


Job Evaluation Rating Documentation

CUPE, SEIU, SGEU, SAHO 	Job Title <u>Program Access Coordinator</u> Date <u>June, 2011</u> Revised Date _____ Revised Date _____	Code <u>431</u>
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Decision Making Uses discretion on a regular basis to determine best provision of booking services. Makes decisions regarding cancellation of bookings/appointments in emergent situations.	Degree <u>3.5</u>
Education Grade 12. Office Education certificate (864 hours) and Medical Transcriptionist advanced certificate (510 hours).	<u>3.5</u>
Experience Twelve (12) months previous experience working in an office environment. Nine (9) months on the job to become familiar with computer programs, coordination of client access, familiarity with community support agencies and region/facility/department policies and procedures.	<u>5.0</u>
Independent Judgement Coordinates client access in accordance with generally accepted practices using judgement and a choice of methods when re-arranging schedules.	<u>4.0</u>
Working Relationships Requires tact and discretion to provide explanation to clients/family and or physicians regarding program bookings. Contacts with clients/family waiting for bookings may involve difficult or emotionally charged situations.	<u>4.0</u>

Impact of Action	Degree
Schedules and monitors program bookings to meet service agreements. Misjudgement in coordinating multiple appointments in appropriate time frame may delay succeeding related services. Inaccuracies in record keeping may delay appointments which can result in discomfort to clients and families.	<u>2.0</u>
Leadership and/or Supervision May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.	<u>1.0</u>
Physical Demands Occasional effort such as lifting, walking, standing with regular periods of computer operation.	<u>1.5</u>
Sensory Demands Regular sensory effort operating computer and listening to clients and staff with periods of competing multiple sensory demands.	<u>2.5</u>
Environment Occasional exposure to minor conditions such as rudeness/profanity, interruptions and multiple deadlines.	<u>2.0</u>