

[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

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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 suctions, 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