

7Job Class Profile:**Ergonomics Consultant****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	4	5	6	5	2	4	
Points	280	83	19	19	150	130	103	43	43	870

JOB SUMMARY

The Ergonomics Consultant provides professional, consultative, technical, and administrative work in ergonomics and human factor programs including injury prevention, enforcement initiatives, training, and education in workplaces under provincial jurisdiction. Work also involves performing compliance inspections, assessments, enforcement, and investigations into complaints and occupational accidents and reporting findings to the Occupational Health and Safety Branch of the Department of Government Services, and employers within provincial workplaces.

Key and Periodic Activities:

- Provides consultative and technical expertise to all industrial sectors in the province on ergonomic and human factors programs. Advises or responds to stakeholder inquiries on policy and procedure modifications, structural, staffing, and equipment changes, enforcement activities, workflow recommendations, and other related ergonomic strategies.
- Performs regulatory inspections and investigations in provincially regulated workplaces which involves traveling to worksites, inspecting the premises, identifying potential risks through hazard identification and job site analysis, determining compliance with all applicable Occupational Health and Safety (OHS) laws as they relate to reducing incidence of ergonomic related injuries and diseases; evaluating corrective measures, offering advice or taking enforcement action, reporting findings, and writing inspection reports. Participates as an expert witness in judicial inquiries, arbitrations, and prosecutions.
- Plans, develops, and directs the implementation of injury prevention, ergonomic and enforcement programs, and policies within workplaces under provincial jurisdiction. Evaluates injury prevention strategies designed to meet the needs of diverse job demands including strategy development, promotion, on-site consulting, and Train-the-Trainer services. Proposes acceptable standards for all employers and may also recommend legislative changes that will assist in enhancing compliance in the workplace.
- Researches trends in ergonomics; attends and represents the department within the province and industry on committees; networks with peers on various committees in selected workplaces to discuss issues of regulating ergonomics and to collaborate and develop ergonomics principles to be used in the workplace; provides technical input into issues; reviews other provincial regulations; and attends industry events and meetings, and participates in the development and implementation of policy and legislation as it is related to ergonomics.

Key and Periodic Activities:

- Implements and maintains ergonomic training programs for OHS staff; assesses ergonomics needs; provides reports to management regarding ergonomic requirements; trains staff; follows up with staff to ensure that changes are appropriate; and keeps detailed records of all interactions including reports regarding ergonomic issues.
- Develops and initiates relationships with industry groups, associations, committees, employers, and community stakeholder groups. Develops appropriate education literature, injury prevention manuals, and other materials for specific groups and occupations. Prepares and delivers injury prevention and ergonomic related public presentations, lectures, and staff education sessions.
- Assesses and assists in the diagnoses of soft tissue injury problems in the workplace and evaluates effectiveness of required interventions. Analyzes industry and employer statistical trends and reports of musculoskeletal injuries; and uses these trends and reports to design solutions to reduce exposure to soft tissue injury hazards; develops education material, promotes ergonomic practices, and visits and provides consultative services to address identified problems.
- Partners with Workplace Health, Safety and Compensation Commission (WHSCC) to develop ergonomic education material; researches issues; meets, and provides editorial and technical assistance on various articles, brochures, self-help manuals, information packages, and literature.
- Attends workshops, courses, and conferences to maintain current information and establish networks.

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

- Specific Knowledge of:
 - Organizational policies and procedures
 - Ergonomics and equipment
 - Muscular Skeletal Injuries
 - Workplace Health, Safety and Compensation Commission (WHSCC)
 - Program design, methods, and practices
 - Occupational Health and Safety (OHS) Act, Regulations, and enforcement laws and practices.

Formal Education and/or Certification(s):

Minimum:

- Undergraduate degree (i.e. Ergonomics, Kinesiology, Occupational Hygiene, or Occupational Therapy). Membership and/or licensure in the respective professional association.

Years of Experience:

- Minimum: 4 - 5 years of experience

Competencies:

- Ability to design, develop, implement, and evaluate applicable ergonomic programs.

- Oral, written, and cognitive communication skills.
- Computer programs.
- Research and problem solving skills.

Interpersonal Skills

- A range of interpersonal skills are used to listen to information during inspections; ask questions regarding ergonomic courses of action; provide routine and complex information during interactions with workers and employers where there is a requirement to impart regulatory requirements; to consult and discuss with peers the validity of certain approaches of ergonomic enforcement, or the application of ergonomics in specific industries; to provide expert advice/counselling to industry; provide care and comfort to clients; conduct formal interviews; instruct/teach/train staff on ergonomic issues and occupational health and safety practices; and to promote or sell workplace ergonomic ideas. Skills are also used to develop presentation material and to deliver formal presentations, facilitate or moderate meetings, to resolve disputes, or deal with upset or angry people.
- Communications occur with employees within and outside the department, clients/employers, supervisor, professional advisors, suppliers/contractors, sales representatives, students, professional associations, and internal/external executives.
- The most significant contacts are with employees within and outside the department, clients/employers, supervisor and professional advisors to listen and ask questions, to get information, to communicate complex information about ergonomic issues, gain the cooperation of others to complete the work or solve problems, and to provide expert advice where necessary.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue requiring the need for strength and endurance.
- Physical effort includes regularly lifting or moving objects up to 10 lbs (i.e. files, supplies, equipment), and occasionally objects between 25 - 50 lbs (i.e. laptop, printer, equipment, luggage, etc.).
- Regularly stands and walks, works in awkward or cramped positions when performing inspections and regularly drives to employer's locations. Occasionally, there is a requirement to climb ladders in order to inspect various work places. However, other activities may require sitting to a desk writing reports or performing work on the computer.
- Fine finger/precision is required when performing work on the computer.

Concentration

- **Visual** concentration is constantly required when driving, to view statistical reports, and to view the computer monitor for extended periods.
- **Auditory** concentration is constantly required to listen to inquiries and give, or respond to persons on a job site or on the telephone.
- **Repetitive** tasks that require alertness is performing work on the computer such as completing reports, reviewing information of investigations, or developing programs or education material.
- This class does not have **control over the pace of the work** as often times there are unpredictable numbers of inspections or assessments that need to be completed. There are **time pressures and deadlines** to complete reports, respond to requests for inspections, and to complete committee work. **Interruptions** tend to be constant throughout the day (i.e. telephone calls).
- **Eye/hand coordination** is required to drive to worksites and to perform work on the computer.
- **Exact results and precision** are required when performing assessments, giving reports of investigations and making decisions related to specific Regulations or Acts.

Complexity

- Tasks and activities are often different/unrelated, and require a broad range of skills and a diversity of knowledge.
- Tasks have a limited number of guidelines but some are unique where there are no guidelines or procedures available especially as it relates to research and designing solutions to reduce exposure to soft tissue injury hazards. Some tasks are diverse involving a wide range of responsibilities and for which solutions for tasks can be provided in a team setting such as working with industry groups, associations, committees, employers and community stakeholder groups to develop educational materials and researching issues. Challenges can also require creative problem definition and analysis and where the tasks have strategic or policy significance.
- A typical challenge of this class is related to enforcement activities (i.e. inspections, orders, follow-up, possible court proceedings). The challenges involve being able to identify work practices that contravene regulations, explain these to the employer, and work with the employer to problem solve and/or change work practices.
- Complexities can typically be solved by reviewing and following industry standards and guidelines; departmental guidelines, and OHS Act and regulations.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are somewhat prescribed and controlled.
- Decisions related to ergonomic tasks are made independently. Independently makes recommendations for purchases or ergonomic equipment and supplies. In addition, decisions related to scheduling of work to perform inspections and the course of action that employers should follow after an inspection are made independently.
- Requires approval to make public presentations, work overtime, travel out of the province, and to participate and represent the organization on committees.

- Within predetermined limits there is some discretion regarding how and when to perform inspections (i.e. in what order, how often, where, and with whom). A high degree of discretion is exercised when a possible safety/health hazard or risk is discovered. Decisions related to how to act on that hazard, to what degree it is enforced, and how it be addressed by the employer in a reasonable and practical manner are made by this class. Discretion and judgment are used to make decisions, interpret directions, and apply guidelines through the interpretation of standards, Acts, Regulations, industry best practices and general guidelines.
- Provides information, advice, and recommendations to employers and clients related to injury prevention and ergonomic practices and contributes to the development and implementation of ergonomic policies and legislation.

Impact

- Work activities have an impact on the immediate work area, within the department, outside the organization, and on clients/public.
- There are positive and negative impacts resulting from the decisions made regarding ergonomic problems or programs for both the employer and the client/public. Education and enforcement of ergonomic principles, processes, and systems can reduce complaints, work related injuries, and promote health and wellness and safety in the work place.
- Work activities impact the following resources: processes and systems, finances (i.e. advising on the wrong equipment, workstations, etc.), material resources, information (i.e. ergonomic advice and guidance), human resources, health and safety, facilities, and corporate image. The most significant impacts are on employers, clients, and their health and safety.
- Errors that could occur when performing activities include failure to enforce ergonomics orders correctly or safe work practices, performing improper inspections at worksites, or providing incorrect or unreasonable orders that employers cannot complete.
- Activities follow the regulatory requirements in various Acts, legislation, and Regulations. Detection of errors varies depending on the error. Some errors are identified within one month of problem identification while others are within hours. Errors are typically detected by the consultant, manager, clients, or employers.

Development and Leadership of Others

- This class does not provide bargaining level supervision to staff.
- Provides on-the-job advice/guidance, feedback, on-the-job training, and acts as a technical mentor or advisor to departments, clients, and employers. Occasionally, this class may have a student for which they provide advice, guidance, feedback, and direction on their work activities.

WORKING CONDITIONS

Environmental Working Conditions

- Required to perform inspections at job sites and therefore must wear a hard hat, steel toed boots, safety glasses, hearing protection, high visibility vests, and respiratory equipment (as appropriate). Also, practices safety precautions such as remain alert during workplace visits or any hazards, and practice safety care as required.
- There is limited likelihood of receiving minor injuries, illnesses, or a partial or total disability.

- Exposed to usual/distracting noises, dirt/dust, glare from the computer, infectious diseases, wet or slippery surfaces, dangerous heights or depths, isolation, awkward or confining workspaces, physical dangers and threats, and heavy equipment. Travels to work sites (i.e. construction sites, mines, government building, etc.).