

DECISION OF THE DISPUTE RESOLUTION TRIBUNAL

RE: JOINT JOB EVALUATION PROVIDER GROUP

Job # 235 Unit Assistant/Support Worker

Hearing Date: May 17, 2006 in Regina, Saskatchewan

Tribunal: Phil Johnson (Chair)

Bruce Stremel (Employer Nominee)

Jim Holmes (Union Nominee)

Presenting for the Unions: Jacquie Griffiths and Bob Laurie

Presenting for the Employers: Francis Schmeichel

Decision Date: August 11, 2006

INTRODUCTION

This Dispute Resolution Tribunal (“the Tribunal”) was formed to hear argument and render final and binding decisions regarding appropriate job description and factor ratings and rationales for job 235, referred to as Unit Assistant by the Employer, and as Unit Clerk and Unit Support Worker by the Union. The Tribunal is so authorized by the *Joint Job Evaluation Project Reconsideration Terms of Reference* agreed to by the Canadian Union of Public Employees, the Service Employees International Union, the Saskatchewan Government and General Employees’ Union (“the Union”), and the Saskatchewan Association of Health Organizations (“the Employer”).

In accordance with the *Terms of Reference*, the Joint Job Evaluation Reconsideration Committee (“RC”) reached consensus regarding factor ratings and rationales, job descriptions and qualifications for job 235. The *Terms of Reference* give the Joint Job Evaluation Reconsideration Steering Committee (“SC”) final decision-making authority over recommendations coming from the RC, whether or not the RC’s recommendation comes with consensus support. In the case of job 235, the RC did reach consensus for all its recommendations. However, the SC, with final authority over RC recommendations, did not, and the matter was referred to dispute resolution.

By agreement of the Unions and Employers, the Tribunal has limited its deliberations and decisions to job 235 as it existed during the October 2000 to September 2004 time period. The Tribunal has no authority to consider job duties prior to that time period, or after, and has not done so. Nor is it within the tribunal’s mandate to consider matters of pay or compensation. Rather, the tribunal has made its decisions based on careful analysis of the arguments put before it, and through research of the relevant job evaluation and reconsideration data submitted to those processes by the employees and managers.

THE DISPUTE

The Union disagrees with the content of the job description for job 235 as proposed by the Reconsideration Committee. More specifically, the Union takes issue with part D of the Key Activities section, and the inclusion there of several points by the RC that did not appear in the job description proposed by the Job Evaluation Committee in 2000. These points relate to the job’s role – if any – in assisting nursing staff with feeding, bathing, repositioning clients/patients/residents. The Union wants duties related to assisting nurses in the provision of patient care to be removed from the job description. The Union has proposed a revised job description and a new title of Unit Clerk and Unit Support Worker. The Union has no disagreement with how the job has been rated, but does propose some changes to the rating rationales.

The Union has also proposed an additional job description (Unit Clerk and Special Care Aide) and associated ratings and rationale. This new job description combines the reception/telephone, chart maintenance and clerical duties of job 235 with the direct care and monitoring of clients/patients/residents and certain other duties found in the job description of 22 Special Care Aide/Home Health Aide.

The Employer agrees with the RC's inclusion of the content related to the assisting of qualified nursing staff. The Employer has proposed minor revisions to the job description for 235, and has changed the job title to Unit Assistant. Like the Union, the Employer is satisfied with the ratings proposed by the RC but, unlike the Union, has proposed no changes to the rating rationales. While not proposing that a new job be created, the Employer has provided the Tribunal with ratings and rationales for the new job proposed by the Union (Unit Clerk and Special Care Aide). The ratings and rationales for the proposed new position were provided in response to a request by the Tribunal; they do not indicate any support by the Employer for the creation of the new job.

DECISIONS BY THE TRIBUNAL

There are several decisions that must be made by the Tribunal:

- What is the appropriate content/job description/title of job 235?
- Is that job content appropriately rated?
- What should the rating rationale be?
- Should a new job (Unit Clerk and Special Care Aide) be created?
- If a new job is created, what are the title, job description, ratings and rating rationales?

Appropriate Content

In order to determine the appropriate content for job 235, the Tribunal reviewed all Job Fact Sheets and all reconsideration information presented to the Job Evaluation and Reconsideration committees. From this review, it was determined that the "assists qualified nursing staff with feeding, bathing, repositioning and lifting", and any related nurse-assisting duties, are not properly included in this job description. The job data indicates that these nurse-assisting duties are not uniformly performed across all health regions. Rather, they occur in a very few locations, and where they occur, are in no sense *key activities* of those positions. If some positions in job 235 were in fact primarily involved in such nurse-assisting duties during the 2000-2004 period, then those positions were improperly bundled. If some positions have been assigned such duties subsequent to 2004, then the matter should be referred to the Maintenance Committee for determination of the appropriate job description and ratings.

Specifically, the duties appearing in the job description proposed by the Reconsideration Committee and which are to be removed from the job description, are:

-Assists qualified nursing staff with feeding, bathing, repositioning and lifting clients/patients/residents.

In addition and of note, the following is removed because of its lack of clarity.

-Assists clients/patients/residents by providing water/snacks.

According to the information reviewed, the position may *porter* food to clients/patients/residents, but does not provide snacks in the sense of *preparing* food.

Other changes from the Reconsideration Committee version of the job description are minor and made for the purposes of clarity and to remain consistent with the purpose of any job description - that is, to describe the *principle functions* of the job. The job description is not a detailed listing of all tasks and processes that may be undertaken by an incumbent.

The job description will read as follows:

Title: (235) Unit Assistant

Summary of Duties:

Provides support to a unit/department by performing reception, clerical, portering and cleaning duties.

Qualifications:

Office Education certificate

Knowledge, Skills and Abilities:

Basic keyboarding/computer skills

Basic medical terminology

Interpersonal, organizational and communication skills

Ability to work independently

Experience:

No previous experience.

Key Activities:

A. Reception/Telephone

-Greets clients/patients/public to department/unit.

-Provides telephone support for department/unit, directs calls to proper individual, takes messages, pages staff, provides information.

-Locates information or phone numbers for clients/public.

-Calls other departments/clinics to book appointments and obtain information/reports.

-Calls other facilities/regions to arrange transfers.

-Assists with allocation of beds and patient placement.

-Monitors visitors.

-Operates ambulance radio.

B. Chart Maintenance

- Processes physician orders (e.g. filling out requisitions, sending paperwork to appropriate department).
- Assembles and disassembles charts.
- Charts vital signs.
- Files reports.
- Imprints charts.
- Requests, picks up and returns Medical Records charts.
- Completes applicable paperwork for admissions, discharges, transfers.
- Assembles discharge and special needs packages.
- Takes/files resident ID pictures.

C. Clerical

- Performs clerical duties (e.g. word processing, data entry, filing, photocopying, faxing, email).
- Picks up/delivers mail and specimens.
- Orders supplies.
- Maintains office equipment.
- Collects/checks/completes payroll time sheets.
- Records petty cash and minor accounts receivable.
- Coordinates travel for transfer/discharge/death/doctor appointments.
- Sorts and distributes reports.
- Obtains birth/death registration and health number assignments.
- Compiles bed census/statistics.
- Books meeting rooms.

D. Cleaning and Portering

- Cleans resident/patient equipment (e.g. urinals, wheelchairs, beds).
- Cleans/disinfects instruments and equipment.
- Cleans unit/area (e.g. fridges, cupboards, surfaces).
- Removes garbage and linen.
- Disposes of sharps and biohazardous wastes, as per departmental procedures and policies.
- Porters equipment, patients, meals and supplies (e.g. linen, specimens, charts, pharmacy supplies).

E. Related Key Work Activities

- Strips beds and changes linen hampers.
- Restocks/organizes supplies and equipment in designated areas.
- May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.
- Coordinates/tracks unit equipment sent for repair and maintenance off the unit.

Ratings and Rationales

The essential difference between the job description prepared by the Reconsideration Committee and that prepared by the Tribunal is that the duties pertaining to assisting nurses with patient care have been removed in the Tribunal document. Subsequently, the Tribunal reviewed the job ratings and rationales to determine whether the factor ratings are impacted by the removal of these duties. It was determined that the changes to the job description made by the Tribunal do not affect the factor ratings. They remain as follows:

DM	ED	EX	IJ	WR	IA	L/S	PD	SD	ENV
2.0	3.5	3.0	2.5	2.5	2.0	1.0	2.5	2.0	3.0

Although the parties agree on the ratings, they have proposed differently worded rationales. The rationales proposed by the parties and the Reconsideration Committee are not affected in any way by the removal of the nurse-assisting duties. The Tribunal has determined that the rationales will be those prepared by the Reconsideration Committee in its *Job Evaluation Rating Documentation* for job 235 Unit Assistant/Support Worker, revised 2004, with the exception of the rationale for the Leadership/Supervision factor. The rationale for the Leadership/Supervision rating of 1.0 will read as follows:

May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

The latter re-writing of the Leadership/Supervision factor rationale is made to reflect the parties' recent clarification of the use of the term *orientation*, which was used in the rationale by both the Job Evaluation and Reconsideration committees, and which has been the subject of dispute between the parties.

New Job Description – Unit Clerk and Special Care Aide

In its review of the Job Fact Sheets and reconsideration information, the Tribunal could find no justification for the creation of a job description that combines Unit Clerk with Special Care Aide duties. While the positions bundled into job 235 Unit Assistant perform clerical, chart maintenance and reception duties similar to job 183 Unit Clerk, they do not perform direct care and monitoring of clients/patients/residents and other duties associated with the Special Care Aide/Home Health Aide (job 22).

The Tribunal will not create a Unit Clerk and Special Care Aide job description.