


Job Evaluation Rating Documentation

<p>CUPE, SEIU, SGEU, SAHO</p> 	<p>Job Title <u>Critical Incident Stress Management Program Coordinator</u></p> <p>Date <u>October, 2000</u></p> <p>Revised Date <u>2004</u></p> <p>Revised Date _____</p>	<p>Code</p> <p><u>197</u></p>
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<p>Decision Making</p> <p>Assesses, evaluates, plans and intervenes in response to traumatic or critical incidents in accordance with assigned objectives. Develops evaluation tools for intervention. Participates in establishing/implementing plans, principles, practices and programs, and evaluates outcomes. Uses a variety of methods to deal with critical incidents.</p>	<p>Degree</p> <p><u>4.0</u></p>
<p>Education</p> <p>Grade 12. Four (4) year Bachelor of Social Work degree.</p>	<p><u>6.0</u></p>
<p>Experience</p> <p>Twenty-four (24) months previous experience in related facilitation, group intervention practices and handling of critical incidents. Twelve (12) months on the job to consolidate knowledge and skills in critical incident stress management, and become familiar with region/facility/department policies and procedures.</p>	<p><u>6.0</u></p>
<p>Independent Judgement</p> <p>Carries out crisis intervention services within generally accepted practices. Uses judgement to evaluate and assess requests, and implement a plan for critical incident stress management interventions.</p>	<p><u>4.0</u></p>
<p>Working Relationships</p> <p>Requires diplomacy and tact when dealing with crisis intervention situations. Requires empathy and sensitivity when diffusing emotionally charged situations.</p>	<p><u>5.0</u></p>

Impact of Action	Degree
Coordinates resources to determine that information, intervention tools, programs and contacts are in place and utilized to satisfy overall quality and service requirements. Inaccuracies in documentation may delay or impact future services. Misjudgements in dealing with a critical incident may lead to employee long-term mental health consequences.	<u>3.5</u>
Leadership and/or Supervision Provides limited direction to team members trained in critical incident management. Provides functional guidance and specialty advice to team members in Critical Incident Stress Management.	<u>3.0</u>
Physical Demands Occasional physical effort walking, driving, lifting and computer operation.	<u>1.0</u>
Sensory Demands Regular cumulative sensory effort writing reports, driving, delivering educational sessions, and listening intensively during interventions.	<u>2.0</u>
Environment Occasional major disagreeable conditions such as traumatic/critical incidents when dealing with staff, multiple deadlines and verbal abuse.	<u>3.0</u>