety of areas such as alternative parenting strategies, and life skills.
4. Identifies community resources to meet clients' needs, and provides related information to clients.
5. Completes and maintains related records and documentation such as progress reports and case conference reports.
6. Accompanies clients on outings such as appointments, shopping and leisure activities.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to analyze and resolve problems
- Knowledge of child development, parenting, family systems, family violence, cross-cultural issues, and community resources.
- Ability to handle conflict

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 82600

BENCHMARK TITLE: GROUP FACILITATOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Plans, promotes, arranges, facilitates, and evaluates group support programs.

TYPICAL WORK RESPONSIBILITIES

1. Facilitates group support programs to encourage skill development in areas such as self-esteem, coping skills, motivation, positive parenting skills, and the formation of mutual support networks. Reports difficulties to the supervisor. Provides related feedback, and follows up with clients as required.
2. Interviews clients, gathers background information, determines suitability for the program, and makes referrals to other programs as required.
3. Plans group support programs by determining content and structure, consulting with clients as appropriate.
4. Evaluates programs using information attained by observation and client feedback on issues such as group session effectiveness, and material presented. Reports feedback to the supervisor.
5. Arranges group support programs by performing duties such as scheduling session times, booking facilities, and acquiring materials.
6. Provides clients with program and community resource information.
7. Promotes group support programs by providing information to clients, the public, and healthcare professionals.
8. Completes and maintains related records and documentation such as group session evaluation summaries.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to analyze and resolve problems
- Conflict resolution skills
- Facilitation skills

BENCHMARK
Home Support Services
Supervisor

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81703

BENCHMARK TITLE: HOME SUPPORT SERVICES SUPERVISOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Coordinates home support services by supervising Community Health Workers and/or other staff, overseeing the implementation of client care plans, and providing advocacy services.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Organizes the workflow in home support services by delegating work assignments, determining priorities, and recommending changes to policies and procedures.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Meets with clients to explain home support services and obtain client information, and oversees the implementation of individual care plans as determined by prior assessment.
4. Provides advocacy services on behalf of clients with various individuals and/or agencies, including physicians, social workers, and government agencies. Provides information to clients and families with regard to available resources.
5. Responds to client feedback, and inquiries and complaints related to the delivery of home support services by investigating and taking required action.
6. Processes requests such as vacation, sick leave, and leave of absence, by preparing information and documentation, and forwarding for approval.
7. Completes and maintains related reports and documentation such as submissions to government and other agencies. Performs administrative support duties such as pulling and assembling files and records, and arranging meetings and appointments. Receives timesheets, and reviews for completeness and accuracy.
8. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to supervise
- Ability to analyze and resolve problems

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 82122

BENCHMARK TITLE: INSTRUCTOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Teaches students with mental, developmental, and/or physical disabilities, in a structured educational setting, to enable the development of skills necessary for increased employability and/or personal independence. Develops course curricula, formally evaluates student performance, and provides input into program evaluation.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Teaches students using a variety of instructional methodologies to enable the development of skills necessary for increased employability and/or personal independence.
2. Designs curricula and lesson plans for courses such as computer skills, hospitality industry training, and woodworking. Modifies lesson plans according to factors such as student skill level, student goals, and mental health and behavioural barriers.
3. Formally evaluates students in areas such as technical and interpersonal skill development, provides students with feedback, and prepares progress reports.
4. Provides input and makes recommendations to the Manager on issues such as program evaluation and organizational policies.
5. Collaborates with counsellors in order to provide and attain information that assists in maximizing student potential in meeting their goals.
6. Provides crisis intervention and responds to emergency situations as required, in accordance with established policy.
7. Liaises with industry and community members to provide information such as programs offered, and to acquire information such as industry developments and employment standards.
8. Completes and maintains related records and documentation such as student evaluations, attendance records, schedules, and waitlists.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificate in First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Conflict resolution skills
- Ability to teach
- Leadership and motivational skills
- Knowledge of educational methodologies and instructional techniques

CLASSIFICATION GRID: 6

BENCHMARK TITLE: INTERPRETER

BENCHMARK NUMBER: 82040

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides translation and interpretation services in the Community by using communication methods such as non-English languages, Braille, and sign language.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists staff in the delivery of programs by translating, interpreting, and relaying dialogue between staff and clients, and explaining related cultural attitudes and practices.
2. Provides support to clients and families by translating, interpreting, and relaying program information.
3. Accompanies clients to appointments when translation and interpretation services are required.
4. Assists staff in the referral of clients to programs and services by providing information on community resources.
5. Translates materials such as pamphlets, audio materials, and instruction sheets.
6. Completes and maintains related records and documentation such as logs, forms, and statistics.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in Community Social Service
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Fluency in English and a second language
- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to establish and maintain rapport with clients

CLASSIFICATION GRID: LPN**BENCHMARK TITLE: LICENSED PRACTICAL NURSE****BENCHMARK NUMBER: 81202****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Performs Licensed Practical Nurse duties within the competency guidelines and standards of practice outlined by the College of LPNs of BC and the current legislative scope of practice, in a community health setting.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assesses, plans, implements and evaluates nursing care to meet the needs of clients in accordance with competency guidelines within the established standards of practice and current legislative scope of practice.
2. Shares knowledge, provides direction, assignment and supervision to unregulated care providers as appropriate.
3. Provides input regarding clients' needs, performance, and progress. Attends multidisciplinary care meetings.
4. Performs nursing care and procedures and evaluates outcomes.
5. Encourages and assists clients in activities of daily living as required, such as feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting.
6. Administers medication to clients and provides medication reminders, in accordance with established policy and procedures.
7. Observes clients and their environments, and reports unsafe conditions and behavioural, physical and/or cognitive changes to supervisor.
8. Provides emotional support and feedback to clients and their families.
9. Completes and maintains related records and documentation such as progress notes, observations, cardex, and client charting. Reports problems and/or changes to designated staff.

10. Answers general inquiries by telephone and in person, and provides direction and routine information about programs and policies.
11. Plans, prepares, and serves meals, and shops for groceries.
12. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
13. Demonstrates methods and provides information to clients in relation to activities of daily living, housekeeping, meal planning and preparation, and grocery shopping.
14. Accompanies clients on outings such as appointments, shopping, and leisure activities.
15. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.
16. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Graduation from a recognized program for Practical Nurses
- Current full practicing licensure with the College of Licensed Practical Nurses of BC (CLPNBC)
- Class V BC Driver's License
- Certificates in CPR and First Aid
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients

CLASSIFICATION GRID: 9

BENCHMARK TITLE: PROGRAM COORDINATOR 1

BENCHMARK NUMBER: 82900

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Implements and oversees the day-to-day operation of a program(s) such as hospice, wellness, and meals-on-wheels by taking required action to meet pre-established goals and objectives. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Implements programs such as hospice, wellness, and meals-on-wheels to meet pre-established goals and objectives, including determining methods of operating the program.
2. Oversees program volunteers by performing duties such as orienting, training, scheduling, monitoring, and providing feedback and support.
3. Performs public relations and promotion activities such as preparing public relations material and advertisements, liaising with community groups, and arranging media coverage of events.
4. Consults with community groups and health care professionals to identify trends, needs, and priority health issues. Maintains contact with community groups and volunteer organizations to promote interest, participation, and support for the program.
5. Provides input regarding policies, procedures, goals, and evaluation of the program.
6. Assists in the preparation of the program budget, monitors expenditures, and assists with required financial documentation.
7. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills
- Knowledge of HIV and STDs and their impact on the community

CLASSIFICATION GRID: 13
BENCHMARK NUMBER: 82902

BENCHMARK TITLE: PROGRAM COORDINATOR 2
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Develops, implements, and evaluates strategic plans, goals, objectives, and policies for programs such as volunteer, hospice, and fundraising. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Develops, implements, and evaluates strategic plans, goals, objectives, and policies for programs such as volunteer, hospice, and fundraising.
2. Performs budget duties such as developing budget submissions, preparing and presenting budget justifications and presentations, exercising signing authority, monitoring expenditures, following up on anomalies, and taking action to resolve problems.
3. Performs public relations and promotion activities such as preparing public relations material and advertisements, liaising with community groups, and arranging media coverage of events.
4. Implements and evaluates programs and projects.
5. Consults with community groups and health care professionals to identify trends, needs, and priority health issues.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Participates in recruitment and selection of staff by performing duties such as screening applicants, participating on interview panels, providing input into the development of interview questions, and making hiring recommendations.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Bachelor's degree in Commerce
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills
- Ability to speak publicly
- Knowledge of HIV and STDs and their impact on the community

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT ***Residence Coordinator***

CLASSIFICATION GRID: 11
BENCHMARK NUMBER: 81503

BENCHMARK TITLE: RESIDENCE COORDINATOR
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Oversees the day-to-day operation and maintenance of an assigned residence such as a group home, hotel, or apartment by performing duties such as ensuring adherence to residence policies and procedures, supervising staff, and ensuring residence maintenance and safety.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Interviews clients, gathers background information, determines client suitability for the housing program, informs clients of house policies and procedures, and makes referrals to other programs as required.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Assists in recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
4. Participates in case planning with clients and/or healthcare providers to meet the needs of the client and/or the community.
5. Assists in the preparation of the budget for assigned programs and/or services, monitors and authorizes budgeted expenditures, and assists with financial reports and payments. Maintains related records and reports.
6. Advocates for clients by problem solving in areas such as financial assistance, accessing community resources, and obtaining volunteer placements. Provides crisis intervention in situations such as medical emergencies and client disputes.
7. Ensures the maintenance, cleanliness, and safety of the residence. Contacts outside contractors for maintenance work as required. Ensures the residence's inventory of supplies is maintained by performing duties such as contacting outside suppliers and following up on discrepancies.
8. Reviews and maintains related documentation such as resident progress reports and care plans.
9. Acts as a liaison with community agencies, and promotes and encourages community involvement in the program.

10. Provides direction to clients and/or volunteers, and monitors and assists as required.

11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Certificates in CPR and First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills
- Ability to assist clients with money management

CLASSIFICATION GRID: 8

BENCHMARK TITLE: RESIDENT CARE AIDE

BENCHMARK NUMBER: 81201

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides residents with nursing assistant care and personal care, and performs housekeeping duties in a residential setting such as a hospice or group home.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides residents with nursing assistant care such as catheter care, enemas, suppositories, taking vital signs, applying non-sterile dressings and topical medications, diabetic urine and blood testing, obtaining routine urine and stool samples, and checking skin for ulcers, wounds, infections, and skin problems.
2. Administers medication to residents and provides medication reminders, in accordance with established policy.
3. Assists clients with activities of daily living such as feeding, lifts & transfers, bathing, skin care, oral hygiene, and toileting.
4. Porters and ambulates residents.
5. Observes and monitors residents and their environments, and reports unsafe conditions and behavioural, physical, and or cognitive changes to supervisor.
6. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
7. Performs limited food preparation such as heating prepared food, and making tea, coffee, toast, salads, and sandwiches.
8. Checks and restocks supplies such as personal care supplies, first aid supplies, and housekeeping supplies, and assists in taking inventory.
9. Completes and maintains related records and documentation such as resident admission, transfer, and discharge forms.
10. Accompanies clients on outings such as appointments, shopping, and leisure activities.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Resident Care Attendant Certificate
- Certificates in CPR, First Aid, and Food Safe
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients
- Ability to establish and maintain rapport with clients

CLASSIFICATION GRID: 9

BENCHMARK TITLE: SCHEDULER 1

BENCHMARK NUMBER: 81711

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Develops and coordinates home support service schedules by preparing and adjusting schedules in accordance with care plans and applicable collective agreements.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Prepares and adjusts schedules, and allocates work assignments for Community Health Workers in accordance with client referrals, care plans, and applicable collective agreements.
2. Receives and documents client referrals and obtains required client information.
3. Communicates, updates, and informs clients regarding placement, including staff members' names, times of service, and changes to schedules. Informs staff of placement and client information.
4. Receives calls and/or requests from staff regarding absences such as vacation, sick leave, and leaves of absence, and assigns staff in accordance with applicable collective agreements upon approval of leave.
5. Informs supervisor regarding difficulties encountered in the placement of Community Health Workers.
6. Receives client feedback, and inquiries and complaints, and responds as required.
7. Completes and maintains related reports and documentation such as client and staff records and reports. Performs administrative support duties such as filing, photocopying, and data entry.
8. Provides input into performance appraisals of Community Health Workers.
9. Reviews and verifies Community Health Worker timesheets.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Administration Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to analyze and resolve problems

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 81712

BENCHMARK TITLE: SCHEDULER 2
JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides direction to Community Health Workers and/or other staff, responds to inquiries and complaints related to the delivery of home support services, and prepares and adjusts schedules in accordance with care plans and applicable collective agreements.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides direction to Community Health Workers and/or other staff, monitors attendance and performance, calls in staff as required, and forwards vacation requests for approval.
2. Receives client referrals, obtains required client information, and assigns and schedules work assignments in accordance with care plans and applicable collective agreements.
3. Responds to client feedback, and inquiries and complaints related to the delivery of home support services, by investigating and taking required action.
4. Communicates, updates, and informs clients regarding placement, including staff members' names, times of service, and changes to schedules. Informs staff of placement and client information.
5. Receives calls and/or requests from staff regarding absences such as vacation, sick leave, and leaves of absence, and assigns staff in accordance with applicable collective agreements upon approval of leave.
6. Completes and maintains related records and documentation such as client and staff records and reports. Performs administrative support duties such as filing, photocopying and data entry.
7. Provides input into performance appraisals of Community Health Workers and/or other staff.
8. Reviews and verifies Community Health Worker timesheets.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Administration Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to analyze and resolve problems

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT ***Shelter Support Worker***

CLASSIFICATION GRID: 10

BENCHMARK TITLE: SHELTER SUPPORT WORKER

BENCHMARK NUMBER: 82400

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides security, advocacy, and supportive counselling to women and children in crisis, around the issues of alcohol and drug abuse, and violence.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Monitors and ensures the safety of clients and the facility by performing duties such as screening telephone calls and visitors, and securing the building.
2. Provides advocacy to clients in crisis by performing duties such as assisting clients to obtain financial assistance, referring clients to counselling services, assisting clients to attain affordable housing, and identifying community resources to meet client needs.
3. Provides supportive counselling and emotional support to clients in crisis, including facilitating shelter and group support meetings.
4. Assists clients to ensure that home management functions are completed, including shopping, housekeeping, and house maintenance, by performing duties such as making inquiries, providing reminders, and providing resources, advice, and demonstrations as required.
5. Interviews clients, gathers background information, determines clients' suitability for the program, and makes referrals to other programs and services as required.
6. Completes and maintains related records and documentation such as incident reports and daily logs.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to handle conflict
- Awareness of issues affecting women and children such as family violence, cross cultural issues, addictions, AIDS, mental illness and sexual abuse

BENCHMARK
Supported Child Care
Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 8

BENCHMARK TITLE: SUPPORTED CHILD CARE WORKER

BENCHMARK NUMBER: 81301

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides supported child care to special needs children in settings such as day cares, pre-schools, and homes, including providing respite to families.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists clients with educational and recreational activities by providing emotional, physical, and social assistance. Interacts with and promotes the participation of special needs children in program activities and existing routines such as games and arts and crafts.
2. Implements established care plans in areas such as exercise, therapy, and mobilization programs.
3. Assists clients with activities of daily living such as feeding, lifts and transfers, grooming, and toileting.
4. Observes clients and their environments, and reports unsafe conditions and behavioural, physical, and/or cognitive changes to supervisor and family members.
5. Administers medication to clients and provides medication reminders, in accordance with established policy.
6. Accompanies clients on outings such as scheduled programs, activities, and social events.
7. Prepares and serves meals and snacks as required.
8. Completes and maintains related records and documentation such as progress notes and activity journals.
9. Performs other related duties as assigned.

BENCHMARK
Supported Child Care
Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of a child care course
- Certificates in CPR and First Aid
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Knowledge of child development
- Ability to establish and maintain rapport with children

BENCHMARK

Supported Employment Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10

BENCHMARK TITLE: SUPPORTED EMPLOYMENT WORKER

BENCHMARK NUMBER: 81802

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assists individuals with mental, developmental, and/or physical disabilities to obtain employment opportunities within the community by performing duties such as locating prospective employers, facilitating placement of clients, and assisting clients to become job ready.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Interviews clients and identifies interests, skills, suitability, and job readiness. Refers to other programs and services as required, and provides information regarding available community resources.
2. Locates prospective employers in the community appropriate to clients' work profiles by performing duties such as following up on referrals, making cold calls, networking, and developing partnerships with government recruiting bodies and employment programs. Markets supported employment program to prospective employers, and develops related promotional materials.
3. Provides supportive counselling and behavioural management to assist clients in establishing goals, objectives, and career planning. Provides job and labour market information and identifies employment barriers.
4. Evaluates available work experience placements and jobs, matches clients in accordance with client work profiles and abilities, and markets clients to employers to secure work experience placements and employment.
5. Assists clients to become job-ready by performing duties such as arranging for education in accordance with rehabilitation and career goals, and providing coaching in employment-related areas such as work skills, job search skills, resume preparation, and interview skills.
6. Assists clients in job search efforts by performing duties such as providing support and advocacy, facilitating job finding groups, and assisting in the preparation of resumes and cover letters.
7. Facilitates the placement of clients by performing duties such as explaining wage subsidy information and placement terms to clients and employers.
8. Follows up with employers to ensure work experience placements and employment agreements are established and maintained, and to monitor the quality of placements. Assists employers to work with clients by performing duties such as providing education and information, and advising on clients' special needs.

BENCHMARK
Supported Employment
Worker

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Completes and maintains related records and documentation such as reports on clients' skill levels and progress towards goals and objectives.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Conflict resolution skills
- Ability to analyze and resolve problems
- Knowledge of the local labour market
- Leadership and motivational skills
- Knowledge of psychosocial rehabilitation principles

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 1 (Program Name)*

CLASSIFICATION GRID: 8

BENCHMARK TITLE: SUPPORT WORKER I (PROGRAM NAME)

BENCHMARK NUMBER: 81501

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assists clients with mental, developmental, and/or physical disabilities to live successfully in the community by providing a variety of day-to-day physical, emotional, and social supports, life skills assistance, information, resources, and demonstrations, in accordance with pre-established care schedules.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides feedback and input regarding clients' needs, performance, and progress.
2. In accordance with established care plans, assists clients with the development of life skills such as maintaining personal hygiene, housekeeping, meal planning and preparation, meeting financial obligations, making and keeping appointments, and interpersonal skills by methods such as demonstrating and modeling appropriate actions.
3. Administers medication to clients and provides medication reminders, in accordance with established policy.
4. Participates in and oversees various client-focused social and recreational activities.
5. Identifies available social, economic, recreational, and educational services and resources in the community that will meet clients' needs. Provides clients with related information.
6. Assists clients with activities of daily living such as feeding, lifts and transfers, grooming, and toileting.
7. Accompanies clients on outings such as appointments, shopping, and leisure activities.
8. Completes and maintains related records and documentation such as statistics, progress reports, and daily logs.
9. Receives client feedback, and inquiries and complaints, and responds as required.
10. Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
11. Performs outdoor residence maintenance duties such as mowing lawns.
12. Provides direction to volunteers as required.
13. Performs other related duties as assigned.

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 1 (Program Name)*

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
 - Certificate in Community Social Service
 - Class V BC Driver's License
 - Certificates in CPR, First Aid, and Food Safe
 - Recent, related experience of one year
- Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients
- Ability to establish and maintain rapport with clients
- Home management skills
- Ability to instruct
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 2 (Program Name)*

CLASSIFICATION GRID: 10

BENCHMARK TITLE: SUPPORT WORKER 2 (PROGRAM NAME)

BENCHMARK NUMBER: 81502

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Assists clients with mental, developmental, and/or physical disabilities to live successfully in the community by determining appropriate care to meet individual needs and situational requirements. Provides a variety of day-to-day physical, emotional, and social supports, advocacy, life skills assistance, information, resources, and demonstrations.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Participates in case planning with clients and/or healthcare providers by performing duties such as interviewing clients to identify problems and needs, obtaining required information from a variety of sources such as families and care providers, documenting client needs and wants, and assisting clients to determine appropriate programs.
2. Advocates for clients by problem solving in areas such as landlord-tenant disputes, financial assistance, accessing community resources, and obtaining volunteer placements.
3. Observes clients, identifies and assesses potential emergency situations, and develops short-term strategies to deal with such situations. Reports medical, behavioural, and other problems as required. Provides feedback and input regarding clients' needs, performance, and progress.
4. Provides supportive counselling, demonstrations, modeling, and behaviour management to clients, their families, and their personal networks, to assist with the development of physical, social, emotional, and life skills such as maintaining personal hygiene, housekeeping, meal planning and preparation, meeting financial obligations, making and keeping appointments, and interpersonal skills.
5. Administers medication to clients and provides medication reminders, in accordance with established policy.
6. Identifies available social, economic, recreational, and educational services and resources in the community that will meet clients' needs. Provides clients with related information.
7. Facilitates clients' physical, recreational, educational, and employment needs by performing duties such as arranging for clients to be transported to programs/services, assisting clients to attend appointments, and implementing programs.
8. Carries out administrative transactions such as petty cash, client accounts, collecting rents and money from clients for personal items, and making deposits and withdrawals.
9. Completes and maintains related records and documentation such as care plans, progress reports, statistics, and daily logs.
10. Receives client feedback, and inquiries and complaints, and responds as required.

Implementation Date: May 2, 2003

[Amended April 1, 2006]

81502

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BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Support Worker 2 (Program Name)*

11. Provides direction to volunteers as required.
12. Assists clients with activities of daily living such as feeding, lifts and transfers, grooming, and toileting.
13. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Certificates in CPR, First Aid, and Food Safe
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients
- Ability to establish and maintain rapport with clients
- Home management skills
- Ability to instruct
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills
- Advocacy skills

CLASSIFICATION GRID: 5**BENCHMARK TITLE: THERAPY AIDE****BENCHMARK NUMBER: 81901****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Assists therapists such as Physiotherapists and Occupational Therapists by performing duties such as fabricating materials, setting up equipment, and assisting clients with exercises.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists therapists such as Physiotherapists and Occupational Therapists by fabricating materials such as splints, casts and adaptive devices by methods such as cutting out materials, sewing, gluing, and assembling. Removes casts using a cast saw.
2. Schedules and confirms clients for programs/services, and establishes and maintains waiting lists.
3. Performs routine procedures such as conducting pedographs using shoe trace carbon paper.
4. Performs lifts and transfers, and porters and ambulates clients.
5. Assists therapists during exercises as required, including assisting clients with exercises, and accompanying clients during exercise and gait programs.
6. Sets up furnishing and equipment, such as audiovisual equipment, for treatment sessions. May operate equipment such as video cameras, during treatment sessions.
7. Monitors the functioning of equipment such as audiovisual equipment, and performs minor repairs and adjustments such as cleaning cameras and VCR heads. Sends equipment for repair as required.
8. Maintains an inventory of equipment, tools, and materials. Orders supplies in accordance with approval process.
9. Performs administrative support duties such as receiving and relaying phone messages, providing direction to clients and visitors, inputting data into computer programs, preparing program information and materials such as pamphlets, packaging items for shipping, receiving and recording payments and issuing receipts.
10. Performs cleaning duties such as cleaning equipment and therapy rooms.
11. Completes and maintains related records and documentation such as statistics and supply price lists.
12. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to observe and recognize changes in clients

CLASSIFICATION GRID: 9**BENCHMARK TITLE: VOLUNTEER COORDINATOR****BENCHMARK NUMBER: 80700****JOB FAMILY: CLIENT SERVICES****SCOPE AND LEVEL DEFINITION**

Implements and oversees the day-to-day operation of a volunteer program(s) by taking required action to meet pre-established goals and objectives. Recruits, selects, trains, and supervises volunteers. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Implements volunteer programs to meet pre-established goals and objectives, including determining methods of operating the program.
2. Recruits, interviews, selects, trains, and orients volunteers.
3. Places and schedules volunteers by performing duties such as liaising with managers, matching volunteer skills with available opportunities, and preparing volunteer work schedules.
4. Supervises volunteers by performing duties such as evaluating performance, providing feedback, following up on complaints, and taking appropriate action.
5. Develops and implements volunteer recognition programs.
6. Consults with community groups and health care professionals to identify trends, needs, and priority health issues. Maintains contact with community groups and volunteer organizations to promote interest, participation, and support for the program.
7. Provides input to the Manager regarding policies, procedures, goals, and evaluation of the program.
8. Assists in the preparation of the program budget, monitors expenditures, and assists with required financial documentation.
9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills

[2] HEALTH SERVICES

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COMMUNITY SUBSECTOR – HEALTH SERVICES BENCHMARKS**

[2] HEALTH SERVICES

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BENCHMARK *Audiometric Technician 1*

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 8

BENCHMARK TITLE: AUDIOMETRIC TECHNICIAN 1

BENCHMARK NUMBER: 82201

JOB FAMILY: HEALTH SERVICES

SCOPE AND LEVEL DEFINITION

Conducts general Audiometric tests, makes arrangements for Audiometric screening activities in clinical and community settings, provides education and information to clients, performs technical work such as calibrating testing equipment.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Conducts general Audiometric tests such as otoacoustic emission (OAE) screening, automated auditory brainstem response screening (AABR), pure tone hearing screening, speech tests, impedance tests, and noise level measurements using equipment such as audiometers and sound level meters. Instructs clients on procedures, records test results, and discusses test results with Audiologists.
2. Makes arrangements for Audiometric screening activities in clinical and community settings, such as schools, by performing duties such as liaising with school officials to schedule and confirm screening times, booking clients for programs/services, and establishing and maintaining waiting lists.
3. Provides education and information to clients, caregivers, and outside agencies regarding issues such as client disabilities, care plans, and available community resources, as well as hearing-related information such as hearing aid use and hearing protection.
4. Provides instruction to teachers, parents, students, clients on the care and use of equipment such as transmitters, audio shoes, and wireless FM (MLX). Determines the need for repair or exchange of equipment.
5. Uses computer software to set digital programmable hearing aids based on Audiologist's prescribed guidelines.
6. Performs electro acoustic analysis and performance verification of FM equipment within manufacturer's and audiologists' specifications using relevant technology. Monitors, checks, calibrates, and performs minor maintenance, repairs, and adjustments on auditory equipment such as portable audiometers and hearing aids, using specialized repair equipment, hand and power tools, and chemical agents. Sends equipment for complex repairs as required.
7. Performs fitting and modification of hearing aids, and takes ear mold impressions of clients for hearing aids by performing duties such as completing visual screenings, inserting impression material, and checking for accuracy.
8. Performs client intake duties such as obtaining medical history, liaising with other agencies regarding client eligibility, and completing related documentation.

Implementation Date: May 2, 2003

[Amended April 1, 2006]

82201

2-1

BENCHMARK Audiometric Technician 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Monitors supply and equipment inventories, identifies requirements, prepares and processes order requisitions, and maintains related records. Receives and checks orders, verifies accuracy of invoices, stocks shelves, and distributes clinic supplies as needed. Follows up to obtain information and resolve discrepancies as required. Refers complex problems to supervisor.
10. Performs administrative support duties such as responding to general inquiries, inputting data into computer programs, compiling information and statistics, maintaining screening data, records, and reports, and preparing graphs and presentation material. Receives and records payments, and issues receipts. Maintains petty cash account.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12, completion of a diploma in a health or social services related field
- Class V BC Driver's License
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 40 wpm
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology

**BENCHMARK
Audiometric
Technician 2**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 82202

BENCHMARK TITLE: AUDIOMETRIC TECHNICIAN 2
JOB FAMILY: HEALTH SERVICES

SCOPE AND LEVEL DEFINITION

Supervises audiometric staff, and assists with the development and evaluation of program policies and standards. Conducts general audiometric tests, makes arrangements for Audiometric screening activities in clinical and community settings, provides education and information to clients, and performs technical work such as calibrating testing equipment.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
2. Assists with the development and evaluation of program policies and standards, and develops and implements work methods and procedures.
3. Conducts general Audiometric tests such as otoacoustic emission (OAE) screening, automated auditory brainstem response screening (AABR), pure tone hearing screening, speech tests, impedance tests, and noise level measurements using equipment such as audiometers and sound level meters. Instructs clients on procedures, records test results, and discusses test results with Audiologists.
4. Makes arrangements for Audiometric screening activities in clinical and community settings, such as schools, by performing duties such as liaising with school officials to schedule and confirm screening times, booking clients for programs/services, and establishing and maintaining waiting lists.
5. Provides education and information to clients, caregivers, and outside agencies regarding issues such as client disabilities, care plans, and available community resources, as well as hearing-related information such as hearing aid use and hearing protection.
6. Provides instruction to teachers, parents, students, clients on the care and use of equipment such as transmitters, audio shoes, and wireless FM (MLX). Determines the need for repair or exchange of equipment.
7. Uses computer software to set digital programmable hearing aids based on Audiologist's prescribed guidelines.
8. Performs electro acoustic analysis and performance verification of FM equipment within manufacturer's and audiologists' specifications using relevant technology. Monitors, checks, calibrates, and performs minor maintenance, repairs, and adjustments on auditory equipment such as portable audiometers and hearing aids, using specialized repair equipment, hand and power tools, and chemical agents. Sends equipment for complex repairs as required.

**BENCHMARK
Audiometric
Technician 2**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Performs fitting and modification of hearing aids, and takes ear mold impressions of clients for hearing aids by performing duties such as completing visual screenings, inserting impression material, and checking for accuracy.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12, completion of a diploma in a health or social services related field
- Class V BC Driver's License
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 40 wpm
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology
- Ability to supervise

CLASSIFICATION GRID: CDA
BENCHMARK NUMBER: 83102

BENCHMARK TITLE: CERTIFIED DENTAL ASSISTANT
JOB FAMILY: HEALTH SERVICES

SCOPE AND LEVEL DEFINITION

Provides dental health information, health promotion, and dental screenings for individuals, classrooms, and groups in a community setting. May perform procedures such as setting up, taking, and developing x-rays, polishing teeth, and applying fluoride treatments and fissure sealant.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides dental health education and health promotion to individuals, classrooms, and groups in community settings by performing duties such as developing educational content of lesson plans, liaising with school personnel to schedule sessions, organizing work schedules for school and community programs, delivering lessons and demonstrations, and dispensing preventative material such as fluoride mouth rinses and fluoride tablets.
2. Conducts cursory dental screenings in community settings such as elementary school classrooms, determines client eligibility and appropriateness for programs/services, and refers to other programs/services as required.
3. Follows up on client treatment requirements by performing duties such as assessing urgency, providing information to clients to assist in attaining subsidy assistance, advocating for clients to obtain dental treatment, and liaising with school staff, public health nurses, dentists, nutritionists, and the MSP to further the education and prevention of dental disease.
4. Provides chairside assistance to dentists, such as preparing and setting up instruments, equipment, and supplies, passing instruments to dentist, assisting dentist with applications and suction, inserting and removing rubber dams and clamps, preparing restorative bases and filling materials, and setting up, taking, and developing dental x-rays.
5. Performs administrative support duties such as gathering required client information such as dental histories and financial assistance requirements, completing documentation required for admission, scheduling and confirming clients for programs/services, establishing and maintaining waitlists, entering data into computerized programs, compiling screening statistics, and responding to inquiries.
6. Cleans and sterilizes dental equipment and instruments.
7. Monitors supply and equipment inventories, identifies requirements, prepares and processes order requisitions, and maintains related records. Receives and checks orders, verifies accuracy of invoices, stocks shelves, and distributes clinic supplies as needed. Follows up to obtain information and resolve discrepancies as required. Refers complex problems to supervisor.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certified Dental Assistant Certificate
- Registration and licensure as a Certified Dental Assistant
- Class V BC Driver's License
- Recent, related experience of one year
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Leadership and classroom management skills
- Ability to work with children
- Knowledge of techniques and standards of preventive and restorative clinical practice

CLASSIFICATION GRID: 5

BENCHMARK TITLE: DENTAL ASSISTANT

BENCHMARK NUMBER: 83101

JOB FAMILY: HEALTH SERVICES

SCOPE AND LEVEL DEFINITION

Provides chairside assistance to dentists, performs dental procedures, and performs related administrative support duties. Cleans and sterilizes dental equipment and instruments.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides chairside assistance to dentists, such as preparing and setting up instruments, equipment, and supplies, passing instruments to dentist, assisting dentist with applications and suctions, inserting and removing rubber dams and clamps, preparing restorative bases and filling materials, and setting up, taking, and developing dental x-rays.
2. Assists in preparation for patient appointments by performing duties such as obtaining patient and x-ray files, positioning patients for dental work, and providing instructions related to dental work procedures, post-operative care, and oral hygiene. Answers related questions.
3. Performs administrative support duties such as gathering required client information such as dental histories and financial assistance requirements, completing documentation required for admission, scheduling and confirming clients for programs/services, establishing and maintaining waitlists, entering data into computerized programs, compiling screening statistics, and responding to inquiries.
4. Cleans and sterilizes dental equipment and instruments.
5. Monitors supply and equipment inventories, identifies requirements, prepares and processes order requisitions, and maintains related records. Receives and checks orders, verifies accuracy of invoices, stocks shelves, and distributes clinic supplies as needed. Follows up to obtain information and resolve discrepancies as required. Refers complex problems to supervisor.
6. Performs other related duties as assigned.

CLASSIFICATION GRID: 5

BENCHMARK TITLE: HEALTH UNIT AIDE

BENCHMARK NUMBER: 83000

JOB FAMILY: HEALTH SERVICES

SCOPE AND LEVEL DEFINITION

Supports community health programs by performing duties such as maintaining inventories of medical/surgical supplies, cleaning and sterilizing medical equipment and instruments, and performing related administrative support duties, such as booking clients for appointments.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Maintains inventories of medical/surgical supplies and equipment by performing duties such as monitoring inventory levels, identifying requirements, processing orders, and receiving, verifying, documenting, distributing, and storing shipments.
2. Cleans and sterilizes medical equipment and instruments in accordance with established procedures by performing duties such as preparing and changing solutions, washing and drying instruments, preparing and wrapping instruments and dressings for autoclaving, and operating and cleaning autoclave machines.
3. Prepares and labels antiseptic and stock solutions, and prepares nursing bags by cleaning and stocking with medical supplies, dressings, and equipment.
4. Provides support in clinical settings by performing duties such as setting up and dismantling rooms, weighing and measuring babies, and calibrating and cleaning equipment such as scales and glucometers.
5. Performs administrative support duties such as booking clients for appointments, answering phones, assembling and maintaining files, packaging items for shipment, organizing and renewing pamphlets, preparing poster displays, and marking new equipment.
6. Delivers and disposes of supplies, biologicals, materials, and equipment by performing duties such as packaging, making arrangements for pickup and delivery, and transporting.
7. Maintains department resources such as audiovisual equipment and video lending libraries by performing duties such as logging materials out, tracking loans, maintaining booking schedules for audiovisual equipment, and arranging maintenance of audiovisual equipment.
8. Maintains a petty cash account, receives payments, and issues receipts.
9. Provides direction to volunteers, and monitors and assists as required.
10. Performs other related duties are assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Medical Office Assistant Certificate
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology
- Knowledge of nursing equipment
- Knowledge of sterilization techniques and procedures

CLASSIFICATION GRID: 6**BENCHMARK TITLE: LABORATORY ASSISTANT****BENCHMARK NUMBER: 84100****JOB FAMILY: HEALTH SERVICES****SCOPE AND LEVEL DEFINITION**

Performs laboratory procedures such as accessioning specimens, preparing specimens for testing, and preparing culture media and stock solutions. Performs related administrative support duties such as data entry, receiving and relaying phone messages, producing labels, and sorting and distributing mail.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Receives laboratory specimens, ensures that specimens meet acceptable criteria, assigns laboratory numbers, and assembles into work batches for testing.
2. Prepares specimens for testing in accordance with established procedures by performing duties such as staining slides, emulsifying and concentrating by centrifugation, choosing appropriate primary culture media, inoculating to various media, and placing in incubators.
3. Prepares culture media and stock solutions by performing duties such as weighing dehydrated media and chemicals, dissolving in water or other solvents, measuring pH and adjusting as required, and sterilizing by filtration or autoclaving.
4. Monitors supplies and equipment, takes inventories, consults with users, identifies requirements, prepares order requisitions for signature, and maintains related stock control records. Liaises with supervisor regarding problems with inventory and related systems.
5. Receives and checks orders, verifies accuracy of invoices, stocks shelves, checks stored medication for proper storage and dating, and distributes supplies. Contacts suppliers to obtain information and to resolve discrepancies.
6. Performs administrative support duties such as producing labels, inputting data into computer programs, maintaining patient and specimen information, receiving and relaying phone messages, completing forms, compiling information and statistics, packaging items for shipping, and sorting and distributing mail.
7. Performs cleaning duties such as washing equipment and supplies, and cleaning work area.
8. Performs other duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Medical Laboratory Assistant Certificate
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Knowledge of laboratory routines
- Ability to type

CLASSIFICATION GRID: 6

BENCHMARK TITLE: PHARMACY ASSISTANT

BENCHMARK NUMBER: 83900

JOB FAMILY: HEALTH SERVICES

SCOPE AND LEVEL DEFINITION

Assists with the preparation and distribution of medications, and performs related administrative support duties.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists in the preparation of medications in accordance with established procedures and pharmaceutical practice by performing duties such as counting and measuring drugs, packing and labeling medication, repacking/pre-packing into unit standards, and compounding lotions, ointments, and creams.
2. Monitors supplies and equipment, takes inventories, consults with users, identifies requirements, prepares order requisitions for signature, and maintains related stock control records. Liaises with supervisor or delegated Pharmacist regarding problems with inventory and related systems.
3. Receives and checks orders, verifies accuracy of invoices, stocks shelves, checks stored medication for proper storage and dating, and distributes supplies. Refers discrepancies to supervisor.
4. Performs administrative support duties such as producing labels, inputting data into computer programs, maintaining patient medication profiles, receiving and relaying phone messages, completing forms, compiling information and statistics, packaging items for shipping, and sorting and distributing mail.
5. Performs cleaning duties such as washing equipment and supplies, and cleaning work area.
6. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Pharmacy Technician Certificate
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to type
- Ability to organize and prioritize
- Knowledge of established pharmaceutical practices
- Knowledge of pharmaceutical names and special storage requirements

CLASSIFICATION GRID: 8**BENCHMARK TITLE: DIALYSIS TECHNICIAN****BENCHMARK NUMBER: 83200****JOB FAMILY: HEALTH SERVICES****SCOPE AND LEVEL DEFINITION**

Sets up, operates and monitors equipment during dialysis, cleans and sterilizes and performs preventative maintenance on dialysis equipment, and provides education and information to clients, caregivers, and staff regarding the functioning of the dialysis equipment.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Sets up dialysis equipment by performing duties such as warming up machines, attaching tubing, calibrating and checking alarms, running infusion medication through blood lines, setting monitors and flow rates, and testing the dialyzer, pH, and conductivity.
2. Monitors and adjusts equipment and responds to alarms during dialysis as required.
3. Provides education and information to clients, caregivers, and staff regarding dialysis equipment and setup and operation, providing demonstrations of equipment and procedures as required.
4. Cleans, sterilizes, lubricates and performs preventative maintenance of dialysis equipment such as replacing tubes and fuses.
5. Provides input into the evaluation of new equipment.
6. Completes and maintains related records and documentation such as preventative maintenance schedules and logs, statistics, and performance reports.
7. Performs safety checks on dialysis related equipment and performs quality assurance tests such as water sample checks.
8. Assists nursing staff in meeting basic patient needs as required.
9. Places and receives orders, and maintains various supply inventories.
10. Disposes of, or ensures the disposal of, biohazardous waste.
11. Performs administrative support duties such as producing labels, inputting data into computer programs, completing forms, compiling information and statistics, and packaging items for shipping.
12. Performs other duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Renal Dialysis Technician Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to deal with others effectively
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to type

[3] ADMINISTRATIVE SERVICES

**INDEX OF
COMMUNITY SUBSECTOR – ADMINISTRATIVE SERVICES BENCHMARKS**

[3] ADMINISTRATIVE SERVICES

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**BENCHMARK
Accounting
Administrator 1**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 13
BENCHMARK NUMBER: 80780

BENCHMARK TITLE: ACCOUNTING ADMINISTRATOR 1
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Prepares or ensures the preparation of, and verifies the accuracy of accounting reports and records such as balance sheets, income statements, general ledger and annual T4 slips, and may supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Prepares or ensures the preparation of, and verifies the accuracy of, various reports and analyses such as period end balance sheets and income statements, general ledger, year-end working papers, salary costing projections, draft budgets, cash flow estimates, provincial and federal sales tax returns, and comparative expenditure statements.
2. Works with auditors to design, maintain, and prepare account reconciliation and analytic working papers. Responds to inquiries from auditors, and makes required adjustments.
3. Develops work procedures, and ensures that department standards are maintained, transactions are accurate and deadlines are met. Provides input on policies and operational requirements to the Manager.
4. Performs payroll and accounting functions including posting to the general ledger, completing trial balances, reviewing journal entries, reconciling and balancing payroll data. Maintains records, compiles information, and performs analyses and summaries including preparing records of employment and Workers' Compensation Board employer claim forms, calculating retroactive payments. Prepares or ensures the preparation of monthly and quarterly financial reports, annual T4 slips and draft budgets, and collects information required for audits.
5. Follows up on overdue accounts and makes decisions regarding related action. Identifies reasons for discrepancies and takes corrective action.
6. Performs banking functions such as preparing and making bank deposits, including operating on-line bank balance systems, reconciling bank statements, monitoring bank account memos and bank charges to ensure compliance with contractual arrangements, and maintaining lists of authorized signing officers for bank accounts.
7. Manages cash resources by performing duties such as monitoring and reporting cash deficiencies, maintaining and modifying computerized cash flow forecasting models, making investment recommendations, and performing investment income accounting.
8. Answers inquiries by telephone and in person and takes corrective action.

**BENCHMARK
Accounting
Administrator 1**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Accounting Management
- Recent, related experience of four years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of principles and practices related to accounting, and financial and budget management
- Ability to supervise
- Ability to develop, evaluate, and monitor financial systems and procedures

**BENCHMARK
Accounting
Administrator 2**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 14
BENCHMARK NUMBER: 80790

BENCHMARK TITLE: ACCOUNTING ADMINISTRATOR 2
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Oversees the accounting and/or payroll functions of the organization by developing and maintaining systems, policies, and procedures, including establishing methods for depreciation of assets, revenue deferral, and accruals. Prepares or ensures the preparation of, and verifies the accuracy of, accounting and/or payroll reports and records such as balance sheets, income statements, general ledgers, and annual T4 slips. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Oversees the accounting and/or payroll function of the organization by developing and maintaining systems, policies, and procedures, including establishing methods for depreciation of assets, revenue deferral, and accruals. Ensures department standards are maintained, transactions are accurate, and deadlines are met.
2. Prepares or oversees the preparation, and verifies the accuracy of, various reports and analyses such as period end balance sheets and income statements, general ledger, year-end working papers, salary costing projections, draft budgets, cash flow estimates, provincial and federal sales tax returns, and comparative expenditure statements.
3. Works with auditors to design, maintain, and prepare account reconciliation and analytic working papers. Responds to inquiries from auditors, and makes required adjustments.
4. Performs banking functions such as preparing and making bank deposits, including operating on-line bank balance systems, reconciling bank statements, monitoring bank account memos and bank charges to ensure compliance with contractual arrangements, and maintaining lists of authorized signing officers for bank accounts.
5. Manages cash resources by performing duties such as monitoring and reporting cash deficiencies, maintaining and modifying computerized cash flow forecasting models, making investment recommendations, and performing investment income accounting.
6. Answers inquiries by telephone and in person and takes corrective action.
7. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Accounting designation such as CGA, CMA, or CA
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of principles and practices related to accounting, and financial and budget management
- Ability to supervise
- Ability to develop, evaluate, and monitor financial systems and procedures
- Ability to interpret and apply policies and procedures

**BENCHMARK
Administrative
Support 1**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 3

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 1

BENCHMARK NUMBER: 80110

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs general administrative support functions such as filing, photocopying, and distributing mail.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs general record management duties such as assembling files, assigning file numbers, preparing file folders, and filing and distributing documents and files.
2. Receives, records, sorts, and distributes incoming and outgoing mail, faxes, internal correspondence, and courier documents. Picks up and/or delivers supplies and materials.
3. Operates office equipment such as photocopiers, shredders, and fax machines, and carries out minor maintenance, such as loading paper, removing paper jams, cleaning glass, and changing toner cartridges. Refers further maintenance required to supervisor.
4. Maintains a stock of supplies in the work station area.
5. Performs basic word processing and/or typing functions such as preparing file labels and lists.
6. Takes messages, provides basic information, and answers routine inquiries in accordance with established guidelines.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize work
- Ability to type

**BENCHMARK
Administrative
Support 2**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 4

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 2

BENCHMARK NUMBER: 80101

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Operates a multi-line switchboard or phone, and/or performs administrative support functions such as general word processing and data entry.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Operates a multi-line switchboard or phone, and performs reception duties such as directing calls, receiving and relaying messages, receiving and directing visitors, and responding to in-person and telephone inquiries. Refers problems to supervisor.
2. Performs general word processing and data entry functions such as inputting client information into relevant computerized systems, maintaining relevant registers, and typing from rough draft or general instruction, including correspondence, reports, and documents.
3. Performs general record management duties such as assembling files, assigning file numbers, preparing file folders, and filing and distributing documents and files.
4. Receives, records, sorts and distributes incoming and outgoing mail, faxes, internal correspondence, and courier documents, using a postage meter as required. Signs for receipt of packages and shipments.
5. Performs general office functions such as booking and setting up meeting rooms, arranging conference calls, and maintaining a stock of supplies in the work area.
6. Operates office equipment such as photocopiers, shredders, and fax machines, and carries out minor maintenance, such as loading paper, removing paper jams, cleaning glass, and changing toner cartridges. Refers further maintenance required to supervisor.
7. Assists with client intake by performing duties such as obtaining client information and completing documentation required. Schedules and confirms clients for appointments, and maintains waiting lists.
8. Receives, records, checks, and balances cash transactions, including receiving payments, issuing receipts, and maintaining a petty cash account.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Performs general timekeeping functions such as tracking hours worked, and reviewing timesheets for accuracy.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Assistant Certificate
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Knowledge of Business English
- Knowledge of general office procedures

**BENCHMARK
Administrative
Support 3**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 5

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 3

BENCHMARK NUMBER: 80103

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs a variety of administrative support functions such as word processing, composing and signing correspondence, typing medical and legal reports and documents from notes and/or recording devices, and answering general inquiries related to programs and policies.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs word processing duties such as inputting client information, maintaining relevant registers, updating manuals, and preparing medical, legal, and other reports, charts, tables, letters, presentation material, and newsletters from rough draft, general instruction, and/or recording devices, using software applications such as word processing, spreadsheets, graphics, and databases.
2. Sorts and distributes mail, completes forms for signature, and packages items for shipping, including samples and lab specimens. Signs for receipt of packages and shipments.
3. Answers general inquiries by telephone and in person from a variety of sources such as clients, doctors' offices, the Workers' Compensation Board, staff, and the public, and provides direction and/or general information about programs and policies. Refers problems to supervisor.
4. Performs record management duties such as setting up and maintaining numeric, alphabetical, and subject filing systems, indexing files, and materials to be filed, and conducting file searches for requested information.
5. Composes and signs general correspondence such as appointment confirmations, payment reminders, and information requests. Drafts correspondence for review and signature.
6. Gathers and compiles information as required, such as client information and statistics.
7. Assists with client intake by performing duties such as obtaining information, completing documentation required for admission, and liaising with information sources to obtain additional client information. Schedules and confirms clients for programs and/or services, and establishes and maintains waiting lists.
8. Arranges meetings as directed, books meeting rooms, and types and circulates notices and agendas. Transcribes and distributes notes and minutes of meetings.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Contacts designated authority or supervisor, and informs of building maintenance and repair requirements.
10. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and/or provide general information.
11. Performs general staffing and timekeeping functions such as calling in relief staff from a pre-established list, tracking hours worked, and reviewing timesheets for accuracy.
12. Receives, records, checks, and balances cash transactions, including receiving payments, issuing receipts, and maintaining a petty cash account.
13. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Administration Certificate
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology

**BENCHMARK
Administrative
Support 4**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 8

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 4

BENCHMARK NUMBER: 80104

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs administrative support functions such as secretarial duties, monitoring expenditures, and providing input into the development and evaluation of programs, policies, procedures, and standards for a program, Manager, and/or unit. May supervise administrative support staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs secretarial duties for a program, Manager, and/or unit, such as screening and prioritizing incoming materials, managing schedules, arranging meetings, taking minutes, composing correspondence, and making basic updates to internet web-sites in accordance with established procedures.
2. Performs word processing duties such as inputting client information, maintaining relevant registers, updating manuals, and preparing medical, legal, and other reports, charts, tables, letters, presentation material, and newsletters from rough draft, general instruction, and/or recording devices, using software applications such as word processing, spreadsheets, graphics, and databases. Proofreads documents as required.
3. Processes and monitors expenditures by performing duties such as initiating documents for purchases (e.g., purchase orders, requisitions) and forwarding for approval as required, verifying coding and calculations, posting invoices to ledgers, reconciling ledgers, following up on discrepancies, and initiating journal vouchers for correction of errors. Investigates invoice anomalies and damaged shipments as required.
4. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
5. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
6. Provides input into the development and evaluation of program policies, procedures, and standards.
7. Arranges for building maintenance and repairs by liaising with contractors and service providers, and attaining required approvals.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

8. Answers inquiries and addresses issues by telephone and in person from a variety of sources such as clients, doctors' offices, the Workers' Compensation Board, staff, and the public.
9. Gathers and compiles information as required, such as client information and statistics. Researches, organizes, and summarizes information for reports.
10. Performs payroll functions such as maintaining the security of timesheets and payroll records, reviewing timesheets for accuracy, verifying cheques against input data, sorting and distributing cheques, and investigating and responding to employee inquiries related to payroll.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Administration Certificate
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology
- Ability to supervise
- Ability to analyze and resolve problems
- Ability to do basic mathematical calculations

BENCHMARK Administrative Support 5

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 80105

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 5
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Oversees the daily operation of an office by performing a variety of administrative support functions such as assisting with the preparation of budgets, and monitoring expenditures for a designated area. Supervises staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Assists with the preparation of budgets by performing duties such as preparing financial summaries and reports, and developing short- and long-term plans for capital needs such as space, furniture, and/or equipment. Assists in applying to funding sources, researching funding alternatives, and organizing funding initiatives.
2. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
5. Assists in the development and evaluation of program policies and standards, and develops and implements work methods and procedures.
6. Performs or ensures completion of secretarial duties for a program, Manager, and/or unit such as developing and maintaining record keeping/filing systems, screening and prioritizing incoming materials, managing schedules, arranging meetings, taking minutes, composing correspondence, and making alterations to internet web-sites.
7. Processes and monitors expenditures by performing duties such as initiating documents for purchases (e.g., purchase orders, requisitions), verifying coding and calculations, liaising with internal departments and/or suppliers, posting invoices to ledgers, reconciling ledgers, and following up on discrepancies.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

8. Assists in the management of grants and/or contracts (e.g., sessional, funded agency, residential facility) by reviewing for accuracy, ensuring payments are consistent with contract terms, tracking and reviewing the financial status of contracts to termination date, identifying and reporting occurrences of over- and under-funding, recommending reallocation of funds to meet financial commitments, and amending contracts as required.
9. Monitors maintenance of the facility and its equipment by consulting with users regarding requirements, contacting suppliers to obtain information such as price, source of supply, and delivery date, and informing user departments. Researches solutions and provides input to supervisor, including information on user needs, cost, and maintenance requirements.
10. Prepares reports by researching, organizing, and summarizing information.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Business Administration
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to supervise
- Ability to analyze and resolve problems
- Ability to do financial calculations
- Ability to evaluate and monitor administrative systems and procedures

BENCHMARK Administrative Support 6

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 13
BENCHMARK NUMBER: 80106

BENCHMARK TITLE: ADMINISTRATIVE SUPPORT 6
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Oversees the delivery of administrative support services for a program or multiple offices by performing functions such as developing and implementing policies and procedures, authorizing expenditures, and managing contracts. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Determines resource requirements, develops short- and long-term plans for capital needs such as space, furniture, and/or equipment, and prepares budget submissions. Authorizes expenditure of funds in accordance with assigned budget and organizational policies. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
4. Develops, evaluates, implements, and modifies program policies, procedures, and standards.
5. Manages grants and/or contracts (e.g., sessional, funded agency, residential facility) by reviewing for accuracy, ensuring payments are consistent with contract terms, tracking and reviewing the financial status of contracts to termination date, flagging cases of over- and under-funding, recommending reallocation of funds to meet financial commitments, and amending contracts as required.
6. Oversees and is accountable for receipt, storage, and distribution of equipment for the centre/agency, and makes recommendations for purchase, lease, replacement, and disposal. Monitors maintenance of the facility and its equipment by consulting with users regarding requirements, contacting suppliers to obtain information such as price, source of supply, and delivery date, and informing user departments. Researches solutions, consults with management on user needs, cost, and maintenance requirements, and selects suppliers.
7. Assists with required internal and external audits, such as financial audits related to assets, and compliance audits of contracts and grants.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

8. Prepares reports by researching, organizing, and summarizing information. Researches and prepares reports and business cases for management related to new programs and/or significant changes to programs by performing duties such as conducting feasibility studies and cost benefit analyses.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Business Administration
- Recent, related experience of five years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to supervise
- Ability to research, analyze, and resolve problems
- Ability to do financial calculations
- Ability to develop, evaluate and monitor administrative systems and procedures
- Knowledge of principles and practices related to accounting and budget management

CLASSIFICATION GRID: 4**BENCHMARK TITLE: FINANCIAL CLERK 1****BENCHMARK NUMBER: 80760****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Performs general duties related to one of more of the following areas: payroll, accounts receivable, billing, and/or accounts payable, such as entering and updating records, verifying information, and matching documents.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Processes financial information such as payroll, accounts receivable, billing, and/or accounts payable, by performing duties such as entering and updating records using a computerized system, calculating client billing totals, matching documents such as invoices to purchase orders, preparing invoices and receipts, verifying information such as quantities and prices, and preparing payments.
2. Maintains records, gathers and compiles information and documents such as data required for budget preparation and lists of overdue accounts, and sends out reminders as directed.
3. Completes and processes forms such as Superannuation refund, pension, status change, and benefit remittance forms.
4. Answers general inquiries by telephone and in person. Refers complex problems to supervisor.
5. Verifies information related to payroll, including checking employee timesheet calculations, verifying client hours, and ensuring that timesheets have appropriate signatures as required. Identifies and resolves related discrepancies such as errors in timesheet calculations and identifying information, and refers complex problems to supervisor.
6. Performs routine cash management duties such as receiving, recording, and issuing receipts for payments, balancing cash transactions, preparing and making bank deposits, reconciling bank statements, and maintaining and balancing petty cash accounts.
7. Performs administrative support duties such as sorting and distributing mail, filing, data entry, photocopying, and answering telephones.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of an introductory accounting course
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Knowledge of Business English
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of practices and procedures related to accounts receivable, accounts payable, and payroll

CLASSIFICATION GRID: 6**BENCHMARK TITLE: FINANCIAL CLERK 2****BENCHMARK NUMBER: 80770****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Performs complex duties related to one or more of the following areas: payroll, accounts receivable, billing, and/or accounts payable, such as posting to general ledger and reconciliations, and may supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Processes financial information such as payroll, accounts receivable, billing and/or accounts payable by performing duties such as entering and updating records using a computerized system, posting accounts payable entries to the general ledger, completing trial balances, following up on overdue accounts and making decisions regarding related action. Identifies reasons for discrepancies, and takes corrective action.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Maintains records and compiles information including preparing records of employment and WCB employer claim forms. Performs analyses and summaries such as calculating retroactive payments and entitlements and preparing salary costing projections. Assists with the preparation of financial statements and annual T-4 slips, and collects information required for budgets and audits.
4. Answers inquiries by telephone and in person. Identifies problems and takes corrective action.
5. Performs payroll duties such as reconciling payroll deductions, balancing billing hours to payroll hours paid, and verifying payroll information. Investigates and resolves discrepancies, and follows up on problems.
6. Performs cash management duties such as receiving, recording, and balancing cash transactions, preparing and making bank deposits, reconciling bank statements, and maintaining and balancing petty cash accounts.
7. Monitors employee eligibility for benefits, provides benefit information to employees, enrolls employees into benefit plans, and processes employee health benefit claim forms.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Accounting Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of practices and procedures related to accounting and payroll
- Ability to supervise

BENCHMARK
Financial/Contract
Administrator 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 12
BENCHMARK NUMBER: 80800

BENCHMARK TITLE: FINANCIAL/CONTRACT ADMINISTRATOR 1
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Provides financial and/or contract administration support to the organization's managers in the development, administration, and control of budgets, grants, and/or contracts with external agencies and service providers, such as sessional contracts, funded agency contracts, and residential facility contracts. May supervise staff. ✓

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Reviews contracts and/or budgets to ensure that all legal and policy requirements are met, such as ensuring that sufficient funding is available, ensuring that associated contract schedules are in accordance with related directives, and ensuring that external contracts are registered in the insurance program for contractors. Identifies anomalies and non-compliance to the relevant manager. ✓
2. Monitors contracts and budgets through to expiration or end of fiscal period by performing duties such as monitoring expenditures against budgets, conducting internal and external financial reviews to check for compliance with terms, identifying anomalies and discrepancies, and recommending solutions and options to relevant manager. ✓
3. Investigates and resolves problems related to contract and budget administration, and modifies and enhances contracts and budgets as required, in accordance with established policy. ✓
4. Performs budget duties such as gathering relevant information, preparing preliminary budgets, determining budget implications of expenditures, and reviewing budgets of service providers for reasonableness.
5. Assists managers responsible for contracts and budgets by performing duties such as providing information related to legal and policy requirements of budgets and contracts, and providing guidance, advice, and recommendations related to contract terms and conditions.
6. Performs projections, forecasts, and analyses, including providing costing information to managers during contract negotiations.
7. Prepares reports such as statistical summaries.
8. Develops and maintains data tracking mechanisms such as databases and record keeping systems. ✓
9. Provides input and feedback regarding office procedures and systems to the Manager.

**BENCHMARK
Financial/Contract
Administrator 1**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

10. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Financial Management
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of principles and practices related to financial and budget management
- Ability to supervise
- Ability to develop, evaluate, and monitor financial systems and procedures

BENCHMARK
Financial/Contract
Administrator 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 14

BENCHMARK TITLE: FINANCIAL/CONTRACT ADMINISTRATOR 2

BENCHMARK NUMBER: 80810

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Provides advanced financial and/or contract administration support such as developing and overseeing financial control and reporting systems, developing and presenting budget submissions and justifications, exercising signing authority, and allocating funds. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Develops, evaluates, and oversees financial control and reporting systems related to budgets, grants, resource allocation, and contracts with external agencies and service providers. Performs needs assessments, and develops and implements systems, such as contract monitoring to ensure compliance with terms and conditions, budget monitoring to ensure that commitments are supported by available funds, and fixed asset management systems.
2. Performs budget duties such as developing budget submissions, preparing and presenting budget justifications and presentations, advising senior managers on budgetary issues, exercising signing authority, allocating and reallocating budget and contract funds, and making recommendations for dealing with surpluses and deficits.
3. Interprets government financial policies for organization staff, and ensures organization's compliance with policy. Makes recommendations related to organization's financial policy.
4. Performs audit functions such as verifying accuracy of financial records, liaising with Auditor General staff during audits, and following up on audits to implement recommendations and to ensure compliance with directives.
5. Performs complex projections, forecasts, and analyses such as cost-benefit analyses, trend analyses, impact analyses, feasibility studies, and business cases for new programs and initiatives. Makes recommendations on issues such as fund allocation, funding options, and contract negotiations.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Accounting designation such as CGA, CMA, or CA
- Recent, related experience of four years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of principles and practices related to financial and budget management
- Ability to supervise
- Ability to develop, evaluate, and monitor financial systems and procedures
- Ability to interpret and apply policies and procedures

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Health Records Technician*

CLASSIFICATION GRID: 6

BENCHMARK TITLE: HEALTH RECORDS TECHNICIAN

BENCHMARK NUMBER: 80170

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs a variety of health records duties such as coding, abstracting, and performing qualitative and quantitative data analysis. May supervise administrative support staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Checks health records for accuracy, completeness, and correct assembly. Processes corrections, and updates information and changes such as changes of address, death notices, and discharge summaries.
2. Codes and abstracts health records for required information, such as diseases, diagnoses, and interventions, in accordance with established guidelines.
3. Performs qualitative and quantitative data analyses such as preparing statistics on admissions, discharges, client demographics, and disease frequency.
4. Gathers and compiles required information, and prepares related manual and computer reports.
5. Maintains record control by performing duties such as ensuring that records are signed out according to established procedures, entering data into the tracking program, and verifying unique unit number assignment, and notifying relevant supervisors when merging of duplicate numbers or other editing is required.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Files, retrieves, and forwards health records for a variety of purposes such as clinical data studies, committee reviews, quantitative analyses, and other requests, in accordance with established policies, procedures, and guidelines regarding information release. Refers problems to the Manager.
8. Performs administrative support duties such as screening and prioritizing incoming material, determining urgency of requests for a supervisor, maintaining registries, and answering inquiries related to health records.
9. Performs other related duties as assigned.

QUALIFICATIONS**Typical Education, Training, and Experience**

- Diploma in Health Information Services
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Ability to establish and maintain rapport with others
- Knowledge of general office procedures
- Knowledge of medical terminology

BENCHMARK
Information Technology
Administrator 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 8	BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 1
BENCHMARK NUMBER: 80480	JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs information systems duties related to support of computer hardware and software.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides support related to hardware, software, application programs, and basic network communications by performing duties such as determining problems, explaining functions to users, and demonstrating applications. Refers complex problems to vendors, technicians, and senior staff.
2. Performs installation, upgrading, preventative maintenance, and routine repair and troubleshooting of hardware, and software such as desk top applications, and makes arrangements for complex repairs.
3. Maintains and updates Internet access, as well as e-mail files, access, and programs. Makes minor modifications to web sites as required.
4. Performs network and server data archiving.
5. Assists users to maintain and make minor modifications to databases and user aides such as menus, command procedures, help files, customized reports, and standard file formats.
6. Identifies requirements for new and modified computer hardware and software, and makes recommendations.
7. Prepares and maintains a variety of documentation and reports such as system documentation and user guides.
8. Performs security administration duties such as monitoring the security of equipment and data, and creating, documenting, adding, and deleting aliases, user groups, access profiles, and passwords. Backs up data, and provides recovery services as required.
9. Performs other related duties as assigned.

BENCHMARK
Information Technology
Administrator 1

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Computer Science
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment and software applications
- Ability to orient and train
- Knowledge of operating systems such as Microsoft NT
- Ability to install, upgrade, operate, troubleshoot, and maintain computer equipment and software applications
- Ability to identify, investigate, assess, document, and resolve software and hardware problems

BENCHMARK
Information Technology
Administrator 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 80490

BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 2
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs information systems duties related to the installation and support of computer servers, networks, databases, hardware, and software. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Installs, configures, upgrades, enhances, and problem solves network systems such as local area networks (LANs) and wide area networks (WANS).
2. Designs web-sites by methods such as downloading webpage builders from the Internet, and making minor modifications.
3. Assists users in designing, implementing, and maintaining custom file systems and databases using existing software.
4. Provides support related to hardware, software, application programs, and complex network communications by performing duties such as diagnosing and resolving problems.
5. Identifies requirements for computer networks, identifies and evaluates options and pricing, makes purchase recommendations, and makes arrangements for implementation. Liaises with external agencies, vendors, and user areas as required.
6. Conducts training programs and seminars, and trains users in the operation of computer equipment and the use of software applications.
7. Prepares and maintains a variety of documentation and reports such as user guides and procedure manuals.
8. Provides direction and monitors work performed by contractors such as installation of power lines, data lines, and hardware. Contacts external contractors and tradespeople to obtain quotes, and arranges for repairs.
9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.

BENCHMARK
Information Technology
Administrator 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Computer Science
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment, networks, and software applications
- Knowledge of advanced level LAN/WAN management
- Ability to orient and train
- Ability to install, configure, operate, and maintain computer equipment, networks, and software applications
- Ability to identify, investigate, assess, document, and resolve network, software, and hardware problems
- Ability to supervise

BENCHMARK
Information Technology
Administrator 3

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 13

BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 3

BENCHMARK NUMBER: 80500

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs information systems duties such as computer programming, customized application development, implementation of complex networking projects, complex database development, and complex telephone system programming. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Plans and implements complex networking projects such as networking multiple sites, integrating multiple desktop, server, and network platforms, and installing telephone and data networks and related systems. Performs duties such as determining cable type, determining physical layout and communication patterns of networks, programming using established overlay programs, investigating and documenting system malfunctions, and resolving problems.
2. Performs computer programming to design, alter, customize, and test computer applications. Designs, implements, tests, evaluates, and makes complex modifications to databases. Plans and implements the installation and configuration of upgrades.
3. Provides support related to hardware, software, application programs, and complex network communications by performing duties such as diagnosing and resolving problems.
4. Evaluates existing and emerging information systems technology, identifies requirements, analyzes alternative products, performs cost benefit analysis, and makes recommendations. Liaises with external agencies, vendors, and user areas as required.
5. Develops and conducts training programs and seminars, and trains users in the operation of computer equipment and the use of software applications.
6. Develops, tests, and maintains disaster recovery procedures.
7. Authorizes expenditure of funds in accordance with assigned budget and organizational policies. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.
8. Prepares and maintains a variety of documentation and reports such as procedure manuals and business cases.

BENCHMARK
Information Technology
Administrator 3

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Bachelor's degree in Computer Science
- Microsoft SE certification
- Recent, related experience of three years
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment, networks, and software applications
- Ability to orient and train
- Ability to install, configure, operate, and maintain computer equipment, networks, and software applications
- Ability to identify, investigate, assess, document, and resolve network, software, and hardware problems
- Ability to supervise
- Ability to program in relevant computer language

BENCHMARK
Information Technology
Administrator 4

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 15
BENCHMARK NUMBER: 80510

BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 4
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs business system development functions such as planning new systems, integrating platforms, performing impact analyses, and making business process improvement recommendations. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Plans and implements system development, enhancement, and maintenance by performing duties such as evaluating existing and emerging information systems technology, performing budget and risk/impact analyses, making purchase and risk minimization recommendations, and developing and executing project plans for implementation. Liaises with external agencies, vendors, and user areas as required.
- ✓ 2. Provides technical support to operations staff in determining and correcting system problems involving operating systems, networks, databases, languages, and applications.
3. Develops data security guidelines, policies, and procedures.
4. Authorizes expenditure of funds in accordance with assigned budget and organizational policies. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.
5. Prepares and maintains a variety of documentation and reports such as business process improvement plans and business cases.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Performs other related duties as assigned.

BENCHMARK
Information Technology
Administrator 4

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

QUALIFICATIONS

Typical Education, Training, and Experience

- Bachelor's degree in Computer Science
- Recent, related experience of five years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment, networks, and software applications
- Ability to orient and train
- Ability to install, configure, operate, and maintain computer equipment, networks, and software applications
- Ability to identify, investigate, assess, document, and resolve network, software, and hardware problems
- Ability to supervise
- Ability to program in relevant computer language
- Ability to perform budget and risk/impact analyses
- Ability to plan, develop, implement, manage, and evaluate complex projects, programs, systems, and budgets

CLASSIFICATION GRID: 7**BENCHMARK TITLE: LIBRARY TECHNICIAN****BENCHMARK NUMBER: 80175****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Under the direction of a Librarian performs a variety of technical library functions, and assists library users by locating reference materials, and by providing information, instruction, and assistance. Performs related purchasing and administrative support duties.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs technical library functions such as cataloguing, indexing, and shelving library materials, completing bibliographic descriptions, and assigning subject headings.
2. Assists library users to locate reference materials by performing duties such as researching information, performing database and on-line searches, and processing interlibrary loans.
3. Provides information, instruction, and assistance to library users on topics such as available research services, database use, library research techniques, audiovisual equipment operation, borrowing procedures, and loan periods.
4. Performs purchasing duties such as obtaining and verifying order information, processing requisitioned orders and supporting documents in accordance with established policy, receiving ordered materials, verifying invoices, and resolving discrepancies. Assists with inventory counts as required.
5. Circulates reference materials such as books, journals, periodicals, and audiovisuals.
6. Operates and maintains audiovisual equipment, and forwards for repair as required.
7. Performs administrative support duties such as sorting mail, filing, photocopying, and packaging materials for shipping.
8. Completes and maintains related records and documentation such as audiovisual booking lists, overdue notices, loan records, and library utilization statistics.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Library Technician Diploma
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Knowledge of general office procedures
- Ability to establish and maintain rapport with clients
- Knowledge of medical terminology
- Knowledge of library procedures and standards

CLASSIFICATION GRID: 3**BENCHMARK TITLE: MATERIELS MANAGEMENT 1****BENCHMARK NUMBER: 80601****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Performs materiels management duties in a centralized environment, such as placing standing orders, and receiving, loading, unloading, and distributing supplies and materiels.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Places standing orders with specified suppliers by performing duties such as completing requisitions and distributing as required.
2. Performs receiving duties such as receiving goods, checking packing slips against invoices, recording quantities received, and checking for and recording shortages, damaged materiels, and substitutions. Refers discrepancies and problems to supervisor.
3. Loads, unloads, and distributes supplies and materiels to appropriate departments using equipment such as pallet jacks and dollies.
4. Picks orders from inventory in storage areas.
5. Performs inventory management duties such as taking physical inventory counts, rotating inventory, checking expiration dates, and informing supervisor of inventory shortages.
6. Prepares and packages medical and non-medical supplies for shipping by performing duties such as packaging, insulating, and labelling. Prepares waybills as required.
7. Enters the receipt and disbursement of supplies and materials into manual and computerized inventory systems. Notifies supervisor when reorder points are reached.
8. Responds to general inquiries related to inventory and order status.
9. Completes and maintains related records and documentation such as logs and filing systems for shipping transactions.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize

CLASSIFICATION GRID: 7**BENCHMARK TITLE: MATERIELS MANAGEMENT 2****BENCHMARK NUMBER: 80602****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Performs materiel management duties such as meeting with user departments to identify materiel and supply requirements, and contacting suppliers to investigate and resolve discrepancies and problems. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Processes purchase requests by performing duties such as meeting with user departments to identify materiel and supply requirements, contacting suppliers to determine availability and negotiate prices, and preparing and forwarding purchase orders in accordance with policy.
2. Contacts suppliers and investigates and resolves discrepancies and problems such as incorrect invoices, outstanding and back ordered items, duplicate shipments, and damaged goods.
3. Performs inventory management duties such as maintaining perpetual inventory records, forecasting usage of items, assisting in establishing reorder points, following up on inventory shortages, and arranging for disposal of outdated, obsolete, and damaged inventory. Stores and disposes of controlled goods and hazardous materials in accordance with relevant regulations.
4. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
5. Performs receiving duties such as signing for goods received, checking packing slips against invoices, recording quantities received, and checking for and recording shortages, damaged materiel, and substitutions.
6. Responds to inquiries related to inventory and order status.
7. Completes and maintains related records and documentation such as supply and equipment catalogues and logs of transactions with suppliers.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of a purchasing course
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to supervise
- Knowledge of stores methods and procedures

CLASSIFICATION GRID: 10
BENCHMARK NUMBER: 80603

BENCHMARK TITLE: MATERIELS MANAGEMENT 3
JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Oversees and administers the organization's centralized purchasing, receiving, warehousing, and inventory distribution functions, and negotiates, evaluates, and manages purchase contracts. Supervises staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Oversees the day-to-day operation of the organization's centralized purchasing, receiving, warehousing, and inventory distribution functions by performing duties such as establishing, evaluating, and revising inventory control systems, establishing inventory re-order points, developing inventory forecasting models, forecasting inventory levels, purchasing, and resolving problems with customers and vendors.
2. Tenders, negotiates, evaluates, and manages purchase contracts.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Completes and maintains related records and documentation such as statistics, reports, business plans, and proposals related to activity of the organization's centralized purchasing, receiving, warehousing, and inventory distribution functions.
5. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Business Administration
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to supervise
- Ability to develop, evaluate, and monitor materiels management systems and procedures
- Ability to analyze and resolve problems

CLASSIFICATION GRID: 13**BENCHMARK TITLE: RESEARCH ANALYST****BENCHMARK NUMBER: 80560****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Plans and conducts research and qualitative and/or quantitative data analysis. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Searches out, reviews, and acquires data on health related issues by methods such as researching historical and archival data, performing literature searches, accessing on-line databases, performing interviews, and consulting with national and provincial groups and organizations.
2. Performs qualitative and quantitative data analysis, projections, and forecasts using descriptive and statistical methodologies, including computerized statistical software, and identifies and advises of gaps in data and data limitations. Identifies issues, trends, developments, and implications.
3. Plans and conducts research studies by performing duties such as determining information needs, designing questionnaires, and conducting surveys. Develops, tests, implements, and evaluates health information gathering tools such as questionnaires and surveillance forms, and recommends changes.
4. Prepares reports such as briefing notes, planning summaries, and issue papers by performing duties such as summarizing research data, preparing charts, tables, and graphs, compiling information into integrated reports, and formulating recommendations based on findings, including program and budgetary recommendations. Prepares and delivers presentation material as required.
5. Develops and maintains data collection and recording systems such as databases, spreadsheets, and web-sites, including designing ad hoc reports. Writes computer programs and macros to capture and edit data, and/or liaises with information systems department for same.
6. Reviews staff and outside agency research proposals, recommends acceptance or rejection, and advises on appropriate research methodologies, measurement criteria, and techniques. Assists departmental and outside agency representatives in gathering data, monitoring data quality, and interpreting results, as required.
7. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
8. Prepares grant applications and project proposals to secure funding, and liaises with funding agencies to access resources for organizational initiatives.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Bachelor's degree in related field such as Health Information Science
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to establish and maintain rapport with others
- Knowledge of medical terminology
- Ability to analyze and resolve problems
- Knowledge of statistical design and quantitative and qualitative statistical methods
- Ability to supervise
- Ability to design and implement research studies
- Ability to perform complex statistical and trend analyses, projections, and forecasts

CLASSIFICATION GRID: 8**BENCHMARK TITLE: PAYROLL ADMINISTRATOR****BENCHMARK NUMBER: 80775****JOB FAMILY: ADMINISTRATIVE SERVICES****SCOPE AND LEVEL DEFINITION**

Prepares or ensures the preparation of, and verifies the accuracy of payroll reports and records, such as payroll registers, payroll analyses, and T-4 forms and summaries. Calculates and distributes, or ensures the calculation and distribution of, Receiver General remittances. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Processes or ensures the processing of payroll, including performing manual earnings and deduction calculations and transmitting payroll information to financial institutions.
2. Ensures completion of payroll duties such as reconciling payroll deductions, balancing billing hours to payroll hours paid and reconciling bank statements. Verifies the accuracy of payroll reports. Investigates and resolves discrepancies, and follows up on problems.
3. Ensures completion of year-end reporting including completing working papers, annual T-4 slips, and related summaries. Collects information required for budgets and audits. Assists with the preparation of financial statements.
4. Calculates and distributes Receiver General remittances.
5. Completes and maintains records and compiles information including preparing records of employment and WCB employer claim forms. Performs analyses and summaries such as calculating retroactive payments and entitlements and preparing salary costing projections.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Completion of the Payroll Supervisor certification from the Canadian Payroll Association
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Knowledge of general office procedures
- Ability to analyze and resolve problems
- Ability to do mathematical and financial calculations
- Knowledge of practices and procedures related to accounting and payroll
- Ability to supervise

[4] FOOD SERVICES

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COMMUNITY SUBSECTOR – FOOD SERVICES BENCHMARKS

[4] FOOD SERVICES

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CLASSIFICATION GRID: 5

BENCHMARK TITLE: COOK 1

BENCHMARK NUMBER: 80201

JOB FAMILY: FOOD SERVICES

SCOPE AND LEVEL DEFINITION

Prepares and serves meals, and provides direction to food service workers, clients, and/or volunteers.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Prepares and serves meals and snacks in accordance with established menus and recipes, by performing duties such as planning food preparation and cooking schedules, cooking, roasting, grilling, baking, testing for palatability, and carving. Modifies and adjusts established menus as required.
2. Provides direction to food service workers, clients, and/or volunteers, and monitors and assists as required.
3. Performs inventory control duties such as storing and rotating food and supplies.
4. Performs cleaning duties such as cleaning food preparation equipment, sweeping and mopping floors, cleaning sinks and counters, cleaning kitchen and storage areas such as walls, ovens, and freezers, and removing garbage.
5. Washes, scrubs, and rinses pots, pans, dishes, and utensils by hand, dishwasher, and/or potwasher.
6. Monitors functioning of equipment, and reports malfunctions and maintenance and repair requirements to manager.
7. Receives supplies, checks invoices against orders and goods received, stores supplies, and updates inventory records. Refers problems to supervisor.
8. Completes and maintains related records and documentation such as recipes and records of client preferences, allergies, and special dietary needs.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Professional Cook Training Certificate
- Certificates in First Aid and Food Safe
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize and prioritize

BENCHMARK Cook 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 6

BENCHMARK TITLE: COOK 2

BENCHMARK NUMBER: 80220

JOB FAMILY: FOOD SERVICES

SCOPE AND LEVEL DEFINITION

Prepares and serves meals, provides direction to Cook 1s, food service workers, clients, and/or volunteers, and performs related administrative functions.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs administrative duties such as estimating food and supply requirements based on menus and minimum/maximum inventory levels, placing purchase orders with external suppliers, receiving supplies, checking invoices against orders and goods received, storing and distributing supplies, and contacting suppliers to obtain and provide information and to investigate invoice anomalies and damaged shipments. Shops for food items and monitors kitchen expenditures.
2. Prepares and serves meals and snacks in accordance with established menus and recipes, by performing duties such as planning food preparation and cooking schedules, cooking, roasting, grilling, baking, testing for palatability, and carving. Modifies and adjusts established menus as required.
3. Provides direction to Cook 1s, food service workers, clients, and/or volunteers, and monitors and assists as required.
4. Performs inventory control duties such as storing and rotating food and supplies.
5. Performs cleaning duties such as cleaning food preparation equipment, sweeping and mopping floors, cleaning sinks and counters, cleaning kitchen and storage areas such as walls, ovens, and freezers, and removing garbage.
6. Washes, scrubs, and rinses pots, pans, dishes, and utensils by hand, dishwasher, and/or potwasher.
7. Monitors functioning of equipment, and reports malfunctions and maintenance and repair requirements to manager.
8. Completes and maintains related records and documentation such as recipes and records of client preferences, allergies, and special dietary needs.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Professional Cook Training Certificate
- Certificates in First Aid and Food Safe
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize and prioritize

CLASSIFICATION GRID: 7

BENCHMARK TITLE: COOK 3

BENCHMARK NUMBER: 80230

JOB FAMILY: FOOD SERVICES

SCOPE AND LEVEL DEFINITION

Plans and develops menus and recipes, including special diets, performs related administrative duties, and/or supervises Cooks and/or food service workers.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Plans and develops menus and recipes including special diets such as diabetic, lactose intolerant, low fat, and vegetarian.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Performs administrative duties such as estimating food and supply requirements based on menus and minimum/maximum inventory levels, placing purchase orders with external suppliers, receiving supplies, checking invoices against orders and goods received, storing and distributing supplies, and contacting suppliers to obtain and provide information and to investigate invoice anomalies and damaged shipments. Shops for food items and monitors kitchen expenditures.
4. Prepares and serves meals and snacks by performing duties such as planning food preparation and cooking schedules, cooking, roasting, grilling, baking, testing for palatability, and carving.
5. Provides direction to clients and/or volunteers, and monitors and assists as required.
6. Performs inventory control duties such as storing and rotating food and supplies.
7. Performs cleaning duties such as cleaning food preparation equipment, sweeping and mopping floors, cleaning sinks and counters, cleaning kitchen and storage areas such as walls, ovens, and freezers, and removing garbage.
8. Washes, scrubs, and rinses pots, pans, dishes, and utensils by hand, dishwasher, and/or potwasher.
9. Monitors functioning of equipment, and reports malfunctions and maintenance and repair requirements to manager.
10. Completes and maintains related records and documentation such as recipes and records of client preferences, allergies, and special dietary needs.

11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Professional Cook Training Certificate
- Certificates in First Aid and Food Safe
- Recent, related experience of three years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to supervise

CLASSIFICATION GRID: 3

BENCHMARK TITLE: FOOD SERVICE WORKER

BENCHMARK NUMBER: 80206

JOB FAMILY: FOOD SERVICES

SCOPE AND LEVEL DEFINITION

Performs a variety of food service duties, and assists Cooks in food preparation.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides food service by performing duties such as setting up dining areas, bringing out and putting away supplies, operating dispensing machines, and serving food and beverages. Operates a cash register, and takes cash and/or meal tickets for food items.
2. Performs limited food preparation such as heating prepared food, and making tea, coffee, toast, salads, and sandwiches. Assists Cooks by performing duties such as washing, peeling, slicing, and storing vegetables and fruit, and counting, weighing, and measuring ingredients.
3. Washes, scrubs, and rinses pots, pans, dishes, and utensils by hand, dishwasher, and/or potwasher.
4. Performs cleaning duties such as cleaning food preparation equipment, sweeping and mopping floors, cleaning sinks and counters, cleaning kitchen and storage areas such as walls, ovens, and freezers, and removing garbage.
5. Performs inventory control duties such as storing and rotating food and supplies.
6. Performs administrative support duties such as answering the telephone, filing, writing information on menu cards, and checking cards against lists.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 10
- Food Safe Certificate
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment

[5] ENVIRONMENTAL SERVICES

INDEX OF
COMMUNITY SUBSECTOR - ENVIRONMENTAL SERVICES BENCHMARKS

[5] ENVIRONMENTAL SERVICES

<u>BENCHMARK TITLE</u>	<u>HSCIS CODE</u>	<u>INDEX #</u>
Custodian/Security Attendant	80350	5-1
Housekeeper	80300	5-2
Maintenance Worker	80400	5-3
Residence Building Attendant	80410	5-4

BENCHMARK
Custodian/Security
Attendant

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 4

BENCHMARK TITLE: CUSTODIAN/SECURITY ATTENDANT

BENCHMARK NUMBER: 80350

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Performs security duties such as patrolling buildings and grounds and enforcing facility regulations, and/or performs basic maintenance and repair duties.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs security duties for the facility such as patrolling buildings and grounds, checking that doors and windows are secure, escorting unwelcome visitors out of the building, testing safety equipment, directing fire drills, and obtaining appropriate services in emergencies.
2. Observes client behaviour, investigates and handles disturbances, deals with client emergencies in accordance with guidelines, and reports incidents to appropriate staff or authorities.
3. Performs basic maintenance and repair work such as unplugging sinks and toilets, filling nail holes, touching up paint, checking oil and fluid levels, and replacing tap washers, light bulbs, fluorescent tubes, and door handles. Notifies supervisor of major repair and maintenance requirements, and contacts external contractors and tradespeople to obtain quotes as required.
4. Cleans external areas such as entranceways, sidewalks, and parking lots using manual and power brooms, rakes, shovels, and other equipment to remove dirt, leaves, snow, and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning, and watering.
5. Cleans, washes, and disinfects building areas such as walls, windows, ceilings, floors, carpets, air vents, furniture, mattresses, blinds, and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing, and buffing, using various manual and power cleaning equipment.
6. Monitors maintenance and housekeeping supplies. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.
7. Provides clients with basic information related to the building. Explains clients' responsibilities for duty assignments, provides direction, and monitors and assists clients with chores.
8. Collects and removes garbage and recyclable materials, and ensures the safe disposal of hazardous waste.

**BENCHMARK
Custodian/Security
Attendant**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Transports equipment, furniture, and supplies manually and/or using aides such as dollies and carts. Arranges furniture for special events.
10. Completes and maintains related records and documentation such as maintenance logs and security incident reports.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Building Service Worker Certificate
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work

CLASSIFICATION GRID: 3

BENCHMARK TITLE: HOUSEKEEPER

BENCHMARK NUMBER: 80300

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Performs housekeeping duties such as sweeping, mopping floors, vacuuming, dusting, laundry, and washing walls, windows, and ceilings.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Cleans, washes, and disinfects building areas such as walls, windows, ceilings, floors, carpets, air vents, furniture, mattresses, blinds, and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing, and buffing, using various manual and power cleaning equipment.
2. Maintains housekeeping equipment by cleaning and replacing items such as filter bags and mop heads. Reports unsafe and faulty equipment, fixtures, and furniture to supervisor. Ensures safe use and storage of all cleaning supplies, and maintains supply inventory and related records as required.
3. Provides clients with basic information related to the building. Explains clients' responsibilities for duty assignments, provides direction, and monitors and assists clients with chores.
4. Collects and removes garbage, and ensures the safe disposal of hazardous waste.
5. Transports equipment, furniture, and supplies manually and/or using aides such as dollies and carts. Arranges furniture for special events.
6. Performs laundry duties such as washing linens and clothing.
7. Cleans external areas such as entranceways and sidewalks by removing dirt, leaves, snow, and other refuse.
8. Completes and maintains related records and documentation such as logs and key registers.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Building Service Worker Certificate
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work

CLASSIFICATION GRID: 5

BENCHMARK TITLE: MAINTENANCE WORKER

BENCHMARK NUMBER: 80400

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Performs maintenance and repairs related to buildings, grounds, and equipment, in one or more areas such as electrical, plumbing, painting, and groundskeeping.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Establishes, monitors, and carries out preventative maintenance procedures and schedules for buildings, equipment, and grounds. Ensures building and equipment meet all safety, security, and fire regulations and policies. Makes recommendations for major repairs and purchases to Supervisor.
2. Performs carpentry, electrical, painting, mechanical, and plumbing maintenance and repairs such as repairing furniture, constructing shelves, installing switches, replacing plugs and other basic appliance repairs, applying paint and other finishes, repairing drywall, disassembling and reassembling equipment, replacing sinks and toilets, and applying finishing material such as linoleum.
3. Monitors work performed by contractors, prepares estimates of labour and material costs, contacts external contractors and tradespeople to obtain quotes, and arranges for major repairs and maintenance work.
4. Collects and removes garbage and recyclable materials, and ensures the safe disposal of hazardous waste.
5. Cleans external areas such as entranceways, sidewalks, and parking lots using manual and power brooms, rakes, shovels, and other equipment to remove dirt, leaves, snow, and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning, and watering.
6. Completes and maintains related records and documentation such as maintenance logs and security incident reports.
7. Transports equipment, furniture, and supplies manually and/or using aides such as dollies and carts. Arranges furniture for special events.
8. Monitors maintenance and housekeeping supplies. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.

9. Provides clients with basic information related to the building. Explains clients' responsibilities for duty assignments, provides direction, and monitors and assists clients with chores.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to plan, organize, and prioritize

BENCHMARK
Residence Building
Attendant

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 5

BENCHMARK TITLE: RESIDENCE BUILDING ATTENDANT

BENCHMARK NUMBER: 80410

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Responsible for the administrative, maintenance, and security functions of apartments. May supervise work crews and/or provide direction to volunteers.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs administrative functions related to property management and landlord/tenant relations such as rent collection, security deposits, petty cash, bookkeeping functions, banking, and related record keeping.
2. Performs suite and building maintenance and repair functions such as dry wall repair, applying paint, and repairing and replacing appliance plugs, sinks, taps, toilet parts, range hoods, and light fixtures. Performs mechanical maintenance on equipment such as lawn mowers, weed eaters, and appliances by cleaning, greasing, oiling, and replacing broken and worn parts.
3. Interacts with clients, observes client behaviour, investigates and handles disturbances, deals with client emergencies in accordance with guidelines, and reports incidents to appropriate staff or authorities.
4. Assists in developing short- and long-term plans for items such as capital needs, servicing of equipment, landscaping, and grounds maintenance.
5. Makes recommendations regarding the property/maintenance budget, and monitors expenditures for property maintenance.
6. Maintains security of the property by performing duties such as patrolling buildings and grounds, checking that doors and windows in common areas are secure, escorting unwelcome visitors out of the building, testing safety equipment, directing fire drills, and obtaining appropriate services in emergencies.
7. Cleans external areas such as entranceways, sidewalks, and parking lots using manual and power brooms, rakes, shovels, and other equipment to remove dirt, leaves, snow, and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning, and watering.

BENCHMARK
Residence Building
Attendant

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

8. Provides instructions and supervision to work crews, and/or provides direction to volunteers. Monitors work performed by contractors, contacts external contractors and tradespeople to obtain quotes, and arranges for major repairs and maintenance.
9. Monitors maintenance and housekeeping supplies. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Building Manager (Residential) Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to plan, organize, and prioritize

[6] TRANSPORTATION SERVICES

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COMMUNITY SUBSECTOR – TRANSPORTATION SERVICES BENCHMARKS

[6] TRANSPORTATION SERVICES

<u>BENCHMARK TITLE</u>	<u>HSCIS CODE</u>	<u>INDEX #</u>
Dispatcher	80895	6-1
Transport 1	80897	6-2
Transport 2	80898	6-3
Transport 3	80900	6-4
Transportation Scheduler	80896	6-5

BENCHMARK *Dispatcher*

CLASSIFICATION GRID: 4

BENCHMARK TITLE: DISPATCHER

BENCHMARK NUMBER: 80895

JOB FAMILY: TRANSPORTATION SERVICES

SCOPE AND LEVEL DEFINITION

Receives calls, dispatches drivers in accordance with transportation requests, and advises clients, drivers, and schedulers of changes.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Receives calls, and uses equipment such as two-way radio systems to dispatch drivers to pick up and transport clients in accordance with transportation requests and changes to same, such as new trip requests, changed times, and cancellations.
2. Advises clients, drivers, and schedulers of changes to transportation requirements, such as new trip requests, changed times, and cancellations.
3. Registers clients who are eligible for transportation services by performing duties such as entering client data into a computerized system, informing new clients of their identification numbers, and providing clients with information related to company policies and procedures.
4. Answers service-related inquiries and complaints, and follows up as required.
5. Completes and maintains related records and documentation such as logs.
6. Performs administrative support duties such as data entry and filing.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Class V BC Driver's License
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Driving knowledge of applicable area

CLASSIFICATION GRID: 3

BENCHMARK TITLE: TRANSPORT 1

BENCHMARK NUMBER: 80897

JOB FAMILY: TRANSPORTATION SERVICES

SCOPE AND LEVEL DEFINITION

Operates motor vehicles for the purpose of transporting supplies and materials. Performs routine inspection and maintenance duties on vehicles and related equipment.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Transports a variety of supplies and materials to various locations by operating motor vehicles such as cars, trucks, and vans.
2. Loads and unloads items such as materials, supplies, and clients' household items.
3. Performs routine inspection and maintenance duties on vehicles and equipment such as securing load, cleaning interior and exterior of vehicle, fueling vehicle, checking belts, lights, and tires, and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
4. Collects payments, obtains required signatures, issues receipts, and balances cash.
5. Completes and maintains related records and documentation such as log books and statistics.
6. Performs administrative support duties such as answering telephones, arranging times for picking up and delivering supplies and materials, and altering schedules.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Class V BC Driver's License
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work
- Knowledge of basic vehicle maintenance

CLASSIFICATION GRID: 4

BENCHMARK TITLE: TRANSPORT 2

BENCHMARK NUMBER: 80898

JOB FAMILY: TRANSPORTATION SERVICES

SCOPE AND LEVEL DEFINITION

Operates a motor vehicle with a seating capacity of 10 or less (including driver), including motor vehicles modified to accommodate wheelchairs, for the purpose of transporting passengers to and from events such as programs, appointments, and outings. Performs routine inspection and maintenance duties on vehicles and related equipment.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Transports passengers to various locations by operating a motor vehicle with a seating capacity of 10 or less (including driver), including motor vehicles modified to accommodate wheelchairs.
2. Assists passengers to get in and out of vehicle, including assisting clients in wheelchairs by operating hoists in mobility aid, lift-equipped vehicles. Ensures that passengers and equipment are safely harnessed when vehicle is in operation.
3. Performs routine inspection and maintenance duties on vehicles and equipment such as securing load, cleaning interior and exterior of vehicle, fueling vehicle, checking belts, lights, and tires, and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
4. Assists passengers during transportation by performing duties such as providing information, ensuring compliance with regulations, and managing problems and emergencies that arise, in accordance with established guidelines.
5. Collects fares, issues receipts, and balances cash.
6. Completes and maintains related records and documentation such as log books and statistics.
7. Performs administrative support duties such as answering telephones, booking client trips, altering schedules, and arranging times for picking up and dropping off clients.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Class IV BC Driver's License
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work
- Knowledge of basic vehicle maintenance
- Driving knowledge of applicable area

CLASSIFICATION GRID: 5**BENCHMARK TITLE: TRANSPORT 3****BENCHMARK NUMBER: 80900****JOB FAMILY: TRANSPORTATION SERVICES****SCOPE AND LEVEL DEFINITION**

Operates a motor vehicle with a seating capacity of 11 to 25 (including driver), including motor vehicles modified to accommodate wheelchairs, for the purpose of transporting passengers to and from events such as programs, appointments, and outings. Performs routine inspection and maintenance duties on vehicles and related equipment.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Transports passengers to various locations by operating a motor vehicle with a seating capacity of 11 to 25 (including driver), including motor vehicles modified to accommodate wheelchairs.
2. Assists passengers to get in and out of vehicle, including assisting clients in wheelchairs by operating hoists in mobility aid, lift-equipped vehicles. Ensures that passengers and equipment are safely harnessed when vehicle is in operation.
3. Assists passengers during transportation by performing duties such as providing information, ensuring compliance with regulations, and managing problems and emergencies that arise, in accordance with established guidelines.
4. Performs routine inspection and maintenance duties on vehicles and equipment such as securing load, cleaning interior and exterior of vehicle, fueling vehicle, checking belts, lights, and tires, and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
5. Collects fares, issues receipts, and balances cash.
6. Completes and maintains related records and documentation such as log books and statistics.
7. Performs administrative support duties such as answering telephones, booking client trips, altering schedules, and arranging times for picking up and dropping off clients.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Class IV BC Driver's License
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work
- Knowledge of basic vehicle maintenance
- Driving knowledge of applicable area

CLASSIFICATION GRID: 6

BENCHMARK TITLE: TRANSPORTATION SCHEDULER

BENCHMARK NUMBER: 80896

JOB FAMILY: TRANSPORTATION SERVICES

SCOPE AND LEVEL DEFINITION

Coordinates transport of clients requiring specialized transit by developing, preparing, and adjusting driver schedules, and allocating work assignments to drivers.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Coordinates transport of clients in consultation with group homes, adult day centres, health clinics, and individual clients by developing, preparing, and adjusting schedules, and allocating work assignments to drivers.
2. Communicates, updates, and informs clients regarding times of service and changes to schedules.
3. Arranges for the service and maintenance of vehicles.
4. Establishes and maintains waiting lists for service.
5. Informs supervisor of difficulties encountered with scheduling, mechanical difficulties, and accidents.
6. Answers service-related inquiries and complaints, and follows up as required.
7. Performs administrative support duties such as data entry and filing.
8. Completes and maintains related records and documentation such as compiling user and vehicle statistics, and completing driver sheets.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type
- Driving knowledge of applicable area

[7] MISCELLANEOUS

**INDEX OF
COMMUNITY SUBSECTOR – MISCELLANEOUS BENCHMARKS**

[7] MISCELLANEOUS

<u>BENCHMARK TITLE</u>	<u>HSCIS CODE</u>	<u>INDEX #</u>
Community Retail Clerk	85202	7-1
Community Retail Supervisor	85203	7-2

CLASSIFICATION GRID: 4

BENCHMARK TITLE: COMMUNITY RETAIL CLERK

BENCHMARK NUMBER: 85202

JOB FAMILY: MISCELLANEOUS

SCOPE AND LEVEL DEFINITION

Assists in the operation of a community retail store by performing duties such as serving customers, operating a cash register, maintaining inventory, and cleaning.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Serves customers by performing duties such as assisting in the selection of items, and providing information.
2. Performs cashier duties such as operating a cash register, collecting payments, providing change and receipts, and bagging items.
3. Accounts for sales by performing duties such as counting cash, receipts, and vouchers, recording sales, balancing floats, and preparing bank deposit slips.
4. Maintains inventory by performing duties such as unpacking items, stocking shelves, preparing displays, rotating stock, pricing items, separating charity and sale items, and distributing free items.
5. Makes arrangements for picking up donated items. Prepares donated items for sale by pricing, rotating stock, and displaying. Disposes of items as required.
6. Performs cleaning duties such as dusting and washing shelves and counters, dusting stock items, cleaning windows, sweeping and mopping floors, and cleaning and disinfecting washrooms.
7. Provides direction to volunteers, and monitors and assists as required.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to handle cash and make change

BENCHMARK
Community Retail
Supervisor

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 5

BENCHMARK TITLE: COMMUNITY RETAIL SUPERVISOR

BENCHMARK NUMBER: 85203

JOB FAMILY: MISCELLANEOUS

SCOPE AND LEVEL DEFINITION

Oversees the daily operation of a community retail store by performing duties such as maintaining pricing and inventory control systems, and performing supervisory record keeping and accounting duties. May supervise community retail staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Maintains pricing and inventory control systems for a retail store by performing duties such as preparing inventory records, determining retail prices, and performing inventory counts of store items.
2. Performs supervisory record keeping and accounting duties such as verifying, compiling, and balancing sales records for specified accounting periods (e.g., daily, weekly, monthly), identifying and investigating anomalies, preparing floats, monitoring expenditures, and making bank deposits.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Performs purchasing duties such as reviewing inventory, determining requirements, contacting suppliers, obtaining costing information, determining purchase volume, and ordering as required, in accordance with policy.
5. Makes arrangements for picking up donated items. Prepares donated items for sale by pricing, rotating stock, and displaying. Disposes of items as required.
6. Provides direction to volunteers, and monitors and assists as required.
7. Serves customers by performing duties such as assisting in the selection of items, and providing information.
8. Performs cashier duties such as operating a cash register, collecting payments, providing change and receipts, and bagging items.
9. Arranges for cleaning and maintenance of store areas, stock, and equipment. Performs cleaning duties as required.

10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Basic bookkeeping course
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to handle cash and make change
- Ability to supervise