

Job Class Profile: Technology Resource Consultant**Pay Level: CG-39 Point Band: 882-915**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	3	6	6	5	5	2	2	
Points	280	100	19	29	180	108	103	43	21	883

JOB SUMMARY

The Technology Resource Consultant performs professional work in the therapeutic application of computer technology to co-ordinate, assist and provide technical resource management to children and adolescents with physical disabilities as a member of the interdisciplinary teams at the Janeway Children's Health and Rehabilitation Centre. Functions as an integral member of a team comprised of Occupational Therapy, Speech Language Pathology and other professions as required to optimize a client's treatment and to develop technical strategies or modifications to help meet the client's needs and functional goals. Performs technical assessments province-wide and determines the limitations of each client to use computer resources; recommends appropriate purchases in this area and performs minor modifications on the equipment to adapt to the client's abilities and determines how the client can best use the skills given their physical and cognitive abilities. Equipment used includes computer equipment, communications equipment and environmental control units. Clients are seen province-wide through travelling clinics.

Key and Periodic Activities

- Manages a client caseload; schedules appointments; determines frequency of home and school visits; performs direct client care by assessing the client's ability to access and use technical resources; implements appropriate technical solutions to meet client care needs; prepares supporting documentation.
- Contributes to the patient's issues, goals and care plan as part of an interdisciplinary team (including Occupational Therapy, Speech Language, Psychology); attends travelling clinics to provide technical resource management. Also provides assessment and consultation to clients from other divisions upon referral and in conjunction with other disciplines.
- Liaises between the Janeway Children's Health and Rehabilitation Centre and The Newfoundland Society for the Physically Disabled to assess and recommend validity of client's request for funding; recommends on best use of the Society's money to serve the Province.
- Assesses children referred from School Boards and works with the Boards to develop and implement technology resource plans; documents as appropriate.
- Works with parent/caregiver to troubleshoot problems/concerns with the technical resource equipment; provides training in equipment usage; arranges repairs; provides education/consultation to community personnel regarding specific clients; plans, develops and delivers educational programs on technical resources for clients, families and others; provides in-services to Department of Education staff across the Province.
- Consults on the technical evaluation of equipment or software and provides demonstrations on usage to staff. Maintains a resource library.
- Installs, configures and troubleshoots computer and related software.

Key and Periodic Activities

- Participates in and attends staff meetings; maintains accurate workload statistics.

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

- Computer systems, software and related technologies including voice output communications devices and environmental control units.
- Assistive Technology.

Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree in Computer Science or Information Systems.

Years of Experience:

- Minimum: 1 year experience working with persons with disabilities.

Competencies:

- Strong communication and interpersonal skills.
- Analytical ability.
- Computer skills.

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information from the interdisciplinary team regarding patient issues, goals and care plan and with parents/caregivers regarding concerns with the technical resource equipment; asking questions as part of performing technical assessments; providing routine and complex information regarding the therapeutic application of computer technology; promoting the use of computer technology to children and adolescents with physical disabilities; instructing educational programs on technical resources and gaining the co-operation of others to complete work tasks and address any related issues.
- Most significant contacts are children and adolescents with physical disabilities and their parents/caregivers; members of interdisciplinary teams and other professionals as well as representatives from community organizations, School Boards and the Department of Education.

EFFORT**Physical Effort**

- Work demands do not typically result in fatigue, requiring periods of rest.
- Lifting and moving computers and related equipment as part of travelling clinics is required.
- Work involves sitting to perform administrative work related to managing a caseload. Standing and walking are required to provide training in equipment usage and to deliver educational programs on technical resources for clients and families. Working in awkward or cramped positions may be required to troubleshoot computers.
- Fine finger or precision work is required to operate a computer.

Concentration

- **Visual** concentration is required to assess client's ability to access and use technical resources and implement appropriate technical solutions to meet client care needs.
- **Auditory** concentration is required to participate in interdisciplinary team meetings; to provide education/consultation services to community personnel and to deliver educational programs on technical resources for clients and families.
- **Repetition requiring alertness** is evident during client assessments to determine the client's ability to access and use technical resources.
- **Time pressures** exist to manage a caseload including scheduling appointments and determining the frequency of home and school visits.
- **Eye/hand co-ordination** is required to install, configure and troubleshoot computers and related software.
- **Exact results and precision** is required to assess and recommend validity of client requests for funding as well as to complete client assessments and related documentation.

Complexity

- Work involves a series of tasks and activities which are different but allow for the use of similar skills and knowledge.
- Typical challenges relate to the therapeutic application of computer technology to co-ordinate, assist and provide technical resource management to children and adolescents with physical disabilities.
- References available to address typical challenges include individual patient care plans as well as divisional and organizational goals, policies and procedures.

RESPONSIBILITY

Accountability and Decision-Making

- Work is performed with considerable independence in the performance of its duties with review of work through performance appraisal and the success of the program.
- Independently performs technical assessments province-wide; determines the limitations of each client to use computer resources and recommends appropriate purchases for clients. Determines how clients can best use the skills they have given their abilities. Develops technical strategies or modifications to help meet client needs and functional goals; makes recommendations regarding the best use of money of The Newfoundland Society for the Physically Disabled to serve the Province.
- Supervisory approval is required for any computer/equipment purchases.

Impact

- Work tasks and activities impact the immediate work area including children and adolescents with physical disabilities, department and outside the organization such as school boards, to develop and implement technology resource plans.
- Resources impacted include clients; computer related equipment and related information and finances in terms of assessing and recommending validity of client requests for funding.
- Consequences of mistakes or errors are felt within the immediate work area, department, outside the department (i.e. school boards) and on the children and adolescents with physical disabilities. Mistakes in assessments would have a negative impact on a client's ability to access and utilize technical resources, therefore not meeting the needs of the clients.

Development and Leadership of Others

- Not responsible for the supervision of staff.

WORKING CONDITIONS

Environmental Working Conditions

- No special precautions or safety equipment required.
- Limited to no likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, injuries or occupational illness resulting in partial or total disability.
- Exposure to computer glare.
- Required to travel as part of travelling clinics.