

Job Class Profile: Medical Services Aide**Pay Level: CG-19 Point Band: 292-315**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	2	4	5	1	2	2	1	4	
Points	47	33	25	24	30	43	41	21	43	307

JOB SUMMARY

The Medical Services Aide performs a variety of tasks related to the retrieval, preparation and sterilization of medical instruments and equipment.

Key and Periodic Activities

- Retrieves and restocks instruments and various supplies for medical supply carts in accordance with cart restock quota sheets for various areas such as anesthesia, surgery, intensive care, recovery room, operating room, etc.
- Collects, cleans and sterilizes soiled and contaminated medical instruments and equipment for reprocessing.
- Picks up soiled linens; delivers clean linen.
- Performs daily maintenance/quality assurance checks on equipment such as blood bank refrigerator and sterilizers to ensure they are running and working properly.
- Ensures warming units are filled throughout the day.
- Maintains inventory of supplies; orders and stocks supplies from storeroom or sterilizing processing department as required.
- Delivers supplies to all nursing units.
- Checks expiry dates on all sterile supplies and removes all outdated supplies from stock.
- Cleans and disinfects supply carts.
- Performs a variety of messenger services such as picking up and delivering mail and medications; answering telephone, etc.
- Operates a computer to requisition supplies, perform a stock inquiry or log work processes.
- Escorts patients to and from the medical unit when required.

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

- Operation, maintenance and testing procedures of sterilization equipment.
- Disinfection and cleaning guidelines.
- Medical instruments and supplies.

- Policies and Procedures.
- Cardiopulmonary Resuscitation (CPR).
- First Aid.
- Medical Terminology.
- Workplace Hazardous Materials Information System (WHMIS).

Formal Education and/or Certification(s):

- Minimum: High School Diploma. Completion of in-house technical training for proper sterilization techniques.
- **Years of Experience:**
- Minimum: No experience required.

Competencies:

- Ability to follow basic instructions and work processes.
- Ability to apply established techniques to the completion of activities.
- Ability to provide advice to others on how to solve a problem or address an issue.
- Ability to operate a computer.

Interpersonal Skills

- A range of interpersonal/communication skills are used and include: listening to information from other people and asking questions to get information to ensure understanding of any special requirements; providing routine information and direction to co-workers and new employees; gaining the cooperation of others to complete work, address issues and/or solve problems; and dealing with people who may be upset.
- The most significant contacts are with the supervisor for advice, guidance and direction; co-workers in the completion of daily work activities; and with other employees in the stores or sterilizing processing department and/or nursing/medical staff regarding the acquisition of supplies and required instruments.

EFFORT

Physical Effort

- The demands of the job occasionally result in fatigue, requiring periods of rest.
- Regularly lifts or moves objects such as boxes of IV solutions; instrument trays or bundles of instruments; bags of linen, etc. weighing 10 to 25 lbs. and pushes and pulls carts containing supplies weighing over 50 lbs.
- Work requires constant walking, standing, bending and stretching when packing and unpacking supplies; pushing carts containing supplies, medical instruments or linens to various areas of the hospital and filling the warming units.

Concentration

- **Visual** concentration or alertness is required regularly when restocking the supply carts to ensure that all required supplies and instruments are retrieved; inspecting instruments to ensure they are cleaned and sterilized properly; selecting the appropriate cycle on sterilizing equipment; ordering supplies and maintaining appropriate inventory levels; responding to

emergency situations and ensuring accuracy of supplies; entering data on the computer; checking expiry dates on products; pushing and pulling carts throughout the hospital to ensure the safety of patients, staff and general public; etc.

- **Auditory** concentration or strain is experienced when working in a noisy environment and listening for unusual sounds or sensors that may indicate equipment malfunction; listening for telephone, codes, or announcements; and interaction with staff.
- **Eye/hand coordination** is required when assembling instruments for sterilization.
- **Repetition requiring alertness** is required when performing repetitive tasks such as restocking carts to ensure the correct supplies are placed in the proper location; distributing supply carts to various units or departments; entering data on the computer; and delivering mail; etc.
- **A high level of attentiveness or alertness for the health and safety of others** is required to ensure that the carts are stocked with the correct supplies or instruments and to ensure adherence to the standards for infection control, disinfection and sterilization.
- **Time pressures and deadlines** occur when emergency supplies are required for surgeries or procedures; when there is an increase in the number of surgeries or procedures or when there are conflicting priorities. **Interruptions and lack of control over the pace of work** can occur when there is a machine malfunction.
- **Exact results and precision** are required when performing sterilization procedures; testing equipment to ensure it is working properly and when stocking carts to ensure the correct items and sizes are provided.

Complexity

- Work involves a series of tasks that are well defined and are similar/related in terms of the skills and knowledge required.
- Work involves retrieving, preparing and sterilizing medical instruments and equipment for reprocessing which requires strict adherence to infection control standards and knowledge of many types of specialized equipment and supplies.
- During emergency situations, a typical problem or challenge may be the acquisition and retrieval of supplies and/or instruments that are only available at other sites.
- Reference material to assist in addressing problems, challenges and issues include policies and procedures; standards for infection control and disinfection; and advice and guidance from co-workers; supervisors; and nursing/medical staff, etc.

RESPONSIBILITY

Accountability and Decision-Making

- Work is performed in a highly structured environment. Work is performed independently for daily activities with accountability for ensuring that equipment and supplies are available in adequate quantities and in a sterile condition.
- Without formal approval there is authority to order routine supplies from the storeroom or sterilizing processing department to ensure adequate supplies are available at all times and to remove outdated products from stock.
- Supervisory approval is required to purchase supplies; increase or decrease the quantity of supplies or to change policies or procedures.

Impact

- Impacts generally affect the immediate work area; department; organization and on patients and the general public.
- Work activities impact on resources such as: equipment; information; finances; material resources; health and safety and the corporate image.
- Improper cleaning and sterilization of instruments or an inadequate inventory of supplies can result in health and safety issues for patients and delays in medical procedures; financial costs will increase if supplies are outdated or if equipment is not properly maintained and breaks down; and negatively impact the corporate image.
- Errors are typically identified and resolved within hours of problem identification. Daily maintenance and testing of sterilization equipment is performed to ensure equipment is functioning in accordance with prescribed standards and work processes are documented.

Development and Leadership of Others

- Does not have full time responsibility for the direct supervision of bargaining unit staff.
- May provide advice, guidance or some on-the-job training to new employees.

WORKING CONDITIONS**Environmental Working Conditions**

- There is a requirement to wear safety equipment such as a mask; gloves; gown; safety boots; and eye protection.
- The likelihood of injury or illness resulting from hazards in the job is limited if normal precautions are followed.
- There is exposure to undesirable conditions in the work environment such as bodily fluids and waste; infectious diseases and odours when handling soiled linens or contaminated instruments; fumes from hazardous chemicals such as formalin; and sharp objects when cleaning some surgical instruments; etc.