


Job Evaluation Rating Documentation

<p>CUPE, SEIU, SGEU, SAHO</p> 	<p>Job Title <u>Telehealth Facilitator</u></p> <p>Date _____</p> <p>Revised Date <u>2004</u></p> <p>Revised Date <u>Mar 30/12</u></p>	<p>Code</p> <p><u>337</u></p>
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<p>Decision Making</p> <p>Schedules telehealth sessions following clearly prescribed practices. Solutions to minor operating problems associated with emergencies/cancellations/equipment malfunctions are selected from a range of pre-existing alternatives.</p>	<p>Degree</p> <p><u>2.0</u></p>
<p>Education</p> <p>Grade 12. Office Education certificate (864 hours).</p>	<p><u>3.0</u></p>
<p>Experience</p> <p>No previous experience. Nine (9) months on the job to develop telehealth equipment knowledge and skills, to develop troubleshooting and instructional skills, and to become familiar with region/facility/department policies and procedures.</p>	<p><u>3.0</u></p>
<p>Independent Judgement</p> <p>Clearly established methods are used when determining if sessions should be cancelled due to lack of participants. Resolves minor operating problems when troubleshooting telehealth equipment.</p>	<p><u>2.5</u></p>
<p>Working Relationships</p> <p>Requires courtesy and tact when scheduling telehealth appointments. Has regular contact with clients/patients/residents and physicians requiring tact and discretion.</p>	<p><u>2.5</u></p>

Impact of Action	Degree
Schedules and monitors telehealth session to meet quality and service requirements. Misjudgment in coordinating telehealth sessions in an appropriate time frame may delay succeeding related services. Must maintain accurate attendance records of sessions. Maintains databases, inputs statistics and prepares reports used by others for decision making.	<u>2.0</u>
Leadership and/or Supervision Provides orientation to staff. Provides functional guidance to internal operating personnel in the use of telehealth equipment.	<u>1.5</u>
Physical Demands Occasional physical effort when standing during sessions and periods of lifting, crouching and bending when setting up and dismantling equipment.	<u>1.5</u>
Sensory Demands Regular sensory effort when troubleshooting equipment problems, setting up equipment and instructing in the use of telehealth equipment.	<u>2.0</u>
Environment Occasional exposure to minor conditions such as rudeness/profanity, interruptions and travel.	<u>2.0</u>