

**Job Class Profile: Environmental Health Officer****Pay Level: CG-38 Point Band: 848-881**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	3	6	5	5	5	2	5	
Points	280	83	19	29	150	108	103	43	54	869

**JOB SUMMARY**

The Environmental Health Officer is responsible for the protection of public health and safety through regular inspections, enforcement, consultation, and education.

**Key and Periodic Activities:**

- Inspects, investigates, and provides professional consultations of food premises (i.e. restaurants, convenience stores, grocery stores, hotel kitchens, hospital kitchens) and fixed premises (i.e. schools, child care centers, personal care homes, nursing homes, farms, dairy farms, correctional facilities, playgrounds, arenas, and other public facilities).
- Inspects, investigates, and provides professional consultations of septic and sewage disposal systems including new installations, repairs to malfunctioning systems, and sewer complaints.
- Performs water collection, interprets water reports for biological and chemical analysis, issues boil water orders, and provides professional consultations and advice for other water issues. This applies to both public and private water supplies. Performs inspections of private wells.
- Inspects slaughter houses and slaughtered meat to ensure it is fit for sale/consumption.
- Responds to animal bite complaints, investigates, interviews, and may quarantine or isolate based on suspected or determined communicable disease.
- Reviews applications and makes recommendations for special events, temporary food establishments, and other seasonal activities such as mobile food premises to ensure sanitation and overall hygiene.
- Performs office related duties in support of health and safety including responding to telephone inquiries, written correspondence, and in person meetings. Also performs data entry of information, compiles required schedules of health inspection programs, and books appointments with clients for inspections. Writes letters and orders for compliances. Reviews policies and procedures.
- Performs communicable disease investigations (food, water, vector borne diseases, and rabies). This includes investigations of outbreaks.
- Performs routine inspections of premises to ensure they are in compliance with Regulations and Acts with regards to the sale of tobacco.
- Performs sanitary housing inspections related to mould, rodents, and dilapidated conditions.
- Provides education to the public regarding health, environment, and water through educational seminars or the distribution of information. Gives presentations to target audiences such as

**Key and Periodic Activities:**

- local farmers, septic designers, food handlers, etc. Attends private and public meetings (town councils, pandemic planning).
- Provides training to students each summer for mandatory training required for the board exam.
- Inspects parks and RV sites.
- Prepares documents, information, findings, and reports for court appearances.
- Sits on Board of Certification Panel that examines and evaluates trainees for certification.
- Reviews plans for cemetery sites and determines if location is appropriate.
- Provides guidance and information on environmental health issues during emergency situations (i.e. floods, evacuations)

**SKILL****Knowledge****General and Specific Knowledge:**

- Knowledge of:
  - Broad spectrum of fields including water, food, waste/sewage disposal, communicable disease, and public safety, and all related legislation, policies, and manuals. Remaining current in this changing and evolving field is required to ensure compliance with regulations and certification.

**Formal Education and/or Certification(s):**

- Minimum: Undergraduate degree in public health. Certified Public Health Inspector Canada designation is required.

**Years of Experience:**

- Minimum: 1 to 2 years experience.

**Competencies:**

- Technical report writing, computer, communication, analytical, investigative, problem solving, conflict resolution, and interviewing skills.

**Interpersonal Skills**

- A range of interpersonal skills include listening to information from others, asking questions to get information, and providing routine and complex information, conducting formal interviews, instructing/training, presenting, gaining the cooperation of others to complete work, dealing with angry/upset people, and providing expert advice to others.
- Listening skills are central to gathering information from the public over the phone or during investigations and interviews. The Officer is expected to be able to communicate complex ideas/techniques to the public in a manner that is accessible to individuals who do not have the same knowledge or background in public health and safety. Officers must work with others and come to an agreement to attain goals, such as determining ways to address/fix a critical hazard in a restaurant. Sometimes individuals become angry and upset requiring the Officer to remain professional and communicate issues and important concerns effectively (i.e. when issuing boil water orders, requiring an establishment owner to purchase new equipment, or when resolving complaints between neighbors over issues such as sanitation). Presentation skills are required

in educating food handlers on Safe Food Handling or when promoting public health and safety in general.

- Communications occur with co-workers, supervisors/managers, general public, contractors, approved designers and other government departments, agencies, and municipal representatives.
- The most significant contacts are with (1) the general public when answering questions and complaints, performing inspections, attending meetings, consultations, and presentations, (2) contractors, approved designers, and other professionals when approving the installation and inspection of sewage disposal systems and water supplies, (3) other government departments, agencies, municipal representatives when issuing boil orders, dealing with health authorities for inspection of centre/personal care homes, school boards and principals, and the Canadian Food Inspection Agency when there are food product complaints and recalls.

## EFFORT

### Physical Effort

- The demands of the job occasionally result in fatigue requiring periods of rest.
- Constant lifting of objects under 10 lbs and occasional lifting of objects up to 25 lbs.
- Regularly requires fine finger/precision work and sitting when using a computer, the use of hand tools (i.e. levels, shovels, probe thermometers, knives, pool and water chemistry kits), standing, walking, climbing, and driving.
- Examples of physical effort: during backfill of sewage disposal systems the Officer must remove the cover from distribution or clean out holes on septic tanks usually around 15 lbs, and shovel crushed stone off pipes, and climb in and out of ditches. During enhanced school inspections there is a requirement to go into every part of the school including crawl spaces, ceiling spaces, etc. Lifting of large portions of meat or entrails is required in slaughter house inspections. Driving is required for all inspections.

### Concentration

- **Visual** concentration is constantly required when performing inspections as the Officer is looking for violations or evidence of rodents, mould, sanitation etc. Also required for chlorine testing, data entry, preparation of correspondence, taking measurements or making observations to identify deficiencies.
- **Auditory** concentration occurs when listening to complaints to ensure details are recorded properly, listening for water leaks in walls, listening for rodents, straining to hear over machinery in slaughter houses or heavy machinery at sewage disposal inspections.
- **Other sensory** concentration such as touching surfaces for cleanliness, or when determining the type of soil used in a sewer system or a sense of smell being used to determine sewage odors, stale odors, the freshness of food, detecting mold, investigating complaints of smoking in public places, or general air quality.
- **Alertness to the health and safety of others** is the main purpose of the position as is focused on health and safety of the public, also during inspections when there is a requirement for the use of machinery such as for the removal of large amounts of earth for sewage inspections.
- **Time pressures and deadlines** are a factor as Officers are required to comply with deadlines and timelines regarding inspections and follow ups, ensuring time sensitive samples are

delivered such as water which may require boil water orders or pool closures, renewal of licenses for establishments, etc.

- **Interruptions and lack of control over the work pace** occur when there are emergency food outbreaks requiring immediate attention and all other activities must be put aside, sanitation complaints or food product complaints. The pace of work is frequently impacted by urgent issues which require immediate attention.
- **Exact results and precision** is required when taking temperatures of coolers and hot held food, testing for the presence of chlorine, identifying cross contamination, food sampling techniques, meat inspection requires precision in the cutting of certain organs, and report writing and compiling of data.

### Complexity

- Tasks and activities can range from similar and repetitive to different and related involving a wide range of responsibilities and situations.
- Problems are generally addressed by following procedures and guidelines but at times may require the development of complex solutions.
- Most typical problems are found during various inspection activities and the Officers are required to ensure that violations are detected and corrected by the business owners/general public. Common complaints received are regarding sewage systems that are malfunctioning and sewage is surfacing in areas where children play. Often the size of the property is small making it difficult to solve the health risk and install conventional sewer systems.
- Officers must observe and evaluate various issues in restaurants. The Officer must determine if there are critical issues posing immediate risk to human life and whether or not the restaurant must be closed. Officers must determine whether the risk is that great that an operator must correct it immediately.
- When addressing challenges/problems/issues incumbents can reference acts and regulations (i.e. Sewage Disposal Act, Food and Drug Act, Health and Community Services Act, etc), policies/guidelines/manuals (i.e. policy manuals governing personal care homes, child care centers, drinking water policies, dairy farms and plan inspection manuals, etc.), and advice from other Environmental Health Officers and managers.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are generally monitored and controlled through compliance to legislation and policies/procedures, and through regular audits. The food and fixed premise inspection programs are highly monitored to ensure that Officers are meeting the requirements set out by policy for the number of inspections to be completed. Files are audited by the Auditor General on a regular basis.
- Officers are required to interpret and apply policies independently in the field without supervisory input or guidance.
- Supervisory approval is not required to issue boil water advisories to municipalities and/or residential properties, to order food destroyed if it appears to be contaminated or left at the wrong temperature, if an illegal sewer system is installed an order to uncover the system for inspection can be issued or charges may be laid, if someone is spreading manure/offal close to a drinking supply then an order can be issued to have the manure/offal cleaned up, and issuing

<p>of compliance letters.</p> <ul style="list-style-type: none"> <li>— Supervisory approval is required when a property is in a poor condition that following an investigation it requires the building be ordered torn down. In this case management and Ministerial approval must be obtained. Supervisory approval is also required for removal of Approved Designer status, travel, some purchasing, and approval for the closure of a restaurant is required in addition to consultations with the Medical Officer of Health.</li> <li>— On a daily basis decisions are made that require a high level of independent judgement and discretion. This is true for every inspection such as licensing and/or closing of a pool or restaurant as Officers perform inspections alone and must be able to exercise discretion and judgement.</li> </ul>
<p><b>Impact</b></p> <ul style="list-style-type: none"> <li>— Generally has impact on the immediate work area, the department, outside the department, on the general public and business owners, on equipment, processes, information, finances, material resources, human resources, health and safety, and both government and businesses' corporate image.</li> <li>— In the event of a mistake or error there is an extreme impact on the general public, and health and safety and a significant impact on finances, material resources, human resources, and a business's corporate image.</li> <li>— Failure to calibrate testing devices can result in interpretation errors, if critical issues are not corrected in a food facility immediate death can result, if the Canadian Food Inspection Agency is not notified of complaints made from distributors of groceries with foreign beetles or bugs in the produce requiring a product recall. This could be life threatening and cost retailers/producers millions of dollars. Not identifying mould in a day care of school could impact health and safety of children, missing a safety hazard or entanglement hazard in a child's playground could cause a child to be seriously injured or die, and a mistake made with the installation of a sewage disposal system could contaminate the environment and costly repairs/reinstallation.</li> <li>— The time frame associated with the identification and resolution of errors is normally within hours of problem identification.</li> </ul>
<p><b>Development and Leadership of Others</b></p> <ul style="list-style-type: none"> <li>— There is no supervision of staff.</li> <li>— Provides on the job advice, guidance, and direction to new staff.</li> <li>— On the job mentoring and field training is provided to students who are studying to become Certified Public Health Inspectors.</li> </ul>

## WORKING CONDITIONS

<p><b>Environmental Working Conditions</b></p> <ul style="list-style-type: none"> <li>— Hard hats, boots and safety vests are required when entering warehouses during inspections, or during the construction of buildings or sewage systems. Also required to wear safety glasses and ear plugs when necessary. During meat inspections sharp knives are used requiring steel mesh gloves, along with rubber clothes and gloves. Gloves are also required when dealing with foods, sewage complaints, etc.</li> <li>— There is a moderate likelihood of minor cuts, bruises, abrasions, or minor illnesses, and</li> </ul>
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fractures or other injuries.

- Regular exposure to distractions (i.e. schools/daycares/kitchens), toxic substances (i.e. septic systems), glare (i.e. driving or using a computer), limited lighting (i.e. walk in coolers, basement of premises), hazardous chemicals (i.e. cleaning supplies or farm cleaners), bodily fluids and waste (i.e. collecting stool samples, interviewing ill people with communicable diseases, septic inspections or backed up septic systems), dangerous heights/depths (i.e. use of ladders to inspect attic/ceiling spaces), electric shock (i.e. emergency response of flooded homes), lack of privacy (i.e. regularly work in public spaces), awkward or confining spaces (i.e. crawlspaces, basements, storage areas), physical dangers or threats (i.e. giving order to irate facility owners, responding to emergencies such as floods or epidemics), travel (i.e. regional inspections), heavy machinery (i.e. use of excavators to move or remove soil).