

Job Class Profile: **Health Education Assistant**

Pay Level: **CG-23** **Point Band:** **388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	3	3	2	2	2	1	3	
Points	140	50	19	14	60	43	41	21	32	420

JOB SUMMARY

The Health Education Assistant performs public information work of a specialized nature in the field of public health education/promotion. Work involves responsibility for the day-to-day operation and maintenance of the Regional Resource Centre and assists in the development of health education and promotion resources to be utilized throughout a region. Responsible for cataloguing, classifying, circulating and distributing public education resources.

Key and Periodic Activities:

- Maintains Regional Resource Centre to ensure efficient operation and distribution of acquired resources.
- Responds to inquiries regarding the availability of public education resources and provides information on the target and content of resources.
- Fills requests for public education resources through selections, packaging and arranging delivery.
- Weeds out stock when resource titles are discontinued and ensures that new titles are added.
- Provides resource centre services such as laminating, photocopying and scanning documents.
- Maintains records of resource materials, loans and dispersal and monitors return of materials.
- Utilizes computer software to develop a variety of health promotion resources such as newsletters, brochures and teaching aids.
- Provides support and clerical assistance to Regional Nutritionist for various health promotion events and health promotion plan to meet deadlines.
- Keeps staff up-to-date and informed regarding the availability of public education resources, policies and procedures.
- Types and edits documents for staff.

SKILL

Knowledge

General and Specific Knowledge:

- General knowledge of Health Education/Promotion

Formal Education and/or Certification(s):

— Minimum: 1 year Certificate/Diploma in Office or Business Administration.

Years of Experience:

— Minimum: 1 – 2 years of experience.

Competencies:

- Computer skills
- Ability to multi-task

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to instructions regarding work duties and to information from other staff regarding the resources requested; asking questions to gather information regarding health education resources and providing routine information and direction regarding the use of public education resources.
- Communications occur with employees within the immediate work area and department as well as outside the department and clients of the resource centre.
- The most significant contacts would include the Health Promotion team, Regional Nutritionists and supervisors/managers.

EFFORT

Physical Effort

- Work demands typically do not result in fatigue, requiring periods of rest.
- Lifting and moving of boxes containing literature and related health education/promotional resources from the Resource Depot, which can weigh up to 25 lbs, occurs regularly. Requires strength and endurance.
- Sitting at a computer to develop resources and perform related office duties occurs regularly as does standing and walking.
- Fine finger or precision work is required to perform computer work while gross motor skills requiring strength are required to package and deliver resource materials.

Concentration

- **Visual** concentration is required constantly to maintain the Regional Resource Centre; produce Health Education/Promotion resources; providing clerical support and to utilize a computer for extended periods of time.
- **Auditory** concentration is required to listen to instructions regarding work duties.
- **Other sensory demands** such as touch, is utilized to package resources to be shipped to Community Health Offices.
- **Repetition** requiring alertness is evident when filling the orders in the Regional Resource Centre as well as daily tasks such as typing and creating resources and stocking shelves when resources are low.
- **Time pressures** exist to fill orders for resource materials and sometimes newsletters and brochures are required within certain time frames.
- **Interruptions** typically occur when telephone requests disrupt the completion of resource orders.
- Lack of **control over work pace** occurs when two or more projects are ongoing with the same

deadline.

- **Alertness for the health and safety of others** is evident when filling large orders for resource materials since boxes must be placed where they are not a hazard to others.
- **Eye hand coordination** is required to type on the computer and to create new resources (i.e. cutting and laminating resources).
- **Exact results and precision** are required to accurately provide the resources being requested by staff.

Complexity

- Work involves a series of tasks and activities which are different but allow for the use of similar skills and knowledge.
- Typical challenge or issue to be resolved would be getting literature and resources packaged and delivered to Community Health offices on short notice.
- References available to address typical challenges or issues would include co-workers and management.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled as direction is received from supervisor/manager however daily tasks are performed independently. Supervisor/manager is available for assistance.
- Independent decisions can be made regarding ordering small office supplies.
- Decisions requiring supervisory approval would include large office expenditures such as software and items for resource development and travel approval.
- Some discretion and judgment is exercised to create resources however direction would be received from Health Consultants regarding the information required to be in a piece of literature or teaching aid.

Impact

- Results of tasks and activities are directly felt within the Health Promotion area and in Community Health offices which receive the health education/promotion resources and impact health education information.
- Mistakes or errors in developing resource materials would impact the information being used as part of health education and promotion and would cause delays in the development of other resources.
- Consequences of mistakes or errors are typically identified and resolved within 24 hours. Divisional staff are mainly affected by any errors. Errors in stocking the depot with resources may result in a lack of resources available to staff which may cause delays in ordering resources for health promotion of specific issues.

Development and Leadership of Others

- There is no supervision of staff.
- May provide advice/guidance to new employees.

WORKING CONDITIONS**Environmental Working Conditions**

- No special precautions or safety equipment is required.
- The likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injuries resulting in partial or total disability typically does not apply to this class.
- Exposure to glare from computer screens and dirt/dust when retrieving resources from the depot.