

# Non-Management Compensation Dashboard Guide

Fall 2021

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## Introduction

The OHA's Data and Analytics platform presents data and indicators through a suite of applications designed to enable quick analysis and to support evidence-based decision-making in a secure online environment. Tools and dashboards leveraging financial, COVID-19, and human resources data are available in the platform. A summary of the platform is available [here](#).

The **Non-Management Compensation Dashboard** (formerly the Regional Compensation Dashboard) provides visualizations and summary tables for the 179 benchmark jobs included in the 2021 Non-Management Salary Survey results, providing reliable and up-to-date information on market pay levels and pay practices typical in the industry. All salary data is reported on an hourly basis.

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Any comments or questions regarding the **Non-Management Compensation Dashboard** can be referred to the contacts below or [DataAnalytics@oha.com](mailto:DataAnalytics@oha.com)

### Contact Information

Maggie Fung	Director, Data and Analytics	416.205.1528
Kim Burrows	Senior Consultant, Data and Analytics	416.205.1387
Anna Ciaravella	Senior Data Analyst, Data and Analytics	416.205.1395

## Logging-In

Access to the Data and Analytics site is through [www.OHA.com](http://www.OHA.com) (log-in required). Permission is granted based on approval by your organization's Local Registration Authority (LRA). The LRA was assigned by your organization's CEO to manage access to the various applications in the platform - ensuring designated individuals are granted access to the appropriate applications.

Email

Password

Keep me signed in

**Sign In**

[Forgot password?](#)

Don't have an account with OHA? [Register](#)

*#1 - Enter your email address*

*#2 - Enter the password used to access [www.OHA.com](http://www.OHA.com)  
(if you do not have a password, select 'forgot password')*

*If you have any questions, please email [DataAnalytics@oha.com](mailto:DataAnalytics@oha.com)*

## Data & Analytics Terms and Conditions - *See the website for the full Terms and Conditions*

### General

By accessing or using this website or any of its pages (the "Website"), you (the "User", "you" or "your") agree to comply with and be bound by the terms and conditions of use set out below, as revised from time to time (the "Terms of Use"). The Terms of Use constitute a binding contract between the User (and its directors, officers, and employees) and the Ontario Hospital Association (the "OHA"). OHA reserves the right to change these Terms of Use at any time, and you agree (including by virtue of your continued use of the Website) to be bound by any such changes.

In consideration of your acceptance of the Terms of Use you will be granted access to the data and information displayed on the Website (the "Content"). If you do not agree with the Terms of Use, you will be denied access to the data and analytics within the secure areas of the Website.

### Salary Surveys Application

The Salary Surveys Application contains sensitive human resource and compensation data. The Content of this application is strictly confidential and is intended for the exclusive use of authorized individuals as approved by the LRA and your organization's head of Human Resources. You must ensure that anyone to whom the Salary Surveys Application's Content is disclosed is authorized by your organization's head of Human Resources and subject to the same restrictions and conditions that apply to you under these Terms of Use. For clarity, users of this data are bound by the Terms of Use, in addition to the above-noted term.

## Overview

The landing page outlines the four Compensation Dashboards available through the Data and Analytics site. Click the icon on the applicable Dashboard to proceed. You can easily navigate to the other Dashboards at any time within the tool.

## OHA Compensation Dashboards

Click on the icons below to navigate between the Compensation Dashboards. Permission to access the dashboards are based on approval from your organization's Local Registration Authority (LRA).

To request permission to view additional dashboards, click [here](#).

Please contact [DataAnalytics@oha.com](mailto:DataAnalytics@oha.com) if you have any questions or feedback.

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Administrative Physician Compensation Survey



Research Salary Survey



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Non-Management Salary Survey



Management Salary Survey



## Help Page:

The Help page outlines key information to utilize the tool. At any time, you can click the icon (👁️) to refer to the Help Page. Once you've reviewed the Help Page, click the icon (👁️) to hide the Help Page and start customizing the dashboard.

### Compensation Dashboard

How is compensation at your hospital compared to [your peers](#)?

Min
Job Rate
90th Percentile Line (D9)
Aqua dots are your peers. Hover over the dots for further details.
\$50.00
\$45.00
\$40.00
\$35.00
\$30.00
\$25.00
\$20.00
\$15.00
\$10.00
\$5.00
\$0.00

No. of Orgs
??
??

Mean	\$???.??	\$???.??
Q1	\$???.??	\$???.??
Q2 (Median)	\$???.??	\$???.??
Q3	\$???.??	\$???.??
Q9	\$???.??	\$???.??

Average Line (Mean)

\*A Purple dot will appear once your organization is selected (see Step 1) if a match was reported. Hover over the dot for further details.

Click here to see the summary and detailed views

Click here to toggle between the other dashboards

Hover here for a detailed description of the selected benchmark job

Benchmark Job: Safety Advisor/Trainer - Analyst role (Job #223)

Hospital Name	Union	Degree of Match	Effective Date	Min	Job Rate
Hospital Name to appear here	Non-Union	=	2021-04-01	\$???.??	\$???.??
Hospital Name to appear here	Non-Union	=	2020-10-08	\$???.??	\$???.??
Hospital Name to appear here	Non-Union	=	2021-04-01	\$???.??	\$???.??
Hospital Name to appear here	Non-Union	=	2020-10-01	\$???.??	\$???.??
Hospital Name to appear here	Non-Union	=	2021-04-01	\$???.??	\$???.??
Hospital Name to appear here	Non-Union	=	2021-04-01	\$???.??	\$???.??

**Confidential - All users of the online reports (including downloaded information) must ensure that this information is kept confidential and used for internal HR purposes only.**

Filters

1) Select a Hospital: [Step 1: Select your organization](#)

2) Select a Job Type: [Step 2: Select a benchmark job](#)

3) Select your benchmark group: [Step 3: Use filter\(s\) to customize your benchmark group](#)

**Detailed information based on your filter selections**

## Customize the Report:

There are three main steps to customize your view of the report.

**STEP #1:** Select your **Hospital Name** from the drop-down list of all survey participants.

**STEP #2:** Select your **Job Comparator**.

Four job-level filters are available:

(see [appendix](#) for full details)

- Job Family,
- Benchmark Job\*,
- Degree of Match,
- Union.

\* You may select more than one Benchmark Job to view results together.

**Filters** 

1) Select a Hospital:

2) Select a Job Type:  
 Job Family  
  
 Benchmark Job  
  
 Degree of Match  
  
 Union

**STEP #3:** Select the **Benchmark Group** you'd like to compare to.

Seven organization-wide filters are available:

(see [appendix](#) for full details)

- Hospital Type,
- **NEW** - Ontario Health Region,
- OHA Region,
- Number of Beds,
- Organization Selection,
- Operating Budget, and
- Organization Headcount.

3) Select your benchmark group:  
 Hospital Type  Organization Selection  
    
 Ontario Health Region  OHA Region  Operating Budget  
     
 Number Of Beds  Organization Headcount  
 

**The dashboard will automatically update to reflect the parameters selected within the filters.**

**TIP: Select additional parameters if no data appears.**

The visualizations and tables will not appear if your selected parameters result in no data. Select additional parameters (for example, another hospital type) to see results.

**TIP: If a parameter is selected that does not include your organization (e.g. OHA Region 2 - if your hospital is in OHA Region 4), the purple dots, which represent your organization, will not appear in the visualization.**

**Important Note:** Reports with small sample sizes (i.e. less than 3), will not be shown. We suggest changing your parameters. The following warning message will appear in this situation:

Your filter settings have resulted in less than 3 responses. Please change your settings.

## Key Features:

### 1. Visualization Tool

The visualization tool (available for the hourly minimum rate and the hourly job rate) outlines the following:

- Purple dot represents the selected organization (*only appears if organization reported a job match*)
- Aqua dots are peer benchmark organizations
- A summary table is available to the right of the visualization, outlining all data points [mean, 25<sup>th</sup> percentile (Q1), median (Q2), 75<sup>th</sup> percentile (Q3) and 90<sup>th</sup> percentile (D9)]
- Additional details are provided in a table at the bottom of the report (hospital name, union, degree of match, effective date, hourly minimum rate, and hourly job rate)

Hover over aqua dots for details on individual organization results (hospital name provided)

Hover over purple dot for details on your organization's result

Hover over top of light shaded area for the 75<sup>th</sup> percentile (upper quartile or Q3)

Hover over bottom line for the 25<sup>th</sup> percentile (lower quartile or Q1)



Hover over top line for the 90<sup>th</sup> percentile or D9

Hover over dotted line for the Average (mean)

Hover over the top of the dark shaded area for the 50<sup>th</sup> percentile (median or Q2)

Click the icon to view the applicable job description

#### TIPS:

- Hover over various areas of the dashboard to get further details
- Utilize the following features to support your filtering experience:

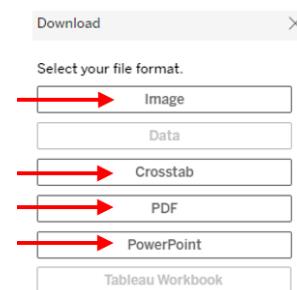
← Undo → Redo ⏪ Revert ⏴ Refresh ⏴ Pause

- Download information for your purposes. The download options available include: Image, Crosstab, PDF, and PowerPoint. Ensure you source what benchmark group (filters) are applied.

(Important Note: All downloaded materials are confidential and are for internal HR purposes only. The information must not be shared).

✉️ Subscribe 📥 Share ⏴ Download ⏴ Full Screen

NEW – Crosstab format (To download complete data table)



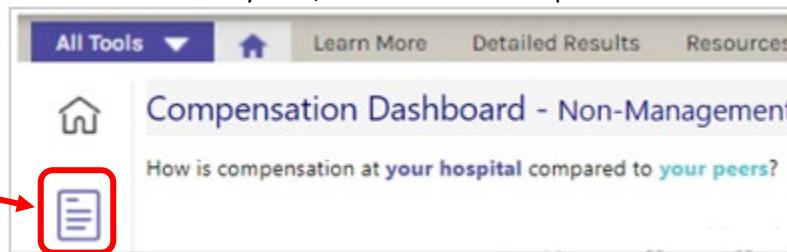
## 2. Summary and Detailed Views - NEW

### New views included within the dashboard:

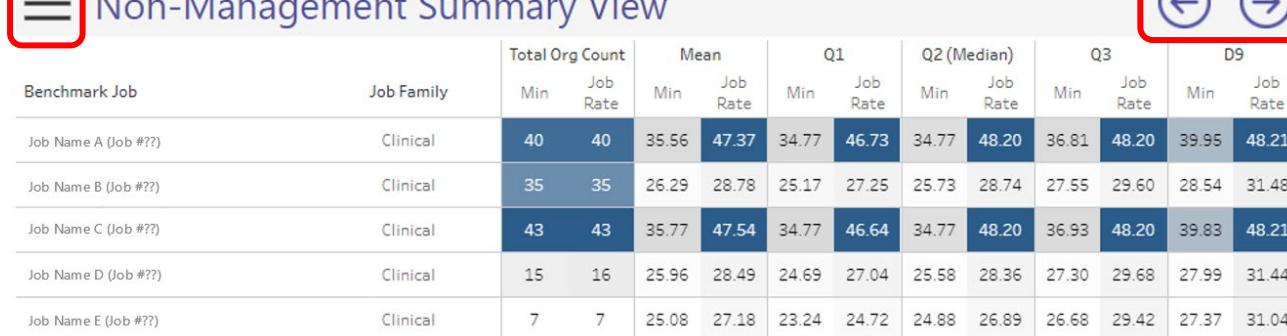
- The **Summary View** presents the summary data by benchmark job and provides the minimum rate and job rate by mean, 25<sup>th</sup> percentile (Q1), median (Q2), 75<sup>th</sup> percentile (Q3) and 90<sup>th</sup> percentile (D9).
- The **Detailed View** presents the hospital-level data by all data elements (e.g. Title Used, Minimum Rate, Job Rate, Degree of Match, Union, Salary Structure Type, etc.).

### To access these views:

- Click on the summary icon, located on the left pane of the Visualization tool.



- Customize your benchmark results using the filters located on the top-left of the page. Once a filter is applied, it automatically applies to the other views (Visualization tool, Summary, and Detailed views).
- You may save the results to Excel using the Download feature (Crosstab format).
- To go to the Detailed View, click the right arrow.
- To return to the Visualization Tool, click the left arrow.



Benchmark Job	Job Family	Total Org Count		Mean		Q1		Q2 (Median)		Q3		D9	
		Min	Job Rate	Min	Job Rate	Min	Job Rate	Min	Job Rate	Min	Job Rate	Min	Job Rate
Job Name A (Job #??)	Clinical	40	40	35.56	47.37	34.77	46.73	34.77	48.20	36.81	48.20	39.95	48.21
Job Name B (Job #??)	Clinical	35	35	26.29	28.78	25.17	27.25	25.73	28.74	27.55	29.60	28.54	31.48
Job Name C (Job #??)	Clinical	43	43	35.77	47.54	34.77	46.64	34.77	48.20	36.93	48.20	39.83	48.21
Job Name D (Job #??)	Clinical	15	16	25.96	28.49	24.69	27.04	25.58	28.36	27.30	29.68	27.99	31.44
Job Name E (Job #??)	Clinical	7	7	25.08	27.18	23.24	24.72	24.88	26.89	26.68	29.42	27.37	31.04



Hospital Name	Benchmark Job	Title Used	Degree of Mat..	Annual Hours	Union	Salary Structure ..	Eligible For Perfo..	Steps on Grid	Years to Job Ra..	Cost of Li..	Effective Date	Min	Job Rate F
Hospital A	Job Name A (Job #??)	Title Used	=	1950	OPSEU	1-Fixed Step: Automatic (automatic..)	No	6	5	---	2021-04-01	\$40.83	\$48.65
Hospital B	Job Name A (Job #??)	Title Used	=	1950	OPSEU	1-Fixed Step: Automatic (automatic..)	No	6	5	---	2021-04-01	\$42.27	\$48.23
Hospital C	Job Name A (Job #??)	Title Used	=	1950	OPSEU	1-Fixed Step: Automatic (automatic..)	No	6	5	---	2021-04-01	\$40.99	\$48.23

## Appendix

### BACKGROUND

The **Non-Management Compensation Dashboard** provides visualizations and summary tables for the 179 benchmark jobs included in the 2021 Non-Management Salary Survey results, providing reliable and up-to-date information on market pay levels and pay practices typical in the industry. All salary data is reported on an hourly basis.

The Non-Management Salary Survey is designed and conducted under the direction of a volunteer Advisory Committee. Current committee members are listed below.

- Christopher McNally – Halton Healthcare
- Jeannette Lipskie – Health Sciences North
- Angela McGinnis – Kingston Health Sciences Centre
- Christa McIntyre – London Health Sciences Centre
- Deborah Van Zant – Mackenzie Health
- Laura Horvath – Unity Health Toronto
- Isilda Mogo – University Health Network

#### Data Verification:

The onus is on participants to complete and verify the information that is submitted in their survey. In addition to the contribution made by participants, the data as they were submitted to the OHA were reviewed. We are confident that these steps serve to ensure the quality of the information contained within this report.

### FILTERS

Type of Filter	Filter	Options
Job-Level	Job Family	Choose one of the 19 job families: Clerical, Clinical, Corporate Other, Diagnostic Imaging, Finance, Finance/Other, Health Information Management, HR, HR/Finance, IT, IT/Communications, Laboratory, Nursing, Privacy, Procurement, Quality, Quality/Finance, Security/Risk/ Facilities, Trades/Services
	Benchmark Job	Available benchmark jobs will be streamlined based on job family selected
	Degree of Match	Equal match (=) job meets all capsule criteria (100%) Plus match (+) job meets all capsule criteria plus 1-2 items (120%) Negative match (-) job meets all capsule criteria except 1-2 items (80%)
	Union	Select from the list of union groups available
Organization-Wide	Hospital Type	Acute Teaching; Addictions & Mental Health; Complex Continuing Care & Rehabilitation; Community; Small
	OHA Region	1, 2, 3, 4, 5 North Region (includes OHA Region 1) East Region (includes OHA Region 2 & 3) Toronto Region (includes OHA Region 3) Central Region (includes OHA Region 3 & 4) West Region (includes OHA Region 4 & 5)
	NEW – Ontario Health Region	

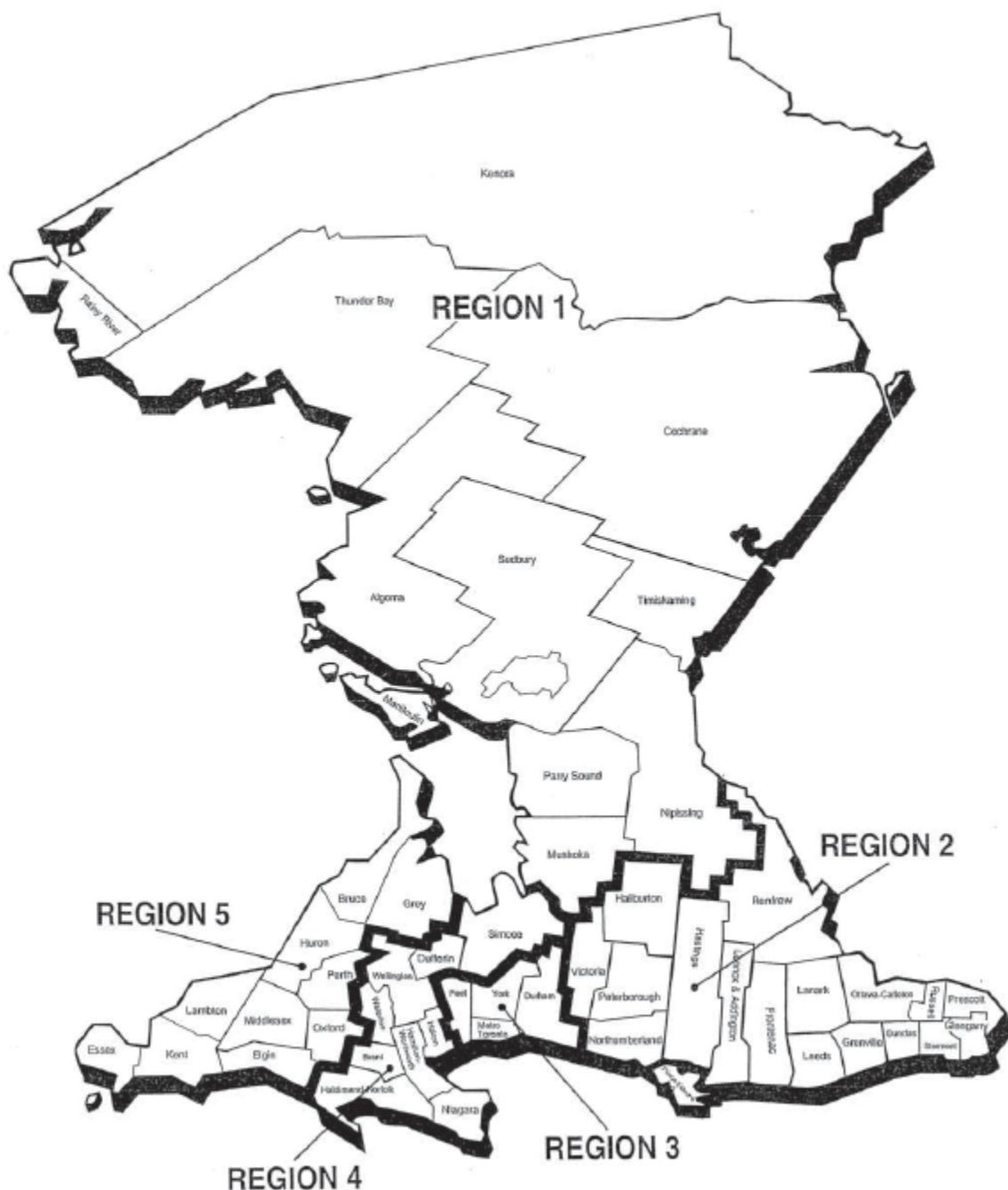
Number of Beds	Less than 50; 50-99; 100-199; 200-299; 300-499; Greater to or equal to 500
Operating Budget	<\$25 Million; \$25 Million to < \$50 Million; \$50 Million to < \$100 Million; \$100 Million to < \$250 Million; \$250 Million to < \$500 Million; Greater to or equal to \$500 Million
Organization Headcount	Less than 200; 200-399; 400-999; 1,000-1,999; 2,000-3,499; Greater or equal to 3,500
Organization Selection	Select one or more hospitals from a drop-down list of all participating hospitals.

## KEY TERMS

All salary data is reported on an hourly basis. Definitions for the captions used in the summary are as follows:

<b>Mean (Average)</b>	Average, as calculated by the sum of all observations divided by the number of observations.
<b>Q1 (25<sup>th</sup> percentile)</b>	First quartile observation. If all observations are ranked in ascending order, three quarters of them would be greater than Q1, while one quarter would be smaller.
<b>Median (Q2) (50<sup>th</sup> percentile)</b>	Median (middle) observation. Half the observations are greater, and half the observations are smaller than the median.
<b>Q3 (75<sup>th</sup> percentile)</b>	Third quartile observation. One quarter of the observations are greater than Q3, while three quarters are smaller.
<b>D9 (90<sup>th</sup> percentile)</b>	Ninth decile observation. Ten percent of the observations are greater than D9, while ninety percent are smaller.
<b>Degree of Match</b>	Matching job duties were similar, but somewhat more than the benchmark, "+" is shown. If the job is similar, but somewhat less than the benchmark, "-" is shown.

## OHA REGIONS



## JOB CAPSULE DESCRIPTIONS

This section provides detailed descriptions of each of the 179 benchmark jobs in the survey.

Job Family	Benchmark Job/Role	Job Capsule Description	Benchmark Job Number
Clerical	Administrative Assistant - Department	<p>Responsible for providing secretarial and administrative support to one or more Department Heads, Directors, managers, and/or to a department or other functional group. Responsibilities are similar to Administrative Assistant to Programs. As with the Administrative Assistant-Program, emphasis is on secretarial tasks such as typing, meeting coordination, reception, ordering and monitoring of supplies, etc. and less on special assignments, although these will occur. May provide secretarial support for a large number of staff. May also be called Department Secretary or Secretary.</p> <p>Qualifications            Education: College Diploma            Experience: 1 - 2 years</p>	Job #8
Clerical	Administrative Assistant - President & CEO	<p>Responsible for providing executive secretarial and administrative support to the President &amp; CEO.</p> <p>Responsibilities may include non-intrusive screening and handling of calls and visitors, preparing and typing correspondence, coordinating administrative details related to the planning of meetings and conferences, preparing and distributing materials (such as agenda) for Board meetings. May act as a recording secretary for various committees. May act as a resource to or directly supervise other clerical staff. May be responsible for such tasks as researching topics for executive team, ensuring appropriate investigation and response to patient complaints, etc. May serve as key administrative resource to the Board of Directors. May also be called Executive Secretary, Corporate Assistant, or Secretary to CEO.</p> <p>Qualifications            Education: Community College Diploma.            Experience: Minimum 5 years of experience in progressively more senior posts.</p>	Job #5
Clerical	Administrative Assistant - Program	<p>Responsible for providing secretarial and administrative support to one or more Program Directors or General Managers or to a program or major division. Responsibilities are similar to Administrative Assistant to President and Vice Presidents. Emphasis may be more on secretarial tasks such as typing, meeting coordination, report editing and production, etc. and less on special assignments, although these will occur. May provide secretarial support for a large number of staff and management. May also be called Program Secretary.</p> <p>Qualifications            Education: College Diploma            Experience: 2 - 3 years</p>	Job #7

Clerical	Administrative Assistant - Vice President	<p>Responsible for providing executive secretarial and administrative support to one or more Vice President level positions. Responsibilities are similar to Administrative Assistant to President, does not supervise clerical staff. May assist Administrative Assistant to President &amp; CEO with projects, meeting coordination, etc. May also be called Executive Assistant, Secretary to VP.</p> <p>Qualifications            Education: College Diploma            Experience: 3 – 5 years</p>	Job #6
Clerical	Coordinator Executive Office	<p>Responsible for providing executive support to the President/CEO and Chair of the Board for matters pertaining to governance of the organization. Also supports the Executive Team and Board of Directors. Is responsible for managing the CEO's office and supervising Executive Assistants.</p> <p>Qualifications            Education: Bachelor's Degree            Experience: Minimum 5 years</p>	Job #163
Clerical	Clerk	<p>Under close supervision, responsible for carrying out filing/clerical duties as a primary function of the job. Sorts correspondence, invoices, receipts and other records into proper order for filing. Purges material from files and prepares for storage, keeping a record of materials. Performs other clerical functions such as typing, photocopying, collating, mail distribution and reception. Answers routine telephone enquiries.</p> <p>Qualifications            Education: High School Graduate</p>	Job #21
Clerical	Senior Clerk	<p>With a minimum amount of supervision, responsible for performing clerical duties of more than average complexity requiring judgment and initiative, where established procedures may not cover all situations. May compile and verify information such as patient data. Typical duties may include typing reports/ correspondence and performing routine troubleshooting. Answers and investigates routine telephone enquiries.</p> <p>Qualifications            Education: High School            Experience: 2 years Clerical experience</p>	Job #22
Clerical	Medical Affairs Coordinator	<p>Responsible for supporting the relationship between members of the Professional Staff (Physicians, Dentists and Midwives), the hospital, medical associations, and different levels of government. Works closely with members of the Professional Staff to ensure recruitment, Credentialing and Re-Credentialing, Orientation, Remuneration, successful learner rotations and compliance with Hospital By-Laws and Rules and Regulations are met.</p> <p>Qualifications            Education: Bachelor's Degree            Experience: 2 – 3 years' experience in health care administration</p>	Job #162

Clerical	Medical Secretary	<p>Responsible for performing a wide range of secretarial and administrative functions including typing/word processing of correspondence, booking appointments, scheduling meetings, OHIP billing, preparing agendas and taking minutes as necessary, answering, screening and routing incoming calls, maintaining files and taking admission information on the phone. May type manuscripts and research grant applications.</p> <p><b>Qualifications</b>  <b>Education:</b> Medical Office Administration Diploma</p>	Job #57
Clerical	Patient Registration / Admitting Clerk	<p>Responsible for performing all related clerical duties necessary to ensure proper and accurate documentation of patient registrations in Admitting Department or other areas (i.e. Emergency or Nursing Units) as required. Responds to patient and family inquiries as required.</p> <p><b>Qualifications</b>  <b>Education:</b> High School Diploma and medical terminology certificate</p>	Job #9
Clerical	Scheduling Specialist	<p>Responsible for overseeing the day-to-day operation of a series of complex scheduling and processing activities in the Staffing &amp; Scheduling office. Reports to the Staffing &amp; Scheduling Supervisor/Coordinator or works with Clinical Manager to allocate staff resources, monitor workflow, and assist with other planning activities. Develops master schedules or workplans. Investigates, problem solves, and provides functional guidance and training to the front-line scheduling staff. Ensures fair and equitable scheduling practices are adhered to.</p> <p><b>Qualifications</b>  <b>Education:</b> Two-year office administration diploma  <b>Experience:</b> 5 years related office administration support</p>	Job #202
Clerical	Screener <i>(New in 2021)</i>	<p>Responsible for greeting and screening all patients, staff, physicians, and visitors entering the hospital for symptoms of COVID-19 using a standardized COVID-screening tool. Maintains flow at the entrance ensuring everyone entering the location is screened. Ensures hand sanitization and distributes masks according to mask distribution guidelines. May refer individuals to advanced screening or ED if required.</p> <p><b>Qualifications</b>  <b>Education:</b> High School Diploma</p>	Job #218
Clerical	Staffing / Scheduling Clerk	<p>Responsible for scheduling staff to meet the hospital's needs and in compliance with collective agreements and non-union departmental policies as they pertain to remuneration, hours of work, scheduling of hours, replacement of employees and awarding of shifts as well as procedures related to the input, processing and administration of scheduling related functions.</p> <p><b>Qualifications</b>  <b>Education:</b> Office Administration Certificate</p>	Job #154

		Experience: Two years clerical experience AND a minimum of six months experience in staff scheduling	
Clerical	Unit Clerk / Ward Clerk	<p>Responsible for performing a wide range of clerical communication and reception functions for medical and ward nursing staff. These functions include acting as the ward receptionist, processing of physicians' orders, providing notice and maintaining records on ward transfers/discharges, admissions, preparing statistics, schedules, time records and filing.</p> <p>Qualifications</p> <p>Education: College Diploma including medical terminology.</p>	Job #105
Clinical	Anesthesia Assistant	<p>Responsible for assisting in the provision of anesthesia services under the supervision of an Anesthesiologist. Sets up tests, calibrates, and operates the anesthesia workstation, intubation/airway devices, fiberoptic endoscopes, infusion devices, etc. Assists in the preparation of the patient for surgery, performs pre-operative assessments as requested, assists with or performs the insertion of devices such as nasogastric tubes, intravenous, and intra-arterial catheters. Monitors the patient's physiological status during anesthesia by monitoring vital signs and anesthetic gases, and monitors patient progress in the Post Anesthesia Care Unit.</p> <p>Qualifications</p> <p>Education: Graduate of a recognized Anesthesia Assistant Certificate Program and Diploma in either Respiratory Therapy or Nursing Mandatory: RN or RRT</p>	Job #107
Clinical	Audiologist	<p>Responsible for providing diagnostic assessment and evaluation of patient hearing disorders. Plans, directs, and conducts treatment/rehabilitation programs for patients. Counsels patient and family. Works in close cooperation with professional staff of other disciplines.</p> <p>Qualifications</p> <p>Education: Master's Degree in Audiology</p> <p>Certification: College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) or Ontario Association of Speech-Language Pathologists and Audiologists (OSLA) or Canadian Association of Speech-Language Pathologists and Audiologists (CSLPA)</p>	Job #11

Clinical	Chaplain / Spiritual or Pastoral Care Provider	<p>Responsible for assessing the spiritual needs of patient and family, plans and delivers appropriate pastoral care, counsels patients, family and staff, records and evaluates client's progress, comforts and counsels, maintains liaison with religious institutions in the surrounding community and with community agencies and participates in staff educational programs and hospital committees as related to their work.</p> <p>Qualifications</p> <p>Education: Master's Degree in religious studies.</p> <p>Mandatory Certification: Certificate with Canadian Association for Spiritual Care (CASC) (Formerly: Canadian Association of Pastoral Practice and Education (CAPPE))</p>	Job #16
Clinical	Child & Youth Worker	<p>Responsible for providing group therapy programs for pediatric inpatients and outpatients, with specific attention to those lacking social skills and with behavioural problems. Provides knowledge and support to other health care team members in these areas.</p> <p>Formulates psychosocial assessments and discharge summaries from children and adolescents in group therapy.</p> <p>Qualifications</p> <p>Education: Three year College diploma in Child &amp; Youth Counseling.</p> <p>Mandatory Certification: Registration in the CYC Program</p>	Job #17
Clinical	Child Life Specialist	<p>Responsible for providing individual Pediatric patient support including premature neonates during hospitalization. Assesses, develops and implements programs promoting growth and development to prevent adverse reactions to hospitalization. Provides support to parents and patients during medical procedures.</p> <p>Administers, observes and interprets various developmental assessment tests and other measures. May provide education, information and resources for parents including group education on newborn bath care. May be responsible for planning and coordinating community tours, open house events etc.</p> <p>Qualifications</p> <p>Education: Bachelor's Degree in Child Life Studies, or related discipline.</p> <p>Mandatory Certification: Child Life Certification Current membership with the Child Life Council.</p>	Job #18
Clinical	Chiropodist	<p>Responsible for diagnosing disorders of the foot arising from systemic disease, infections or structural abnormalities and implements specific treatment plans based on diagnosis; takes negative impressions of all or part of the foot and designs/constructs custom chiropodial, orthoses and/or prostheses equipment to correct, immobilize or redistribute loading borne by foot.</p> <p>Qualifications</p> <p>Education: Advanced Diploma in Health Sciences (Chiropody)</p> <p>Mandatory Certification: Registration in College of Chiropodists of Ontario.</p>	Job #19

Clinical	Communicative Disorders Assistant	<p>The CDA works under the supervision of a Speech Language Pathologist or Audiologist. Responsible for implementing a variety of programs such as communication, articulation, cognition and phonology. May conduct screening in audiology and speech. May also participate in public awareness programs and assist with assessments.</p> <p><b>Qualifications</b>            Education: College Diploma in Communicative Disorders            Certification: Communicative Disorders Assistant Association of Canada (CDAAC).</p>	Job #26
Clinical	Diet / Nutrition Technician	<p>Responsible for screening new patients and those on select diets and reporting information/nutritional problems to Clinical Dietician. Instruct/educate patients and their families in selected therapeutic diets. Establish and/or implement nutrition care plans for meals and nourishment for selected patients as directed by Clinical Dietician.</p> <p><b>Qualifications</b>            Education: College Diploma in Nutrition and Food Services            Management Certification: Canadian Society of Nutrition Management (CSNM) or Ontario Society of Nutrition management (OSNM)</p>	Job #29
Clinical	Dietitian	<p>Responsible for the nutritional care of patients through assessment, counseling and teaching. In addition to patient care, provides leadership and direction in applied nutritional care to other health professionals and food service workers. Evaluates effectiveness of nutritional care provided and conducts research as required. Works closely with other departments to provide an interdisciplinary approach to patient care.</p> <p><b>Qualifications</b>            Education: Bachelor's Degree in Food &amp; Nutrition            Mandatory Certification: College of Dietitians of Ontario (CDO).</p>	Job #30
Clinical	Discharge Planner	<p>Responsible for coordinating multidisciplinary efforts to identify and work with patients, families requiring assistance with discharge, advocacy, and linkages with community agencies and providing brief supportive counseling.</p> <p><b>Qualifications</b>            Education: Bachelor's Degree in Registered Health Profession            Mandatory Certification: Member of Regulatory Body in specialized discipline i.e. College of Nurses or Ontario College of Certified Social Workers (OCCSW)</p>	Job #31

Clinical	<b>First Nations/ Traditional/ Cultural Worker (Indigenous)</b> <i>(New in 2021)</i>	<p>Responsible for creating access to quality care through a variety of providers, including hospital and community-based services, to support the physical, social, emotional and spiritual care needs of Indigenous patients (First Nation, Inuit, and Métis (FNIM)). Provides direct support to Indigenous patients and their family through provision of information, resources, advocacy and coordination of services; facilitates requests for access to Indigenous ceremonies and medicines; facilitates connections with family, Elders, Traditional Healers and other community supports, and participate in case discussions and debriefs. Coordinates proactive continuity of care; collaborates referrals with circle of care partners; assists with seamless care transitions and provider intersection.</p> <p>Works with hospital and community services to develop a patient-centric plan of care that incorporates traditional healing/culturally safe practices based on patient choice.</p> <p>Identifies priority health concerns and health equity gaps for Indigenous peoples in the region.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Social Work or a relevant health-related field  <b>Experience:</b> Minimum 3 years in a health care or social service environment</p>	Job #214
Clinical	<b>Genetic Counsellor</b>	<p>Responsible for providing individuals and families with information on the nature, inheritance and implications of genetic disorders to help them make informed medical and personal decisions. Helps people understand and adapt to the medical, psychological and familial implications of how genetics contributes to disease. Serves as a patient advocate and refers individuals and families to available support services. Also acts as an educator and resource person for other healthcare professionals.</p> <p><b>Qualifications</b>  <b>Education:</b> Master's Degree in Genetic Counselling  <b>Preferred Certification:</b> CAGC (Canadian Association of Genetic Counsellors) or ABGC (American equivalent) eligible/certified  <b>Experience:</b> 2 years</p>	Job #208
Clinical	<b>Infection Control Practitioner – Non-RN</b> <i>(New in 2021)</i>	<p>Responsible for coordinating and monitoring the activities involved in the hospital-wide infection prevention and control program. General duties include surveillance of infection incidents, coordination of educational programs, and regular liaison with other health care professionals. Submit mandatory MOH infection control statistics. May be involved in pandemic planning.</p> <p><b>Qualifications</b>  <b>Education:</b> Diploma in Laboratory Technology</p>	Job #215

Clinical	Infection Control Practitioner – RN  <i>(New in 2021)</i>	<p>Responsible for coordinating and monitoring the activities involved in the hospital-wide infection prevention and control program. General duties include surveillance of infection incidents, coordination of educational programs, and regular liaison with other health care professionals. Submit mandatory MOH infection control statistics. May be involved in pandemic planning.</p> <p>Qualifications Education: Degree in Nursing</p>	Job #216
Clinical	Instrument Coordinator	<p>Responsible for ensuring that the right instruments, specialty equipment, and supplies are available in the right Operating Room at the right time. Anticipates the needs of the patient's surgery and team members, and seeks to provide assistance, and minimize or eliminate problems. Communicates with CPD staff to ensure correct products are processed and ready for upcoming cases. Collaborates with Central Processing and the Service Team Leader, to ensure the correct care, maintenance and repair of instruments/equipment according to Hospital protocol and manufacturer instructions.</p> <p>Responsible for quality control audits of instruments/equipment on a regular basis.</p> <p>Qualifications Education: Post-secondary degree, or an equivalent combination of formal education and experience Experience: Relevant experience in a Perioperative setting, knowledge of relevant Operating Room processes, and knowledge and/or experience of relevant Central Processing Department processes</p>	Job #209
Clinical	Kinesiologist	<p>Responsible for studying the factors that influence human movement and looks for ways to improve the efficiency and performance of the human body at work by applying the sciences of biomechanics, anatomy, physiology and psychomotor behaviour. This is the clinical role. For the human resources role, please refer to job # 197 (Ergonomist).</p> <p>Qualifications Education: Bachelor's Degree in Kinesiology. Experience: 1 - 3 years</p>	Job #122
Clinical	Occupational Therapist	<p>Responsible for the functional evaluation, education and management of patients. Determines a program of treatment to optimize the patient's independence in activities of daily living. Involved in the education of patients and appropriate family members, students and interns, other health care members and the general public with regard to the functional management of patients' problems. Functions as part of a multi-disciplinary team.</p> <p>Qualifications Education: Master's Degree in Occupational Therapy Mandatory Certification: Membership in Canadian Association of Occupational Therapists (CAOT) or Membership in College of Occupational Therapists of Ontario (COTO).</p>	Job #66

Clinical	Occupational Therapist / Physiotherapist Assistant	<p>Responsible for assisting Occupational and Physiotherapists in providing treatment to maximize independence of patients. Monitor and assist patients in individual cognitive, perceptual, physical and group programs. Assists with the implementation of new therapy programs and patient education. Responsible for ordering, maintaining, monitoring and cleaning ADL equipment and for wheelchair maintenance. Sets up and administers electrotherapy treatments and other modalities.</p> <p><b>Qualifications</b>  <b>Education:</b> Occupational Therapist and Physiotherapist Assistant certificate</p>	Job #68
Clinical	Occupational Therapist Assistant	<p>Responsible for assists Occupational Therapists in providing treatment to maximize independence of patients. Supervises or assists patients in individual cognitive, perceptual, physical and group programs. Assists with the implementation of new therapy programs. Responsible for ordering, maintaining, monitoring and cleaning ADL equipment and for wheelchair maintenance. Note - not the same as a Rehabilitation Assistant.</p> <p><b>Qualifications</b>  <b>Education:</b> Occupational Therapy Assistant certificate</p>	Job #67
Clinical	Orthopedic Technician	<p>Responsible for the application and removal of plaster and synthetic casts, splints, and orthopedic devices under the supervision of the Orthopedic Physician. Utilizes, orders, and performs maintenance on all orthopedic and fracture room equipment and instruments.</p> <p><b>Qualifications</b>  <b>Education:</b> High School Diploma and on-the-job training</p>	Job #69
Clinical	Orthopedic Technologist (Registered)	<p>Responsible for the application and removal of all types of casts including specialized casts, fracture braces, body casts, and halo body casts, as well as, splints, and orthopedic devices. Performs work independently according to Orthopedic Physician's verbal or written orders. Utilizes, orders, and performs maintenance on all orthopedic and fracture room equipment and instruments. Provides on the job instruction and demonstration of casting techniques to other health professionals (medical students, interns, residents) and Orthopedic Technicians, as required.</p> <p><b>Qualifications</b>  <b>Education:</b> High School Diploma and successful completion of the Canadian Society Of Orthopedic Technologists (CSOT) examinations  <b>Certification:</b> Registration with the CSOT</p>	Job #110

Clinical	Pathologist Assistant	<p>Responsible for providing support to the Pathologists and performs detailed gross examination, description and dissection of surgical and autopsy specimens following the Pathologists direction and supervision. Participates in the performance of Hospital and medical-legal autopsies.</p> <p><b>Qualifications</b>  <b>Education:</b> Master's Degree in Sciences  <b>Preferred Certification:</b> Certification from a recognized Pathologist Assistant Course</p>	Job #124
Clinical	Patient Flow Specialist	<p>Responsible for day-to-day movement of patients through to the appropriate unit. Works closely with physician and clinical staff in assessing the suitability and availability of beds and services. Problem solves with clinical staff in various departments to facilitate movement of patients and elective admissions to inpatient units. Works with staff responsible for discharge planning/case management to facilitate timely and early discharge where appropriate to reduce wait times and backlogs.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in a Health-related profession</p>	Job #112
Clinical	Patient Safety Coordinator	<p>Responsible for providing expertise in patient safety to all levels/areas of the organization. Key areas include cultural transformation, investigation of critical incidents or trends, proactive consultation, education and systems design aimed at eliminating or minimizing risk to patient safety. Participates in the investigation of any adverse events relating to patient safety. May work in conjunction with legal counsel to investigate potential lawsuits, obtain requested information, and participate as needed in litigation proceedings.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in a Health-related profession</p>	Job #147
Clinical	Patient Sitter / Constant Care Attendant	<p>Responsible for the constant observation of a patient to ensure and maintain their safety, and to prevent the patient from harming themselves or others. May assist in the physical restraint of a patient. May also be called Patient Observer.</p> <p><b>Qualifications</b>  <b>Education:</b> Healthcare Aide or equivalent, training in nonviolent crisis intervention.</p>	Job #148

Clinical	Perfusionist	<p>Responsible for assessing, planning, implementing, evaluating and documenting the delivery of circulatory support during cardiovascular surgical procedures and intra-aortic balloon counter pulsation, in collaboration with the physician. Responsible for performing therapeutic measures as prescribed by the physician; is responsible for the operation of other Cardiac Assist devices in consultation with the physician.</p> <p><b>Qualifications</b>  <b>Education:</b> Registered Nurse or Respiratory Care Practitioner.  <b>Mandatory Certification:</b> American Board of Cardiovascular Perfusion or the Canadian Society of Clinical Perfusion.</p>	Job #75
Clinical	Personal Support Worker	<p>Works closely with the health care team to assist in the provision of basic patient care, to include monitoring of patients' vital signs and communicating daily observations. Daily living duties include elimination, bathing, grooming, dressing and feeding of patients. Ensures patient care supplies are available and assists the patients in admissions, transfer and discharge.</p> <p><b>Qualifications</b>  <b>Education:</b> High School Diploma  <b>Mandatory Certification:</b> Community College Health Care Aide Certificate. Current BCLS (Basic Cardiac Life Support)</p>	Job #40
Clinical	Pharmacist	<p>Responsible for procuring, storing, and controlling the distribution of drug products and drug information throughout the hospital and promoting the safe and appropriate use of medication. Provides clinical monitoring of drug therapies, manufactures sterile products, and supervises pharmacy technicians; keeps abreast of current information through continuing education.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Pharmacy  <b>Mandatory Certification:</b> Ontario College of Pharmacists</p>	Job #76
Clinical	Pharmacy Clerk	<p>Responsible for providing customer service, assisting with merchandising, assisting in the pharmacy dispensary, following loss prevention procedures and performing general, cross-functional and/or other duties consistent with the job classification as assigned or requested.</p> <p><b>Qualifications</b>  <b>Education:</b> High School Diploma</p>	Job #165

Clinical	Pharmacy Technician (Regulated)	<p>Responsible for the technical aspects of drug distribution within their functional area. This includes preparing sterile and non-sterile extemporaneous products, entering drug orders into the computer, packaging products, purchasing drugs, customer relations, processing prescriptions, billing and reconciliation, narcotic inventory control, drug studies and liaising with nursing staff on the patient care units. Checks prescription in compliance with regulations for Registered Pharmacy Technicians.</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma as a Pharmacy Technician</p>	Job #159
Clinical	Phlebotomist	<p>Responsible for the procurement of both in-patient and out-patient laboratory specimens for adults, children, and neonates, and the documentation of laboratory specimens. Responsible for the preparation of specimens for analysis and distribution to either internal Laboratory work stations, or for submission to external Laboratories.</p> <p><b>Qualifications</b>  <b>Education:</b> High School Diploma, with College courses in Phlebotomy, Venipuncture, or equivalent  <b>Certification:</b> Laboratory Assistant with the Ontario Society of Medical Technologists</p>	Job #78
Clinical	Physician Assistant	<p>Under the direction, supervision and/or delegation of a supervising Physician, and in accordance with the College of Physicians and Surgeons of Ontario's policy on delegation, the Physician Assistant provides medical care to patients under medical directives or direct orders. Coordinates, evaluates, provides care, and assists with diagnosis, management, disposition, examination and treatment for patients.</p> <p><b>Education &amp; Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Graduate of the Physician Assistant Bachelor Degree</li> <li>• Certified through the National Commission on Certification of Physician Assistant (NCCPA)</li> <li>• Certified or eligible to be certified through the Physician Assistant's Certification Council (PACC)</li> <li>• Current Basic Cardiac Life Support (BCLS), Advanced Cardiac Life Support (ACLS), Paediatric Advanced Life Support (PALS) and Neonatal Advanced Life Support (NALS) are mandatory</li> </ul>	Job #192
Clinical	Physiotherapist	<p>Responsible for assessing, developing, implementing and evaluating programs for patients with musculoskeletal disorders, plans and coordinates patients' discharges; educates patients and their families in regard to physiotherapist management of health care problems; re-evaluates physiotherapy programs after patient discharge; provides education to hospital staff of physiotherapy activities and conducts research.</p> <p><b>Qualifications</b>  <b>Education:</b> Master's Degree in Physical Therapy  <b>Mandatory Certification:</b> College of Physiotherapists of Ontario</p>	Job #79

Clinical	Physiotherapist Assistant	<p>Responsible for assisting Physiotherapists in providing treatment to maximize independence of patients. Helps with exercise therapy and patient education. Sets up and administers electrotherapy treatments and other modalities. Note: Not the same as a Rehab. Assistant.</p> <p>Qualifications Education: College Diploma as a Physiotherapist Assistant</p>	Job #80
Clinical	Professional Practice Leader - Dietary	<p>Responsible for representing the dietary profession within a Program Management structure and influences the continuing advancement of practice within an inter-disciplinary model. Provides leadership to the profession, advocates, promotes and facilitates the contribution made by the profession to excellence in patient centered care, education and research.</p> <p>Qualifications Education: Bachelor's Degree in Food &amp; Nutrition Mandatory Certification: College of Dietitians of Ontario (CDO). Experience: 5 years' experience in related field of study.</p>	Job #128
Clinical	Professional Practice Leader - Occupational Therapy	<p>Responsible for representing the occupational therapy profession within a Program Management structure and influences the continuing advancement of practice within an inter-disciplinary model. Provides leadership to the profession, advocates, promotes and facilitates the contribution made by the profession to excellence in patient centered care, education and research.</p> <p>Qualifications Education: Bachelor's Degree in Occupational Therapy Mandatory Certification: Canadian Association of Occupational Therapists (CAOT) or Membership in College of Occupational Therapists of Ontario (COTO). Experience: 5 years of experience in related field of study.</p>	Job #130
Clinical	Professional Practice Leader - Physiotherapy	<p>Responsible for representing the physiotherapy profession within a Program Management structure and influences the continuing advancement of practice within an inter-disciplinary model. Provides leadership to the profession, advocates, promotes and facilitates the contribution made by the profession to excellence in patient centered care, education and research.</p> <p>Qualifications Education: Bachelor's Degree in Physical Therapy Mandatory Certification: College of Physiotherapists of Ontario; must pass the "Physiotherapy National Examination" set by the Canadian Association of Physiotherapists Experience: 5 years' experience in related field of study.</p>	Job #131
Clinical	Professional Practice Leader - Social Work	<p>Responsible for representing the social work profession within a Program Management structure and influences the continuing advancement of practice within an inter-disciplinary model. Provides leadership to the profession, advocates, promotes and facilitates the contribution made by the profession to excellence in patient centered care, education and research.</p>	Job #135

		<p><b>Qualifications</b></p> <p>Education: Master's Degree in Social Work</p> <p>Mandatory Certification: Ontario College of Social Workers and Social Service Workers (OCSWSSW) or Ontario Association of Social Workers (OASW).</p> <p>Experience: 5 years' experience in related field of study.</p>	
Clinical	Professional Practice Leader - Speech Pathology	<p>Responsible for representing the speech pathology profession within a Program Management structure and influences the continuing advancement of practice within an inter-disciplinary model. Provides leadership to the profession, advocates, promotes and facilitates the contribution made by the profession to excellence in patient centered care, education and research.</p> <p><b>Qualifications</b></p> <p>Education: Master's Degree in Speech-Language Pathology</p> <p>Mandatory Certification: Registration with Ontario Association of Speech-Language Pathologists and Audiologists (OSLA) or Canadian Association of Speech-Language Pathologists and Audiologists (CASLPA), and certification with College of Audiologists and Speech-Language Pathologists of Ontario.</p> <p>Experience: 5 years' experience in related field of study.</p>	Job #136
Clinical	Psychologist	<p>Responsible for providing a complete range of psychological services (i.e. assessment, treatment, consultation) to both in and out patients. In addition to direct service, serves in educational, teaching, research and supervisory role within the hospital and department and maintains internal and external communication links with health care professionals dealing with psychological programs and services.</p> <p><b>Qualifications</b></p> <p>Education: PhD in Clinical Psychology</p> <p>Mandatory Certification: Registration with Ontario College of Psychologists of Ontario</p>	Job #82
Clinical	Psychometrist	<p>Responsible for administering and scoring intelligence, aptitude, achievement and other psychological tests, interprets results in relation to a variety of factors (i.e. personality, attitude and physiological reactions), teaches psychological test theory, demonstrates test administration as required, participates in the data collection and analysis stages of research projects, counsels patients and families under the direction of a Psychologist.</p> <p><b>Qualifications</b></p> <p>Education: Master's Degree in Psychology</p>	Job #83

Clinical	Recreationist / Recreation Therapist	<p>Responsible for planning and organizing recreation/leisure programs and services to meet patient needs and interests, including the elements of promotion, design, implementation, and evaluation, working in conjunction with other health care team members in developing treatment goals and subsequent reports of patient progress, liaising with community agencies and providing information on recreation to hospital staff and community representatives. (Do not report Recreation Therapy Assistants or those who have completed the College diploma).</p> <p>Qualifications Education: Bachelor's Degree</p>	Job #85
Clinical	Recreation Therapy Assistant	<p>Works as part of the recreation therapy team to assess individual leisure needs, plan, promote, coordinate, implement and evaluate group and individual programs to meet the assessed needs of the patients. Coordinates and monitors students/volunteers that are assigned to assist with programs. Records statistics for workload measurement and patient participation.</p> <p>Qualifications Education: Minimum 2-year Diploma in Therapeutic Recreation from a recognized College Program Experience: 2 years previous experience in a therapeutic/restorative setting within the geriatric population required. Registered Professional Member of Therapeutic Recreation Ontario (TRO) required or in progress.</p>	Job #193
Clinical	Registered Respiratory Therapist	<p>Responsible for providing treatments to patients with respiratory problems, sets up, operates and maintains various oxygen, therapeutic gas and mist inhalation equipment, determines most suitable method of administering inhalants and procedures in accordance with doctors' orders, participates in in-service and patient education and responds to cardiac arrests.</p> <p>Qualifications Education: Respiratory Therapy Diploma Mandatory Certification: Canadian Society of Respiratory Therapists (CSRT) or College of Respiratory Therapists of Ontario (CRTO)</p>	Job #96
Clinical	Social Worker (BSW)	<p>Responsible for conducting interviews, compiling case histories, assessing problems, recommending and providing a patient treatment program that may be subject to approval by a MSW. Maintains liaison with health care team and community services/agencies, and provides administrative support (i.e., statistics) to department.</p> <p>Qualifications Education: Bachelor's Degree in Social Work Preferred Certification: Ontario Association of Social Workers (OASW) or Ontario College of Social Workers and Social Service Workers (OCSWSSW)</p>	Job #99

Clinical	Social Worker (MSW)	<p>Responsible for providing professional social work services by independently conducting interviews, compiling case histories and formulating psycho-social diagnosis, participates in inter-disciplinary treatment programs and evaluates their effectiveness, prepares reports and maintains relevant records, facilitates referrals to community resources and acts as a resource on psycho-social matters to hospital staff and community.</p> <p><b>Qualifications</b>  <b>Education:</b> Master's Degree in Social Work  <b>Preferred Certification:</b> Ontario College of Social Workers and Social Service Workers (OCSWSSW) or Ontario Association of Social Workers (OASW)</p>	Job #100
Clinical	Speech Language Pathologist	<p>Responsible for assessing, evaluating and treating communication and swallowing disorders. Explains clinical problem, counsels patients and family on treatment and outcome of treatment. Participates in educational programs offered internally and externally.</p> <p><b>Qualifications</b>  <b>Education:</b> Master's Degree in Speech-Language Pathology  <b>Mandatory Certification:</b> Ontario Association of Speech-Language Pathologists and Audiologists (OSLA), or Canadian Association of Speech-Language Pathologists and Audiologists (CASLPA), or certification with College of Audiologists and Speech-Language Pathologists of Ontario.</p>	Job #101
Clinical	Vaccinator <i>(New in 2021)</i>	<p>Responsible for obtaining consent for administration of the COVID-19 vaccine, administration of the COVID-19 vaccine via intramuscular injection and assisting with monitoring and management of patients post vaccination. May have additional duties including reconstitution of vaccines and distribution of vaccines within the clinic environment.</p> <p><b>Qualifications</b>  <b>Education:</b> Registered or retired RN or RPNs; Physiotherapist; Respiratory Therapist; Occupational Therapist; Medical Radiation Technologist; Medical Laboratory Technician; Emergency Medical Technicians and Paramedics or upper year RN or RPN student or Pharmacy student with competency to support vaccination as identified by the Educational Program Leadership.</p>	Job #217
Corporate Other	Communications Specialist / Coordinator <i>(Updated in 2021)</i>	<p>Responsible for preparing and issuing inter-hospital communications releases (including staff newsletters), and tracking correspondence with other organizations. Deals with other issues as required that relate to the general public. Also, often responsible for the day-to-day media relations of the organization in collaboration with the Manager/Director, Public Relations. Fields media requests and seeks opportunities to provide media exposure for the organization. Conducts interviews, research, and may write media releases. Develops positive relationships with media representatives, and maintains network of media contacts, particularly in the health,</p>	Job #84

		<p>medical, and science domain. May assist in planning and coordinating special events and community relations activities.</p> <p><b><u>Note: If there's only one role in your organization, match to this role (job #84).</u></b></p> <p>Qualifications            Education: Bachelor's Degree in Journalism, Communications, or Marketing            Certification: Post-graduate Diploma in Communications            Experience: 2 years' experience</p>	
Corporate Other	Communications – Junior role  <i>(New in 2021)</i>	<p>Responsible for supporting the communications/public affairs/public relations department in the creation of communications plans and tactics including research, writing, editing and evaluation in accordance with industry standards and best practices. Assists the department with a variety of activities including communications planning, internet and intranet publishing, video channels, social media. May also be involved in special projects and events and related assignments in media relations, internal communications, publications, community/public relations, and measurement and evaluation activities.</p> <p>Qualifications            Education: Bachelor's Degree in Journalism, Communications, or Marketing            Preferred Certification: Post-graduate Diploma in Communications</p>	Job #219
Corporate Other	Communications – Senior role  <i>(New in 2021)</i>	<p>Responsible for providing strategic communication consultation and planning to all levels of leadership and staff at the hospital. Responsibilities include interviewing and writing material for media releases, internal publications, social media, shooting and editing video material and photography. Ensures that internal and external stakeholders are kept informed of the hospital's activities, initiatives, and accomplishments.</p> <p>Qualifications            Preferred Education: Master's Degree in Journalism, Communications, or Marketing            Experience: Minimum 5 years relevant experience</p>	Job #220
Corporate Other	Librarian	<p>Responsible for maintaining, adding, sourcing, and cataloguing library materials, including electronic resources. Researches library sources for information retrieval. Demonstrates use of computer catalogue, provides patron assistance, locates items in catalogue and on shelves for patrons, and stays current with information literacy trends. (Please do not report data if your position is also the Director or Manager).</p> <p>Qualifications            Education: Master's Degree of Library and Information Science</p>	Job #51

Corporate Other	Library Technician	<p>Responsible for the interlibrary loans, acquisition, cataloguing, and circulation of books, periodicals, audio visual materials, and publications. Performs routine literature searches and responds to quick and factual reference questions.</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma as a Library Technician</p>	Job #52
Corporate Other	Project Manager Role in Re-development	<p>Responsible for managing construction and/or re-development projects, including: leading the planning process with assigned user groups, performing financial management activities, preparing schedules and specifications, preparing contracts and negotiating revisions with architects, consultants, clients, suppliers, and subcontractors. May perform cross-functional and other duties consistent with the job classification, as required.</p> <p><b>Qualifications</b>  <b>Education:</b> Completion of a recognized construction engineering technology and /or civil engineering technology degree program or recognized equivalent  <b>Preferred Certification:</b> Project Management Professional (PMP)  <b>Preferred Membership:</b> Registration with the Professional Quantity Surveyor  <b>Experience:</b> 7 years' related experience in the construction industry</p>	Job #205
Corporate Other	Switchboard Operator	<p>Responsible for answering and relaying all incoming, outgoing and inter-office calls that need to be relayed through the central switchboard system, operates equipment and performs basic clerical functions for department, monitors fire and other alarm panels and initiates emergency codes/procedures, performs reception duties, as required.</p> <p><b>Qualifications</b>  <b>Education:</b> High School Diploma</p>	Job #102
Corporate Other	Telehealth Clinical Coordinator <i>(Updated in 2021)</i>	<p>Responsible for facilitating the delivery of health care to patient and education to health professionals living in rural and remote areas across Ontario. Responsible for acting as a liaison for the scheduling of telemedicine consultations and the coordination of meetings/information sessions/technology demonstrations; facilitating and/or participating in educational events for physicians and allied health professionals practicing in rural and remote sites; contributing to on-going project evaluation and expansion; acting as an expert in the use and care of equipment; assisting in the consultation process; working in compliance of the <u>Occupational Health &amp; Safety Act</u> and its regulations, reporting hazards, deficiencies and contravention's of the Act, in a timely manner; performing cross-functional and/or other duties consistent with the job classification, as assigned or requested.</p> <p><b>Note: This is Clinical, not IT. For the IT role, refer to job #221.</b></p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's degree in Nursing or recognized equivalent required.</p>	Job #118

		Required Certification: Certificate of competency (licensure) from the College of Nurses of Ontario Experience: Minimum 3 years	
Corporate Other	Telehealth Administrator (Non-Clinical) <i>(New in 2021)</i>	<p>Responsible for ensuring the consistent functioning, maintenance, and performance of telemedicine devices and applications across the organization. Provides guidance and assistance to presenters in the preparation of materials suitable for videoconferencing.</p> <p>Troubleshoots technical problems and ensures technical capability (equipment capability, bridge services, ISGN lines, etc.). Participates in further development and growth of the services; coordinates activities with various professions across the organization to support the adoption and use of telemedicine/virtual care technologies.</p> <p><b><u>Note: This is IT, not Clinical. For the Clinical role, refer to job #118</u></b></p> <p>Qualifications Education: College Diploma in Computer Science or Telecommunications</p>	Job #221
Corporate Other	Volunteer Services Coordinator	<p>Responsible for coordinating the recruitment and screening of volunteers, assists in the orientation of hospital volunteers. Prepares schedules, monitors and evaluates volunteers. May perform secretarial and/or administrative support to the Director of Volunteer Services.</p> <p>Qualifications Education: Secondary School Diploma Required Certification: Volunteer Management Certificate</p>	Job #106
Diagnostic Imaging	Charge Medical Radiation Technologist - Radiography	<p>Responsible for participating in and directing the various radiological procedures required within the hospital, supervises radiology staff, provides orientation/training to radiology staff, conducts quality control programs, maintains equipment and supplies and necessary records and statistics.</p> <p>Qualifications Education: College Diploma in Medical Radiography Certification: Ontario Association of Medical Radiation Technologists (OAMRT) or Canadian Association of Medical Radiation Technologists (CAMRT).</p>	Job #91
Diagnostic Imaging	ECG/EKG Advanced Technician / Technologist / Cardiac Technician	<p>Responsible for performing testing in areas that may include basic and advanced ECGs, exercise stress testing, nuclear stress testing, persantine nuclear testing, dobutamine stress testing, thallium stress testing, VO2 max stress testing, holter monitor application, holter scanning and preliminary report, ambulatory blood pressure monitor application. May be responsible for crash cart maintenance, suction equipment checks, O2 tank checks, and other related equipment maintenance.</p> <p>Qualifications Education: College Certificate Certification: Cardiology Technician Association of Ontario (CTAO)</p>	Job #33

Diagnostic Imaging	ECG/EKG Technician	<p>Responsible for performing ECGs and holter applications and may perform basic stress testing. Responsible for the use and maintenance of supplies and equipment and may assist in the clerical duties associated with scheduling and filing results of ECG tests.</p> <p><b>Qualifications</b></p> <p>Education: College Certificate  Certification: CTAO (Cardiology Technician Association of Ontario)</p>	Job #32
Diagnostic Imaging	Echocardiographer / Sonographer (Registered Echocardiography Technologist)	<p>Responsible for performing thorough and accurate ultrasound examinations of the heart and supporting structures on outpatients and inpatients including portable echos in specialized units, transesophageal echocardiograms, stress echocardiograms and assisting with ultrasound guided pericardiocentesis. Ensuring total patient care and safety during procedures; reviewing and discussing findings with cardiologists and referring physicians.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma in Radiological Technology, plus graduate of recognized ultrasound program.  Certification: American Registry of Diagnostic Cardiac Sonographers (ARDCS) in Adult Echo or Pediatric or American Registry of Diagnostic Medical Sonographers (ARDMS).</p>	Job #34
Diagnostic Imaging	EEG Technician (Certified)	<p>Responsible for performing routine electroencephalogram testing on patients with neurological disorders. Abstracts relevant information re patient's history, observes and documents any abnormality of graph during test. Responsible for basic routine testing of equipment on a preventative maintenance basis. NOTE: Non-certified positions are not to be reported here.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma or Bachelor's Degree in Neuroscience  Certification: Canadian Board of Registration of Electroencephalograph Technologists (CBRET)</p>	Job #35
Diagnostic Imaging	PACS Administrator / Specialist	<p>Responsible for managing the operational resources of the picture archiving and communications system (PACS), and for managing and coordinating existing and new PACS and digital imaging initiatives. The PACS Administrator/Specialist supports the Medical Imaging Department in the selection, implementation and specialized operations of the PACS. Is responsible for the planning, software problem analysis and technical functionality of the system. Is also responsible for training and education.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma in Radiological Technology  Certification: Ontario Association of Medical Radiation Technologists (OAMRT) or Canadian Association of Medical Radiation Technologists (CAMRT)  Experience: 3 - 5 years progressive</p>	Job #111

Diagnostic Imaging	PACS Support Technologist	<p>Responsible for providing support to the operational resources of the picture archiving and communications system (PACS). Support can include: managing user accounts, troubleshooting and rectifying workstation errors, daily checks of patient information for correct structure and accuracy of the databases. Test, maintain and strengthen integration between diverse hospital clinical systems. Provide general training and education. Provide on call after hours support of troubleshooting of hardware, software and reconciling exam errors.</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma in Radiological Technology  <b>Certification:</b> Ontario Association of Medical Radiation Technologists (OAMRT) or Canadian Association of Medical Radiation Technologists (CAMRT)  <b>Experience:</b> 0 - 3 years</p>	Job #119
Diagnostic Imaging	Polysomnographer	<p>Responsible for preparing the patient for sleep study. Monitors sleep stages, cardiopulmonary and limb movement, EEG and transcutaneous CO<sub>2</sub> levels. Uses a variety of monitoring devices and instrumentation required for sleep studies and scores sleep study results. Maintains, troubleshoots and repairs equipment.</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma  <b>Certification:</b> Certified by the Board of Registered Polysomnographic Technologists. Basic Cardiac Life Support (BCLS).</p>	Job #142
Diagnostic Imaging	Registered Technologist – MRI	<p>Responsible for MRI scanning: reviewing requisitions, ensuring proper protocols, preparing patient for scan, reviewing images and discussing findings with Radiologist, ensuring patient care, and safety during procedures, filming all images onto hard copy, performing quality control measures on system daily.</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma in Medical Radiation Technology plus Recognized MRI program.  <b>Certification:</b> Canadian Association of Medical Radiation Technologists (CAMRT) or College of Medical Radiation Technologist of Ontario (CMRTO)</p>	Job #88
Diagnostic Imaging	Registered Technologist - Nuclear Medicine	<p>Responsible for performing all routine scans and computer analysis of scan data on each of the three gamma cameras along with associated quality control procedures. Responsibilities include preparation, testing and administration of radio-isotopes in radiopharmacy. Milking generator and preparation of radiopharmaceuticals. Calibration and quality control testing of radiopharmaceuticals. Administration of radio-isotopes to patients, orally or intravenously. Perform all diagnostic scans and computer analysis of scan data. Make "interpretive" judgment of scans while being done to produce best possible views and diagnostic information for physicians. Maintain patient log, dispensing records and quality control records.</p> <p><b>Qualifications</b></p>	Job #89

		<p>Education: College Diploma in Medical Radiation Technology with specialty in Nuclear Medicine Technology.</p> <p>Certification: Canadian Association of Medical Radiation Technologists (CAMRT) or College of Medical Radiation Technologists of Ontario (CMRTO)</p>	
Diagnostic Imaging	Registered Technologist – Radiography	<p>Responsible for all general technical diagnostic imaging performed throughout the hospital including general radiology, special procedures including tomography, portable bedside and operating room procedures, providing quality diagnostic images for interpretation by a radiologist, assuming responsibility for total patient care and safety while patient is being x-rayed, performing basic routine testing of equipment on a preventive maintenance basis, correct completion of requisition forms and proper identification of all x-ray films.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma in Radiological Technology Course</p> <p>Certification: Ontario Association of Medical Radiation Technologists (OAMRT) or Canadian Association of Medical Radiation Technologists (CAMRT).</p>	Job #90
Diagnostic Imaging	Registered Technologist – Ultrasound	<p>Responsible for diagnostic imaging-sonographic scanning throughout the hospital including portable ultrasound scans in specialized units, assisting with interventional ultrasound guided procedures such as biopsy, fine needle aspiration etc. ensuring total patient care and safety during procedures; reviewing and discussing findings with Radiologist; perform basic routine testing of digital imaging systems and appropriate entry to computer application systems.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma in Radiological Technology plus specialty in Sonography</p> <p>Certification: American Registry of Diagnostic Medical Sonographers (ARDMS) or Canadian Association of Registered Diagnostic Ultrasound Professionals (CARDUP)</p>	Job #93
Diagnostic Imaging	Senior Medical Radiation Technologist - Radiography	<p>Responsible for the daily workload of others and also provide technical guidance to assigned staff in addition to performing the range of tests and procedures related to radiography. They ensure proper techniques are utilized and that work output meets established standards. May also encompass those technologists working alone and having sole responsibility for the technical operation and administration of a section or division (such as CT Scan, Angioplasty, or Mammography).</p> <p><b>Qualifications</b></p> <p>Education: College Diploma in Medical Radiation Technology</p> <p>Certification: Registration with Ontario Association of Medical Radiation Technologists (OAMRT), or Canadian Association of Medical Radiation Technologists (CAMRT)</p> <p>Experience: 3 years' experience.</p>	Job #92

Finance	Accounting / Finance Clerk / Assistant	<p>Responsible for performing a variety of clerical and accounting functions using generally accepted accounting procedures in general accounting and/or accounts payable/receivable. May perform such related tasks as posting information to the general ledger, balances general or subsidiary ledgers, reconciles bank accounts, processes payments, compiles segments of monthly closings, investigate/correct errors, annuals, reports, etc.</p> <p>Qualifications        Education: College Diploma        Experience: 6 months to 1 year</p>	Job #3
Finance	Senior Accounting / Finance Clerk / Assistant	<p>Similar to Accounting/Finance Clerk/Assistant, but more judgment and initiative is required. Tasks are more complex, for example: may discuss alternative payment schedule with patient or family, may audit work performed by junior staff, may orient and train junior staff.</p> <p>Qualifications        Education: College Diploma        Experience: Minimum 2 years</p>	Job #4
Finance	Junior Financial Analytical Role (Analyst)	<p>Responsible to conduct regular monitoring and reporting of operations, preparation of business cases, and research of strategic opportunities by creating frameworks that will allow ongoing maintenance and reporting at program/department level. Reports and provides ongoing support to the Manager, Finance in areas of financial and utilization analysis and the Senior Financial Role.</p> <p>Qualifications        Education: Bachelor's Degree in Business, Commerce or Finance, Preferred/In Progress: 3rd level CPA (formerly CGA or CMA)        Experience: 2 - 3 years</p>	Job #38
Finance	Senior Financial Analytical Role (Analyst, Accountant)	<p>In addition to the responsibilities of the Junior Financial Analytical Role, the Senior Financial Analytical Role is responsible for analyzing, preparing and submitting monthly, quarterly and annual financial and statistical reports to hospital leadership, MOHLTC, LHIN. Assists managers in their annual preparation of budget. Ensure control and compliance of the general accounting functions in accordance with generally accepted accounting principles, MIS standards, HBAM, and other government regulations and legislation. Provides consultation and analytical support to the organization. This is not a Decision Support role (please refer to Job #108).</p> <p>Qualifications        Education: Bachelor's Degree in Business, Commerce or Finance        Required Certification: CPA (formerly CA, CGA or CMA)        Experience: Minimum of 5 years</p>	Job #152

Finance/ Other	Business Intelligence Specialist	<p>Responsible for designing, creating, managing, and supporting recurring reporting and dashboard solutions, ensuring the deployment is scalable, sustainable, and balances agile reporting needs with the standardization required to ensure a single source of the truth. Meets with stakeholders to identify requirements, works with data from multiple systems, and presents the information in a functional format. Works with other departments on data management and extraction from internal and external systems for the purposes of clinical and operational reporting. Also responsible for creating Business Intelligence data sources in a database environment for use by the Decision Support team and other teams within the organization.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's or Master's Degree in Computer Science, Computer Engineering, Data Analytics, Mathematics or Statistics  <b>Preferred Certification:</b> Microsoft Certified Solutions Associate (MCSA) or Microsoft Certified Solutions Expert (MCSE), and SAS  <b>Experience:</b> Minimum 5 years' experience in a business intelligence or data-related field with intermediate to advanced skills in SQL, Tableau Desktop, SQL Server, VBA, SAS, Python, R, SSIS</p>	Job #211
Finance/ Other	Case Costing Analyst	<p>Responsible for setting up the organization's case costing model, monitoring data quality, system development and implementing other departmental system changes. Is an integral member of the corporate analytical resource team and provides critical support to corporate management of case costing data. Performs complex analyses using case cost data, incorporates data and information from a variety of sources (e.g., patient utilization, financial and statistical general ledgers, discharge abstract data, industry benchmarking datasets, etc.).</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Business/Commerce/ Health Informatics/Finance  <b>Required Certification:</b> CPA (formerly CA, CGA or CMA) preferred  <b>Experience:</b> Minimum of 3-5 years of senior financial analyst work.</p>	Job #195
Finance/ Other	Senior Case Costing Specialist	<p>Responsible for providing overall case costing subject matter expertise and education for the value of case costing to hospital stakeholders. Develops and reviews process improvement plans under guidance from the Manager of Case Costing and executes/implements the plan to review and monitor case costing data quality improvements. Provides regular feedback and education with feeder departments (e.g., operating room, health records, registration, finance, human resources, etc.) regarding costing results using their data for continuous improvement. Provides overall leadership on annual case costing provincial initiatives and the annual Ontario Case Costing (OCC) Submission. Performs information analysis responsibilities for internal/external use. Continually reviews</p>	Job #210

		<p>departmental implementations within the case costing system; develops plans to bring in new department utilization data and updating implementation of existing departments to improve organization's costing methodology. May be responsible for the annual data case costing submission for the organization to the Ministry of Health.</p> <p><b>Qualifications:</b>  <b>Education:</b> Bachelor's degree in Business/Commerce, Information Technology, Health Administration/Informatics/Finance. Master's degree preferred  <b>Required Certification:</b> CPA (formerly CA, CGA or CMA) preferred. Completion of a Case Costing program preferred.  <b>Experience:</b> Minimum 5-7 years of senior financial/analytical experience required; OCC submission experience required.</p>	
Finance/ Other	Junior Decision Support Role (Analyst, Assistant)	<p>Responsible for providing smaller/less complex clients (Managers etc.) with a single source for interpretation of financial and statistical information with reference to case costing. Provides key information regarding Health Based Allocation Model (HBAM), and other government regulations and legislation. Responsibilities include disseminating, interpreting and developing utilization and financial information to program and service areas and to external reports such as the MOHLTC. Analysts have access to many types of information (statistical, financial, payroll, etc.). May provide assistance to the Senior Decision Support role, as needed.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Health Administration, Health Informatics, Business or Finance.  <b>Experience:</b> 2 - 3 years</p>	Job #194
Finance/ Other	Senior Decision Support Role (Analyst, Consultant, Specialist)	<p>Responsible for providing larger, more complex clients (Directors, Managers, etc.) with a single source for interpretation of financial and statistical information with reference to case costing. Provides key information regarding Health Based Allocation Model (HBAM), and other government regulations and legislation. Responsibilities include disseminating, interpreting and developing utilization and financial information to program and service areas and to external reports such as the MOHLTC. Consultants have access to many types of information (statistical, financial, payroll, etc.).</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Health Administration, Health Informatics, Business or Finance.  <b>Experience:</b> 4 - 5 years</p>	Job #108
Health Information Management	Health Information Data Analyst	<p>Responsible for providing support in the use of clinical data sets and the analysis of clinical data. Take the lead in ensuring that all routine reports and scorecards are delivered as well as working with the team on adhoc requests and automation projects. Must be able to develop and maintain standards of reporting consistent with the department's</p>	Job #164

		<p>approach and contribute to ensuring that best practices for data quality and integrity are used.</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree</p> <p>Experience: 1-3 years working with clinical data sets including DAD, NACRS, NRS, OMHRS.</p>	
Health Information Management	Health Information Management Coder	<p>This position reports to the Manager of Health Records. Responsible for the coding and abstracting of emergency and ambulatory/outpatient visits as well as inpatient stays, completing and submitting abstracts to CIHI. Analyzes, compiles, indexes and files health records, reviewing records for accuracy, completeness, and compliance to Hospital/CIHI standards for data abstraction, retrieval and interpretation. Responsible also for the processing of error reports. Interacts with medical staff in abstracting and research activities and provides information to authorized personnel. Assists in the training of students and clerical staff in the use of medical records systems and the authorized release of information. As required, appears in court with subpoenaed medical records.</p> <p><b>Qualifications</b></p> <p>Education: Community College Diploma - Health Information Management Program.</p> <p>Mandatory Certification: Canadian College of Health Information Management (CCHIM).</p> <p>Special Skills/Training: working experience with coding conventions</p>	Job #41
Health Information Management	Transcriptionist <i>(formerly Medical Dicta-Typist)</i>	<p>Responsible for accurately transcribing medical records in a timely manner. The elements include use of dictating and transcribing equipment. Records transcribed work, relocates reports and measures output. May be required to perform minor clerical functions.</p> <p><b>Qualifications</b></p> <p>Education: High School Diploma and medical terminology certificate</p>	Job #56
Human Resources / Finance	Payroll Assistant	<p>Responsible for performing a variety of clerical tasks related to the production of employee payroll. Prepares remittance and reconciliations of deduction reports. Scans payroll inputs for completeness and accuracy. Types memos, manual cheques, etc. as directed. Assists with special projects such as T-4 distribution, CSB enrolment, etc. May input information on employee time register into computer. Checks output against input, and follows up with discrepancies. Answers telephone and greets visitors to department.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma, Canadian Payroll Association (CPA) Level II preferred</p> <p>Experience: 1 - 3 years</p>	Job #73

Human Resources / Finance	Payroll Specialist	<p>Responsible to process and run the regular payroll (gross to net pay processing). Administration of various special payments, complex manual cheques and regular monthly remittances (government, benefit, garnishment, etc.). Researches and resolves coding discrepancies and exceptions requiring further investigation. Provides a senior level of support to the Payroll Supervisor or Manager with system initiatives/upgrades and year-end regulatory filings. Reports to Payroll Supervisor or Manager. May also be called Payroll Analyst, Senior Payroll Analyst.</p> <p><b>Qualifications</b>  <b>Education:</b> Community College Diploma in Business  <b>Required Certification:</b> Canadian Payroll Association  <b>Experience:</b> 3 - 5 years</p>	Job #149
Human Resources	Abilities Claims Administrator Role	<p>Responsible for administering all short/long term disability and WSIB claims. Maintains a Return to work WSIB database and generates reports and identifies trends. Acts as a liaison between WSIB regarding claims processing administration. Works in conjunction with the Abilities Management Specialist on the administration of claims. May also be called WSIB Claims Administrator.</p> <p><b>Qualifications</b>  <b>Education:</b> 3-year diploma  <b>Experience:</b> 2 - 3 years claims administration experience</p>	Job #141
Human Resources	Abilities Management Role (Specialist)	<p>Responsible for evaluating and monitoring all short/long term disability and WSIB claims. Coordinates a safe return to work plan for employees who have a need for accommodation or other placement. Assesses functional abilities in conjunction with a treating healthcare practitioner, employee, manager and human resources. Develops appropriate policies and provides education, support to managers, employees and unions. May also be called Back to Work Specialist, Return to Work Coordinator or Disability Claims Coordinator.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in a Health-Related Discipline  <b>Experience:</b> 3 - 5 years claims management experience</p>	Job #140
Human Resources	Benefits Assistant / Representatives	<p>Responsible for assisting in the daily administration of employee benefits, pension and disability plans. Other duties may include: documentation of new employees (and subsequent changes), advises employees on benefit availability and eligibility requirements, and distributes employee benefit/pension communications. May provide assistance to Benefits Specialist/Administrator Role.</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma  <b>Experience:</b> 6 months to 1 year</p>	Job #12
Human Resources	Benefits Specialist / Administrator	<p>Responsible for the administration of employee benefits, retirement/pension and disability plans. Other duties may include benefit-related projects such as carrier changes, amendments resulting from changed collective agreements, policy/legislation and</p>	Job #115

		<p>premium changes, and completion of benefit reconciliations and insurance billing. Liaise with vendors/carriers, provides employees with retirement counseling and responds to/investigates complex queries from staff and management. Composes employee benefit communications. May provide guidance to the Benefits Assistant/Representatives.</p> <p><b>Qualifications</b></p> <p><b>Education:</b> Bachelor's Degree</p> <p><b>Preferred Certification:</b> CHRL or CHRP, CBP and CEBS</p> <p><b>Experience:</b> 3 - 5 years</p>	
Human Resources	Compensation and Benefits Combined Role	<p>Responsible for implementation, communication and day-to-day administration of compensation systems/ programs. Specific responsibilities may include but are not limited to: design, analysis and participation in salary and related surveys. Responsible for job evaluation, investigation and resolution of salary related problems raised by staff and management. Recommends salaries for new classifications. Develops annual market/compensation plan. May audit/maintain HRIS table data such as pay scales, job codes, implementation of changes resulting from changes to collective agreements, policies or legislation. May develop HRIS ad hoc reports, develop and maintain a library of organization charts and job descriptions.</p> <p>Responsible for the administration of employee benefit, retirement/pension and disability plans. Other duties may include benefit related projects such as carrier changes, amendments resulting from changed collective agreements, policy or legislation and premium changes. Liaise with vendors/carriers. Provides employees with retirement counselling and investigates complex benefit related queries from staff and management. May provide guidance to Benefits Assistant/Representatives.</p> <p><b>Qualifications:</b></p> <p><b>Education:</b> Bachelor's Degree with Community College post graduate diploma in HR or equivalent.</p> <p><b>Certification:</b> Professional Certification in Human Resources (e.g. Certified Human Resource Professional (CHRP), Certified Employee Benefits Specialist (CEBS), etc.)</p> <p><b>Experience:</b> 5 - 7 years</p>	Job #167
Human Resources	Compensation Specialist	<p>Responsible for implementation, communication, and day-to-day administration of compensation systems/programs. Specific responsibilities may include but are not limited to: design, analysis and participation in salary and related surveys, audit/maintain HRIS table data such as pay scales, job codes, implementation of changes resulting from changes to collective agreements, policies and legislation. Development of HRIS ad hoc reports, develop and maintain a library of organization charts and job descriptions.</p> <p>Responsible for job evaluation, investigation and resolution of salary related problems raised by staff and management. Develops annual market/compensation plan.</p>	Job #27

		<p><b>Qualifications:</b></p> <p>Education: Bachelor's Degree with Community College post graduate diploma in HR or equivalent.</p> <p>Certification: Professional Certification in Human Resources (e.g. Certified Human Resource Professional (CHRP), CCP)</p> <p>Experience: 3 - 5 years in junior compensation role</p>	
Human Resources	Diversity Specialist  <i>(New in 2021)</i>	<p>Responsible for providing expertise and support to staff and providers to ensure that health equity and human rights for patients are aligned with the organization's strategic direction.</p> <p>Builds internal capacity through strong engagement with patients and families from underserved communities, community partners and other related working groups to address patient health equity, human rights, accessibility and inclusion to support legislative requirements.</p> <p>Educes and supports hospital departments regarding patient health equity and inclusion initiatives, ensures staff and physicians have knowledge of, and access to, relevant corporate policy and legislation information.</p> <p>Provides training on matters of human rights, conflict management, system design, and effective communication.</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's degree in Social Work, Humanities, or Social Science. Master's degree preferred. Regulated Health Professional preferred.</p> <p>Experience: 5 years</p>	Job #222
Human Resources	E-learning Specialist (LMS)	<p>Responsible for the design, development, implementation and evaluation of E-learning programs in support of the hospital's online learning strategy. Ensures programs are stable and maintained in the hospital's Learning Management System. Serves as the E-learning expert responsible for the design, development and evaluation of corporate E-learning as well as consulting and educating internal clients on E-learning to fulfill the hospital's training obligations.</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree</p> <p>Certifications: Instructional Design, Instructional Technology, Adult Learning Theory, CDT (Certified Training &amp; Development Professional) or related field.</p> <p>Experience: Minimum 5 years</p>	Job #157
Human Resources	Ergonomist	<p>Responsible for studying the factors that influence human movement and looks for ways to improve the efficiency and performance of the human body at work by applying the sciences of biomechanics, anatomy, physiology and psychomotor behaviour. Conducts job demands assessment involving both physical and cognitive requirements of various positions. This is the human resources role. For the clinical role, please refer to job #122 (Kinesiologist).</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree in Kinesiology, OT/PT, Human Kinetics, etc.</p> <p>Experience: 1 - 3 years</p>	Job #197

Human Resources	HRIS Specialist / Data Analyst	<p>Responsible for the development of hospital-wide internal and external reports, meets with end users to understand report requirements and creates processes to optimize the capabilities of the HRIS system. Develops HRIS statistical and indicator requirements to support organizational initiatives. Is involved in the planning, design, testing and implementation of the HRIS system software in conjunction with IT. Identifies, analyzes and resolves system problems. May be responsible for the maintenance of the HR/Payroll system through mass edit or day to day data changes. Prepares training resources and delivers educational presentations (on upgrades and new functionalities) as required.</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree plus Post-Grad Diploma in Data Analytics (or related experience)</p> <p>Experience: 3 - 5 years</p>	Job #116
Human Resources	Human Resources Assistant	<p>Entry-level position, responsible for providing clerical and administrative support to one or more functions of Human Resources. May assist with special programs such as Recruitment, Labour Relations, Employee Relations, Compensation and Benefits. May also assist with Employee Recognition, conducting and responding to employment references, onboarding, preparation of specialized letters for staff, assist as needed with HR projects, researching employee files, entry of employee data into HRIS, preparation and distribution of mass letters for staff and applicants.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma required, may be working towards a Human Resources certification.</p> <p>Experience: 0 - 6 months</p>	Job #46
Human Resources	Human Resources Business Partner	<p>Responsible for providing consultative services to management and staff on a variety of issues related to organizational policies and practices and legislative requirements. Liaises with hiring managers regarding recruitment needs, job descriptions, final hiring decisions, etc. May recruit and screen suitable candidates for various positions through advertising, job postings, etc. May provide counseling or career planning for employees. May participate in collective bargaining and grievance settlements. Develops, recommends, implements, communicates, and evaluates applicable Human Resources policies and procedures. May manage programs such as orientation, staff education and development, EAP, employment equity, long service and recognition award programs. May also be called Human Resources Consultant, Employee Relations Officer.</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree or equivalent.</p> <p>Preferred certification: CHRL or CHRP designation.</p> <p>Experience: 5 - 7 years</p>	Job #47

Human Resources	Human Resources Records Clerk	<p>Responsible for performing basic clerical tasks for department including filing of papers and forms in employees' files. Updates employee file label and manual backup systems when name, title, etc. changes. Purges and thins employee files for storage. Types out simple letters and forms as directed. May open, date stamp, and distribute office mail and forms. May assist with projects such as researching terminated employees' home addresses for retroactivity, preparing benefit information packages for employee orientation.</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma  <b>Experience:</b> 0 - 6 months</p>	Job #48
Human Resources	Labour Relations Consultant	<p>Responsible for interpreting, implementing and ensuring compliance with policies and collective agreements for both union and non-union employees. Represents the organization in Human Rights Tribunal, court proceedings, negotiation of collective agreements, involved in investigation and resolution of grievances. Provides consultative services to management and staff on a variety of issues related to labour and employee relations.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree, Human Resources Management or equivalent postsecondary education, Industrial Relations.  <b>Preferred certification:</b> CHRL or CHRP.  <b>Experience:</b> 5 - 7 years</p>	Job #109
Human Resources	Labour Relations Advisor / Analyst	<p>Assisting with interpreting, implementing and ensuring compliance with policies and collective agreements for both union and non-union employees. Participates in negotiation of collective agreements, involved in investigation and resolution of grievances. Information gathering and summarizing.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree, Human Resources Management or equivalent post-secondary education, Industrial Relations.  <b>Preferred certification:</b> CHRL or CHRP.  <b>Experience:</b> 1 - 3 years intermediate HR capacity</p>	Job #196
Human Resources	Organizational Development Specialist / Consultant	<p>Responsible for educational programs and services throughout the hospital. Works collaboratively and in partnership with leaders to promote their strategic objectives through developing people and enhancing organizational effectiveness and determining priorities for broad based and in-depth change. Provides direction, guidance, coordination and delivery of training in response to the identified corporate educational needs. May also be called Hospital Educator, Corporate Facilitator or Education Specialist.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree  <b>Experience:</b> 3 - 5 years</p>	Job #44

Human Resources	Recruitment Specialist	<p>Responsible for providing human resources consultation and support in the recruitment process. Assists in identifying selection criteria, development of job postings, mining resume databases, screening applications, participation in interviews, administration of appropriate tests and reference checks. May organize orientation and provide on-boarding. Attends career and job fairs. May prepare employment advertising. Educates clients on effective interviewing techniques and assessment tools.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree  <b>Preferred Certification:</b> CHRP designation  <b>Experience:</b> 3 - 5 years</p>	Job #117
Human Resources	Safety Advisor/Trainer – Analyst role  <i>(New in 2021)</i>	<p>Provides data and analysis to support internal staff. Creates training, SLPs, and other documents. A resource for documentation, basic interpretation of existing policies, etc. Supports the senior role with the on-going implementation and ongoing maintenance of the hospital's safety programs, and ensures compliance with the hospital's Code of Conduct, Occupational Health and Safety Act, and all applicable regulations and procedures. Reviews the hospital's Safety Procedures and Practices and liaises with statutory authorities as required. Participate in investigations of occupational accidents, critical incidents and diseases (taking notes, taking pictures, and follow-up). Responds to safety related queries and provides feedback. May design and deliver training sessions.</p> <p><b>Qualifications</b>  <b>Education:</b> Post-graduate certificate in Occupational Health and Safety  <b>Preferred Certification:</b> Canadian Registered Safety Professional  <b>Experience:</b> 3 years</p>	Job #223
Human Resources	Safety Advisor/Trainer – Consultant role  <i>(New in 2021)</i>	<p>Responsible for providing content or delivering complex training (e.g. unit-specific). Responsible for ensuring that regulatory requirements are met through the administration of the corporate safety program, the AEMS, and Workplace database and coordination of injury prevention programs. Working closely with Risk Management, Area Leadership and the Joint Health and Safety Committee, this position is also responsible to ensure the appropriate follow-up, corrective action and documentation of any adverse events and for the appropriate processing of Ministry of Labour visits and orders and any JHSC recommendations. Oversees the daily activities of Safety Analysts and Ergonomist by advising on complex issues – both procedural and systems, prioritizing work assignments, as well as developing and maintaining procedural guidelines.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in health sciences or a related field  <b>Required Certification:</b> Canadian Registered Safety Professional  <b>Experience:</b> 5 years</p>	Job #224

Human Resources	Wellness Coordinator	<p>Responsible for the development, coordination and implementation of an organization's wellness program for staff. Usually in consultation with a program advisory committee and/or interdisciplinary teams, the Coordinator will provide staff the opportunity to participate in self-directed wellness activities with physical, social and educational components. The Coordinator will set and promote the activity schedules and schedule outside speakers and service providers, develop and implement effective screening tools. May provide similar services for long term in-patients.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree  <b>Experience:</b> 3 - 5 years</p>	Job #77
Information Technology	Senior Applications Analyst	<p>Responsible for the efficient design, coding, testing, and maintenance of moderately complex PC programs to satisfy user and systems requirements. Liaison with users to analyze requirements, identify and investigate potential solutions, assess feasibility of solutions considering available technology, budget, and user requirements, recommend solutions. Implement selected solutions, troubleshoot implementations, conducts end-user training, and prepares end user documents. Must have knowledge of and ability to use a variety of software applications (spreadsheet, word processor, report writer, etc.), programming languages and tools (such as SQL, Telnet, Visual Basic) and database administration techniques. May provide guidance to Junior Applications Analyst.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Computer Science  <b>Experience:</b> 3 - 5 years</p>	Job #10
Information Technology	Junior Applications Analyst	<p>Responsible for the efficient design, coding, testing, and maintenance of less complex PC programs to satisfy user and systems requirements, escalating to senior position as required. Liaison with users to analyze requirements, identify and investigate potential solutions, assess feasibility of solutions considering available technology, budget, and user requirements, recommend solutions. Implement selected solutions, troubleshoot implementations, conducts end-user training, and prepares end user documents. Must have knowledge of and ability to use a variety of software applications (spreadsheet, word processor, report writer, etc.), programming languages and tools (such as SQL, Telnet, Visual Basic) and database administration techniques. May support the Senior Applications Analyst.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Computer Science  <b>Experience:</b> 1 - 2 years</p>	Job #198

Information Technology	Business Systems Analyst	<p>Responsible for maintaining, supporting and advancing the business computer systems, network and related interfaces. Liaise with users to analyze requirements, consider available technology, implement system and train and support users. Liaise with users to analyze, identify and solve business problems, documentation requirements and recommend technological solutions within the context of established future Information Systems Strategic Plans. Must have knowledge and ability to use a variety of business-related software applications, programming language and tools. Acts as a change agent to support users to ensure the successful adoption of solutions and realization of benefits tied to initiatives. May participate in Request for Proposals (RFPs). Assists in preparing business cases, specifications, workflow analyses and provides budgetary input and overall planning of initiatives to achieve success.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Computer Science  <b>Experience:</b> 3 - 5 years</p>	Job #144
Information Technology	Clinical Informatics Coordinator	<p>Responsible for leading the planning, design and implementation of selected applications, with emphasis on nursing and clinical workload; may include other systems with major impact because they affect many users in multiple work settings. Identify business requirements, system design, modeling work processes and information flows, maintaining data dictionaries, building data bases, programming interfaces, formatting screens and views, evaluation of alternatives, liaising with vendors to fix problems and complete milestones, conversion of data, setting up of reports, creating and executing test plans, establishing test and production environments.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Computer Science or Health-related discipline  <b>Experience:</b> 5 Years Clinical Experience; 3 - 5 Years information management experience as an end-user</p>	Job #23
Information Technology	Database Specialist	<p>This position is a certified programmer/developer responsible for planning, architecting, installing, monitoring, maintaining, and performance tuning production databases while ensuring high levels of data availability. This individual is also responsible for developing reports and ad-hoc queries, and adhering to database policies and procedures and may be responsible for supporting the design and implementation of application(s).</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree in Computer Sciences/ Engineering or Statistics  <b>Certification:</b> Microsoft Certified Solutions Associate or Microsoft Certified Technology Specialist or Microsoft Certified Application Developer.  <b>Experience:</b> 3 - 5 years</p>	Job #145

Information Technology	Helpdesk Support	<p>Responsible for providing first level end-user technical support for PC, server, hardware or mainframe applications. Includes problem recognition, investigation, resolution and follow-up steps such as basic end-user training, recommendations for alternate software/hardware configuration, etc. Must have knowledge of MS Office Suite, hospital applications, basic networking terminology, and basic telecommunications terminology and structured troubleshooting techniques.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma in Computer Science or Telecommunications.</p> <p>Certification: Professional industry certification (e.g. MCP - Microsoft)</p> <p>Experience: 1 - 3 years</p>	Job #104
Information Technology	Helpdesk Team Lead	<p>Responsible for providing second level guidance to the help desk support team. Assist, coordinate, and follow up on complex client questions, problems or malfunctions of all systems applications, and hardware and software installed or maintained by IT. Resolves or directs requests to appropriate technical area or vendor, tracks status and follows up to ensure client satisfaction. Reports problems with procedures and makes suggestions for improvements. Assists in management of hardware and software assets, shipping and receiving of computer or phone related equipment, and quality control checks on repaired or newly setup equipment. Responsible for help desk metrics.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma in Computer Science or Telecommunications</p> <p>Certification: Professional industry certification (e.g. MCP - Microsoft)</p> <p>Experience: 3 - 5 years</p>	Job #43
Information Technology	Network Administrator	<p>Responsible for operating any central site communications computers and monitoring the communications network. Analyzes complex network problems, coordinates corrective action taken. Schedules and provides functional supervision of activities of Network Technicians. Ensures appropriate logs and statistics are maintained. Makes recommendations regarding upgrades and improvements, implements. Develop and maintain policies and procedures related to network operations which ensure integrity and security of data and smooth operations.</p> <p><b>Qualifications</b> - Education: College Diploma in Electronics/Computer Science field</p> <p>Certifications: Specific network and telecom equipment technical certifications.</p> <p>Experience: 3 - 5 years</p>	Job #199
Information Technology	Network Technician	<p>Responsible for maintaining network files, printers, office automation and internet servers. Arrange, add, move and change devices on the network, administering requests for access, arranging new cabling, re-configuring network electronics. First line support responding to network faults: investigates and diagnoses nature of routine network problems, performs or arranges repairs through vendors. Conducts regular structured monitoring of network according to pre-set</p>	Job #60

		<p>guidelines. Assist with installation and configuration of new network equipment.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma in Computer Science</p> <p>Certification: Professional industry certification (network specific)</p> <p>Experience: 3 years</p>	
Information Technology	Project Coordinator Role in IT	<p>Responsible for coordinating various project-based IT activities and delivery functions which include: gathering requirements pre-project implementation regarding current state and desired future state, preparing and maintaining roadmaps for reference and presentations, assisting in the design of corporate-wide training and education strategies including workshop materials, and providing budget management support.</p> <p><b>Qualifications</b></p> <p>Education: 3-year College Diploma in Project Management, Business Management, or Computer Technology</p> <p>Preferred Certification: Certified Associate in Project Management (CAPM)</p> <p>Experience: 3 years' experience</p>	Job #203
Information Technology	Project Manager Role in IT (Level 1)	<p>Responsible for managing specific tasks within large IT development projects or planning, developing, and coordinating small scale IT projects. Liaises with the Senior Project Manager in IT to obtain the vision/goal for small scale projects. Coordinates the project team, manages the budget, and ensures timelines and quality standards are met.</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree in a Computer Science or Health Administration field</p> <p>Certification: Working towards Project Management Professional (PMP)</p> <p>Experience: Minimal experience in project management; 3 to 5 years IT experience</p>	Job #212
Information Technology	Project Manager Role in IT (Level 2)	<p>Responsible for the leading the development and execution of large scale integrated project plans to implement IT systems and services. Acts as the link between local, regional, provincial, or national e-health strategy and execution. Promotes and implements change management and innovation to support the delivery of key project priorities. Manages project budget, authorizes purchases, and prepares financial reports.</p> <p><u><b>Note: If you have multiple IT project manager levels within your organization, match the most senior position to this benchmark.</b></u></p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree in a Computer Science or Health Administration field. Graduate Degree preferred.</p>	Job #204

		Certification: Project Management Professional (PMP) Experience: More than 5 years' experience	
Information Technology / Communications	Web Developer / Designer	<p>Responsible for development, content management and promotion of the Hospitals Inter and Intranet. Works collaboratively with staff and physicians to develop content. Coordinates, changes to websites. Enforces and maintains standards such as consistent web presence, colours, fonts, links and edits/deletes old pages. Monitors site for compliance with relevant copyright and privacy legislation. Maybe responsible for formatting and posting internal communication and newsletters.</p> <p><i>Note: This is neither a technical role nor a Web Master role.</i></p> <p>Qualifications</p> <p>Education: College Diploma in Computer Science, Communications, or related field.</p> <p>Experience: 2 - 4 years</p>	Job #143
Laboratory	Biomedical Technologist	<p>Responsible for inspecting, maintaining, cleaning, repairing and installing a wide variety of biomedical equipment which may include (but not limited to) sterilizers, chemical analyzers, infusion devices, physiotherapy equipment, infant incubators, defibrillators, patient care monitors, anesthesia apparatus. Repairs activities may involve dismantling to diagnose and isolate the defective part, repairing or replacing components or circuit boards, calibrating the device, or recommending replacement of whole unit.</p> <p>May advise on specifications and evaluation of proposed new equipment. Installs, tests and may modify new equipment to meet operational or research needs. May teach staff how to use equipment. Technologists may act as a resource for more junior biomedical technologists and/or biomedical technicians.</p> <p>Qualifications</p> <p>Education: College Diploma in Biomedical Technology</p>	Job #13
Laboratory	Charge Medical Laboratory Technologist	<p>Responsible for participating in and directing the various laboratory procedures required within the hospital, supervises medical laboratory staff, provides orientation/training to laboratory staff, conducts quality control programs, maintains equipment and supplies and necessary records and statistics. Please see Job 87 for Senior Medical Laboratory Technologist.</p> <p>Qualifications</p> <p>Education: College Diploma in Medical Laboratory Technology</p> <p>Certification: Canadian Society for Medical Laboratory Science (CSMLS) or College of Medical Laboratory Technologists of Ontario (CMLTO)</p>	Job #37

Laboratory	Laboratory Technician	<p>Responsible for performing a variety of technical procedures and support functions throughout the Laboratory under the direct supervision of a MLT. May participate in the collection of blood samples. May receive specimens, discard or store pathology, surgical or histology specimens, prepare reagents, make aliquots, transport blood samples, sort, label, centrifuge and separate blood samples. May perform housekeeping tasks such as storing of reagents, and supplies, and washing and drying pipettes, glassware, etc. May perform clerical duties such as answering phone, photocopying, filing, recording test results, distributing reports, taking stock inventory and initiating requests for supplies.</p> <p><b>Qualifications</b>  <b>Education:</b> Medical Lab Technician Certificate  <b>Certification:</b> Must be certified with OSMT</p>	Job #50
Laboratory	Medical Laboratory Technologist	<p>Responsible for performing various detailed serological and bacteriological tests to obtain data for use in diagnosis, progress and treatment of disease, using prescribed methodologies totally automated, manual or a combination. Calculates test findings and maintains required records and reports, analyzes laboratory results and takes appropriate action, prepares solutions and reagents used in conducting test procedures and conducts quality control on test procedures, equipment solutions and reagents.</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma in Medical Laboratory Technology  <b>Certification:</b> Canadian Society for Medical Laboratory Science (CSMLS) or College of Medical Laboratory Technologists of Ontario (CMLTO)</p>	Job #86
Laboratory	Senior Medical Laboratory Technologist	<p>Responsible for the daily workload of others and also provide technical guidance to assigned staff in addition to performing the range of tests and procedures related to the medical lab. They ensure proper techniques are utilized and that work output meets established standards. May also encompass those technologists working alone and having sole responsibility for the technical operation and administration of a section or division (such as microbiology, biochemistry).</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma in Medical Laboratory Technology  <b>Certification:</b> Canadian Society for Medical Laboratory Science (CSMLS), or College of Medical Laboratory Technologists of Ontario (CMLTO)  <b>Experience:</b> Minimum 3 Years laboratory experience.</p>	Job #87

Nursing	Advanced Practice Nurse	<p>Responsible for formulating clinical decisions and appropriately manage acute/chronic illness and promote wellness. Plays a leadership role and performs quality improvement and participates in policy and procedure development. Performs research activities, delivers, coordinates and participates in education and professional development activities/programs. Acts as a resource and serves as a consultant to individuals and groups within the professional community and other hospital/agencies. Acts as an educator, researcher and consultant to nursing and medicine. Participates, through interdisciplinary collaboration, in the development, implementation and evaluation of clinical programs, teaching and learning programs, standards of care and research projects.</p> <p><b>Qualifications</b>          Education: Master's Degree of Science in Nursing          Certification: College of Nurses of Ontario</p>	Job #25
Nursing	Clinical Nurse Specialist	<p>Responsible for providing direct comprehensive patient care for patients with highly complex needs in selected patient populations by using advanced assessment, intervention and evaluation skills based on several theoretical models (nursing, behavioural, and biological sciences); as well as by formulating expected patient outcomes together with the patient, family and interdisciplinary team.</p> <p>Participates collaboratively in the development, implementation and evaluation of clinical and teaching programs, standards of care and research projects.</p> <p><b>Qualifications</b>          Education: Master's Degree of Science in Nursing          Certification: College of Nurses of Ontario</p>	Job #24
Nursing	Nurse Clinician	<p>Responsible for collaborating with the Nursing Unit Manager within their specialty to develop educational programs and services which will meet the clinical education needs of nursing staff. The principal responsibilities include: assuming a key role in the co-ordination, implementation and evaluation of the treatment plan for a designated group of patients to ensure continuity in patient care management across organizational boundaries; participating in activities that facilitates and meets the educational needs of patients, medical students and members of the health care team in a clinical setting; participating in research and academic projects; performing administrative and consultation responsibilities; performing cross-functional and/or other duties consistent with the job classification, as assigned or requested.</p> <p><b>Qualifications</b>          Education: Bachelor's Degree of Science in Nursing          Certification: College of Nurses of Ontario Experience: 3 - 5 years clinical experience.</p>	Job #61

Nursing	Nurse Practitioner	<p>Responsible for providing expert advanced clinical care in managing the health needs of individuals. Demonstrates autonomy while assuming and having sole accountability and the authority to independently perform a diagnosis, order a range of diagnostic tests and the prescribe medications, as per approved medical directives and the Public Hospitals Act. Provides leadership and actively participate in clinical teaching activities. Practice reflects a balance between interdisciplinary collaboration and independence. Contributes to the quality of patient care through the component roles of advanced practitioner, educator, researcher and consultant.</p> <p><b>Qualifications</b></p> <p>Education: Master's Degree of Science in Nursing</p> <p>Certification: College of Nurses of Ontario &amp; completion of a Post Master's certificate program in relevant field.</p>	Job #64
Nursing	Nursing Educator	<p>Responsible for planning, developing, facilitating, coordinating and evaluating educational opportunities for nursing staff, including orientation and skills development in new technology, medications, and procedures for a broad range of practice competencies and medical directives based on patient population. Educational resource for nursing staff and other members of the health care team in supporting the development of policies and procedures that promote evidence-based practice.</p> <p><b>Qualifications</b></p> <p>Education: Master's Degree of Science in Nursing</p> <p>Certification: College of Nurses in Ontario</p> <p>Experience: 4 – 5 years clinical experience</p>	Job #62
Nursing	Occupational Health Nurse	<p>Responsible for providing comprehensive occupational health services to employees, including some or all of the following: initial health assessments upon hire, wellness initiatives, accident follow up and tracking of a modified work program, monitoring of employee illness and absence with appropriate interventions to expedite recovery and return to work, communicable disease surveillance and exposure management, counseling, referral services, and providing mantoux testing. May also collaborate with insurers and employee's physicians to determine the suitability of an employee returning to work following an accident (i.e. Motor Vehicle Accidents).</p> <p><b>Qualifications</b></p> <p>Education: Registered Nurse</p> <p>Certification: College of Nurses of Ontario &amp; Certificate in Occupational Health Nursing</p>	Job #65
Nursing	Operating Room Technician	<p>Responsible for assisting with infection control and patient safety. Duties include cleaning &amp; sterilizing the operating room and instruments, preparing patients for surgery, laying out instruments, setting up equipment, assisting the surgical team with gowns and gloves and passing instruments to the surgeons.</p> <p><u>Note: Only RPNs can pass instruments to the surgeon (non-RPNs cannot)</u></p>	Job #123

		<p><b>Qualifications</b></p> <p>Education: Registered Practical Nurse Diploma, RPN – Perioperative Nursing Certificate Program</p> <p>Certification: College of Nurses of Ontario</p>	
Nursing	Professional Practice Leader - Nursing	<p>Responsible for representing the nursing profession within a Program Management structure and influences the continuing advancement of practice within an inter-disciplinary model. Provides leadership to the profession, advocates, promotes and facilitates the contribution made by the profession to excellence in patient centered care, education and research.</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree of Science in Nursing</p> <p>Certification: College of Nurses of Ontario.</p>	Job #129
Nursing	Registered Nurse	<p>Responsible for performing front-line patient care including health education, promotion and maintenance of health, prevention of illness or injury, rehabilitation and implementation of the prescribed medical regime.</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree of Science in Nursing</p> <p>Mandatory: College of Nurses of Ontario</p>	Job #94
Nursing	Registered Nurse - First Assist	<p>Responsible for acting as a First Assistant to the Surgeon throughout a patient's surgical experience. Engages in indirect and direct advanced clinical practice, education, research and consultation within the surgical specialty, in order to provide the highest quality of patient care.</p> <p><b>Qualifications</b></p> <p>Education: Master's Degree of Science in Nursing</p> <p>Certification: College of Nurses of Ontario &amp; completion of First Assistant program and certified in Perioperative Nursing.</p>	Job #126
Nursing	Registered Practical Nurse	<p>Responsible for participating in patient care under the direction of a Registered Nurse. The degree of responsibility of the Registered Practical Nurse varies according to the area of specialization and is determined by the Registered Nurse through the continuing application of the nursing process.</p> <p><b>Qualifications</b></p> <p>Education: College Diploma in RPN</p> <p>Certification: College of Nurses of Ontario</p>	Job #95
Privacy	FIPPA Coordinator / Specialist	<p>Responsible to ensure the organization is compliant with FIPPA and applicable legislation in Ontario. This is completed through education, policy development and review, audits, risk assessments, investigations, providing advice and recommendations and monitoring system access activity of staff.</p> <p><b>Qualifications</b></p> <p>Education: Bachelor's Degree in Health/Business</p>	Job #158

		Preferred: CAPAPA Certification or IAPP Certification for Access and Privacy Professionals or equivalent Administration Experience: Minimum 5 years	
Privacy	Privacy Specialist	<p>Responsible for providing analytical and customer support to the Privacy Office on matters regarding legal, policy and procedural privacy compliance. Evaluates new Information Systems, services and programs which affect corporate/clinical information and makes recommendations for technical and administrative information privacy enhancing safeguards and controls. The Privacy Specialist advocates for and protects corporate/clinical privacy by serving as a key contact and privacy advisor for the organization.</p> <p>Qualifications            Education: Bachelor's Degree            Required Certification: Certified Information Privacy Professional/Canada (CIPP/C)            Experience: Minimum 5 years</p>	Job #150
Procurement	Buyer	<p>Responsible for the procurement of materials, equipment and services required by member hospitals. This position assists with investigating new sources of supply, pre-qualifying suppliers, evaluating quotes while ensuring policies and procedures are followed, solving problems and monitoring supplier performance.</p> <p>Qualifications            Education: Post-secondary Diploma            Certification: Completed Level 1 of Purchasing Management Association of Canada (PMAC) Program            Experience: 1 - 3 years</p>	Job #14
Procurement	Senior Buyer	<p>Responsible for the procurement of materials, capital equipment and services required by member hospitals. The position investigates new sources of supply, pre-qualifying suppliers, analyzing and evaluating bids while ensuring policies and procedures are followed, solving problems and monitoring supplier performance. Provides guidance to Buyer.</p> <p>Qualifications            Education: Post-secondary Diploma            Certification: Completed Level 3 of Purchasing Management Association of Canada (PMAC) Program            Experience: 3 - 5 years</p>	Job #151
Procurement	Contract Specialist	<p>Responsible for: developing and issuing Request for Proposal, Request for Quote, and Request for Information for material capital equipment and services; negotiates contracts in conjunction with internal customers; executes and manages agreements, incorporating the principles of best value and highest levels of service coverage, while exhibiting sensitivity to hospital objectives; identifies new opportunities for cost savings or increased service coverage; develops key strategies to enhance relationships with suppliers and customers;</p>	Job #200

		<p>represents the department on multidisciplinary committees, cost saving task forces and redevelopment task forces.</p> <p>Qualifications</p> <p>Education: Post-secondary Diploma</p> <p>Certification: Completed Level 4 of Purchasing Management Association of Canada (PMAC) Program</p> <p>Experience: Minimum 7 years in a purchasing environment with 1 - 2 years of supervisory experience.</p>	
Quality	Accreditation Coordinator	<p>Responsible for leading and overseeing all processes to ensure compliance with Accreditation Canada Qmentum Program guidelines and standards, including the coordination of any required feedback to Accreditation Canada in response to the onsite survey report.</p> <p>Supports the Accreditation Steering Committee (ASC) meetings, processes, and key activities, and prepares accreditation status reports for the ASC, Senior Leadership Committee, and Quality Committee of the Board. Works with the Senior Leadership Committee to ensure that all improvement activities are integrated into the overall organizational quality/process improvement efforts.</p> <p>Qualifications</p> <p>Preferred Education: Bachelor's Degree in a health care or business administration field</p> <p>Experience: Minimum 3 years</p>	Job #207
Quality	Lean Process Improvement Specialist	<p>Responsible for planning and implementing Lean Improvement Programs within the hospital. Serves as the recognized expert and leader on Lean philosophy, theory and tools. In addition to measurable improvements, the position builds Lean capacity amongst hospital managers and staff.</p> <p>Qualifications</p> <p>Education: Completion of a Bachelor's Degree program (degree in a health care discipline is preferred).</p> <p>Experience: 2 years Preferred: Lean and Six Sigma Black Belt certification, PMP designation</p>	Job #155
Quality	Patient Relations Representative	<p>Responsible for Liaising with patients, families and staff to facilitate the effective handling and resolution of complaints. Receives and handles complaints from start to finish. Develops an action plan that will facilitate the handling of complaints, including conducting independent telephone calls and on-site investigations. Mediates conflict situations and negotiates workable solutions to achieve closure. Escalates cases of a complex nature to appropriate individuals. May also be called Client Relations Advisor or Patient Advocate.</p> <p>Qualifications</p> <p>Education: Bachelor's Degree</p> <p>Preferred certification: Mediation or conflict resolution.</p> <p>Experience: Two years' related health care experience</p>	Job #72

Quality	Patient Experience Specialist	<p>Responsible for building internal capacity through strong engagement with staff, physicians, advisors, and volunteers to improve the patient and family experience and ensure patient safety practices, a positive patient experience, and best outcomes. Assists leaders and clinical teams in the understanding, acknowledging and including the patient's and family's perspective in planning, delivery and evaluation of health care services. Responsible for collection and analysis of patient experience data, resolution of concerns, involvement in complex investigations, education, staff engagement, policy development, compliance with accreditation standards, applying a patient/family view to patient information, and monitoring performance related to the patient experience, patient safety, and accreditation.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's or Master's Degree  <b>Preferred Certification:</b> Regulated Health Professional  <b>Experience:</b> Minimum 5 years' related experience</p>	Job #213
Quality	Quality and Risk Specialist	<p>Responsible for the collection, preparation and generation of risk and safety information both internal and external to the organization. Including consulting, incident reporting, complaints and claims management. Coordinate centralized occurrence reporting system.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree  <b>Experience:</b> 3 - 5 years</p>	Job #125
Quality/ Finance	Wait Time Analyst	<p>Responsible for providing analytical support to the Manager of Decision Support, Wait Time Coordinator, Nursing Workload Analysts, etc., with the implementation, management, education, operation, and continuous quality improvement of the Wait Time Information System (WTIS). Accountabilities include: registration of new WTIS users, training of all hospital staff provision of WTIS support to end-users, management and distribution of data including data analysis, regular audits, system review, and change implementation.</p> <p><b>Qualifications</b>  <b>Education:</b> College Diploma or Bachelor's Degree in Computer Science, Statistics, Business, or Health Informatics  <b>Experience:</b> 1 - 2 years</p>	Job #206
Quality/ Finance	Wait Time Coordinator / Administrator	<p>Responsible for overseeing the Wait Time Information System (WTIS). Is the point person to assist with the information flow from the hospital to the WTIS office. Is responsible for data quality assurance, preparation of data reconciliations and dealing with errors. May be responsible for training of new surgeon's administrative assistants on the system and may also assist in the overall scheduling/booking/reporting of the One call System.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's Degree  <b>Experience:</b> 1 - 3 years</p>	Job #114

Security/ Risk/ Facilities	Emergency Preparedness Coordinator	<p>Provides support organization-wide to ensure the hospital is prepared for emergency response and management activities, and facilitates preparation of emergency response plans and training. The Coordinator also participates in debriefing sessions; monitors the Site and Command Centres; drafts, administers and proposes updates to response plans, policies and/or procedures; monitors compliance with Emergency Management legislation, standards and best practice guidelines; and performs cross-functional and other duties consistent with the job classification, as required.</p> <p><b>Qualifications</b>  <b>Education:</b> Bachelor's degree in Emergency Management, Public Safety, or related field  <b>Experience:</b> 3 - 5 years Emergency Preparedness Management experience, preferably within a Healthcare setting</p>	Job #201
Trades/ Service	Carpenter	<p>Responsible for the design, construction, alterations and repairs and installation of wooden structures such as furniture, partitions, doors, windows and locks.</p> <p><b>Qualifications</b>  <b>Education:</b> Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.  <b>Certification:</b> Provincial Certificate of Qualification</p>	Job #15
Trades/ Service	Central Service/ Sterile Processing Assistant	<p>Responsible for cleaning, processing, re-sterilizing, assembling and packaging of reusable supplies, instruments and equipment for the OR and other areas including clinics of the Hospital. Operates automatic equipment, washers, sonic cleaners, steam &amp; gas sanitizers and sterilizers.</p> <p><b>Qualifications</b>  <b>Education:</b> Sterile Processing Certificate. Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.  <b>Certification:</b> Central Service Association of Ontario (CSAO)</p>	Job #120
Trades/ Service	Cleaner	<p>Responsible for cleaning and servicing of building areas including moving of furniture, equipment and supplies in and around hospital departments. Performs a variety of duties to maintain neat, orderly and sanitary conditions in the hospital.</p> <p><b>Qualifications</b>  <b>Education:</b> Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.</p>	Job #20
Trades/ Service	Cook	<p>Responsible for preparing and cooking complete meals or individual dishes and foods in quantity for a cafeteria and/or catering services. May assist in a range of food production activities such as planning &amp; adjusting menus, choosing recipes, determining portion sizes, estimating food requirements and costs, and monitoring and ordering supplies. May assist in the maintenance of serving and food preparation equipment.</p>	Job #28

		<p><b>Qualifications</b>            Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.            Mandatory Certification: Culinary Management diploma along with Journeyman's Cook (Cook Trade of Qualification) papers</p>	
Trades/ Service	Electrician	<p>Responsible for the installation, inspection, maintenance and repair of hospital electrical systems and equipment within trade standards.</p> <p><b>Qualifications</b>            Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.            Certification: Journeyman Electrician license</p>	Job #36
Trades/ Service	Food Services Aide	<p>Responsible for cleaning and sanitizing all food services related equipment and utensils. Setting up of dish room, assembling patient trays, including beltline activities. Scrubbing pots and pulling dishes through machine. Loading, unloading and delivery of Patient Service trays to patient care units, ice water to in-patient and out-patient areas. Rotating and unpacking stock, including cold storage and various assigned cleaning duties.</p> <p><b>Qualifications</b>            Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.            Required Certification: Food Handling Certificate</p>	Job #146
Trades/ Service	Linen Aide	<p>Responsible for performing laundry services and responding to requests for linen from hospital departments. Orders linen and vendor uniforms. Ensures that deposits for scrubs have been made at the Business Office (receipts provided). Prepares cheque requisitions for Coordinator approval for scrub refunds and ensures adequate surplus linen inventory is kept and usage is monitored for back-billing to departments.</p> <p><b>Qualifications</b>            Education: High School Diploma</p>	Job #169
Trades/ Service	Locksmith	<p>Responsible for installing the locking and keyless systems in the hospital. Adjusts, repairs and changes locks and keyless entry systems. Maintains site databases for all lock cores and key codes. Maintains the locking mechanisms on the drug carts. Orders and maintains supplies, cuts keys etc. Responds to emergency call backs.</p> <p><b>Qualifications</b>            Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.            Apprenticeship training program (1560 hrs of on the job and 8 weeks of technical in class training).            Mandatory Certification: Professional affiliation/memberships – TAOL (Trade Association of Ontario Locksmiths), IR Security and Safety, Medical MEDECO Certification</p>	Job #137

Trades/ Service	Maintenance Mechanic	<p>Responsible for the routine inspection, maintenance, repair and installation of all mechanical and machine operated devices in the hospital such as light fixtures, fans, beds, air conditioners, kitchen equipment, wheelchairs, stretchers, and mechanical plumbing.</p> <p><b>Qualifications</b> Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.</p>	Job #53
Trades/ Service	Maintenance Worker/Assista nt	<p>Responsible for performing a variety of repairs and maintenance of equipment, machinery and facilities. Carries out minor carpentry and plumbing repairs to hospital buildings/facilities. Completes minor electrical repairs and maintenance on lighting fixtures and appliances. Basic installation and assembly duties as assigned. Works under the direction of a certified trades person. May respond to emergency situations and may set up alternate measures when systems are down.</p> <p><b>Qualifications</b> Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.</p> <p><b>Certification:</b> Related mechanical and/or relevant trade courses.</p>	Job #121
Trades/ Service	Multi-skilled Service Worker	<p>Responsible for meeting all the "service type" needs of a particular group of patients or all patients in a specific number of rooms. Provides support to patients in areas of environmental tasks, orientation of patients to room and unit, menu selection and distribution of food, monitoring of patients supplies and equipment, transporting patients and assisting with ambulation, dressing and bathing. This job is usually a combination of the traditional roles of Porter, Health Care Aide, Dietary Aide, Attendant, Unit Aide, Orderly and Housekeeper.</p> <p><b>Qualifications</b> Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.</p>	Job #58
Trades/ Service	Painter	<p>Responsible for painting exterior and interior hospital premises, including minor plaster and wall tile repairs, applying wall coverings and finishes to equipment, furniture and woodwork.</p> <p><b>Qualifications</b> Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.</p>	Job #70
Trades/ Service	Patient Porter	<p>Responsible for transporting patients and charts to various treatment and diagnostic areas throughout the hospital. Demonstrates commitment to a safe environment for staff, patients and families by working in compliance with the occupational health and safety act and related policies.</p> <p><b>Qualifications</b> Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.</p>	Job #139

Trades/ Service	Plumber	<p>Responsible for the installation, inspection, maintenance, and repair of pipes, fittings and fixtures to maintain hospital plumbing and piping systems (e.g., heating, water, gas, drainage and sprinkler systems).</p> <p>Qualifications            Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.            Mandatory Certification: Plumber Certificate of Qualification</p>	Job #81
Trades/ Service	Porter	<p>Responsible for transporting charts, specimens, linen carts and equipment to various treatment and diagnostic areas throughout the hospital. May also transport patients. Demonstrates commitment to a safe environment for staff, patients and families by working in compliance with the occupational health and safety act and related policies.</p> <p>Qualifications            Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.</p>	Job #138
Trades/ Service	Security Guard	<p>Responsible for regularly patrolling buildings and grounds, examining doors, windows, vehicle entrances, etc. to determine that they are secure. Watches for and reports irregularities such as fire hazards, missing or broken equipment, parking violations, vandalism or suspicious personnel on hospital grounds. Maintains records of lost and found articles. Issues staff identification badges/cards. Provides key and escort services to staff and patients as required.</p> <p>Qualifications            Must be licensed by the Private Investigative Services of the Ministry of Corrections            Education: College Diploma and Non-Violent Crisis Intervention training. Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.            Certification: Successful completion of the Ministry of Corrections Certification examination. Certified Hospital Security Officer.</p>	Job #97
Trades/ Service	Shipper / Receiver	<p>Responsible for coordinating with customers, purchasing and couriers, the delivery of outbound shipments ensuring shipping authorizations and shipping documents are properly prepared before offering the material to the couriers for shipment, and keeps record of the same. Responsible for accepting materials directed to the Hospital's Receiving Bays, acknowledging receipt of material, ensuring goods are in good order, reporting any defects, shortages, over-shipments, and any other situation which could compromise the purchase and contracted commitments.</p> <p>Qualifications            Education: Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.</p>	Job #98

		Certification: Certification in the Transportation of Dangerous Goods. Certificates from a recognized program of Materials Management Society or Purchasing Management Association preferred.	
Trades/ Service	Stationary Engineer (HVAC)	<p>Responsible for safely and efficiently operating and maintaining HVAC (Heating, Ventilation &amp; Air Conditioning) and hospital equipment and facilities, including chillers, emergency equipment, electrical and mechanical systems, fire protection systems, and refrigeration systems.</p> <p>Qualifications</p> <p>Education: 2 year Certificate or Diploma from a recognized community college program. Combination of in-class and apprenticeship hours as per the Ontario College of Trades guidelines.</p> <p>Mandatory: BES II - Building Environmental Systems</p> <p>Preferred: Stationary Engineer 2nd Class Certification</p>	Job #156

## FREQUENTLY ASKED QUESTIONS



**Q** - How can my colleague receive access to the online dashboard(s)?

**A** - Access is user specific and approved by a designated individual at your organization, a local registration authority (LRA). Click [here](#) to access the request form.



**Q** - Who can I contact if I have questions about the tool?

**A** - Contact a member of the Data and Analytics team at [DataAnalytics@oha.com](mailto:DataAnalytics@oha.com)



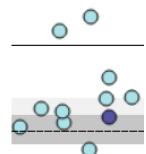
**Q** - Where does the data come from that populates the four compensation dashboards?

**A** - Data is from the annual, voluntary OHA Salary Surveys, including the: Administrative Physician, Management, Non-Management, and Research Compensation Surveys.



**Q** - Can I download and print information from the dashboard?

**A** - Yes. The download options available include: Image, Crosstab, PDF, and PowerPoint. You can print from any of these formats. Users must ensure this information is kept confidential and used for internal purposes only.



**Q** - Why don't I see a purple dot representing my organization for a benchmark job?

**A** - A purple dot represents your organization's result. A missing purple dot indicates your organization did not report a match for the benchmark job being looked at. Hover over dots to see an organization's name.



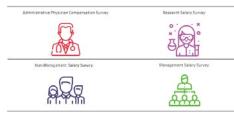
**Q** - Where can I find a printable version of the job capsules?

**A** - Job capsule descriptions are included in the Appendices sections of respective PDF Dashboard User Guides. Links to Guides can be found [here](#) on the 'Resources' page under Dashboard User Guides.



**Q** - Are there guidance materials and training opportunities available?

**A** - Yes. Click [here](#) to access the 'Resources' page which includes guidance and training materials. The 'Supports' feature will let you know when new resources are added.



**Q** - Is a dashboard available for results from each of the Salary Surveys?

**A** - Yes. A dashboard is available for each of the four salary surveys. They can be accessed on the main menu page or with the click of a button within one of the dashboards.

## FREQUENTLY ASKED QUESTIONS



**Q** - Can I access the raw data in Excel?

**A** - Yes, an Excel version of the survey results is available. Click [here](#) to access the Excel and participant code files.



**Q** - Why is a report not available based on the parameters/filters selected?

**A** - A report will only run if there are three or more benchmark jobs represented. The full results are available in the Excel file. Click [here](#) to access the full survey results.



**Q** - How can we increase the participation rate?

**A** - Participation in the HR and Salary Surveys is voluntary. The OHA will continue to request participation from all organizations.



**Q** - How can I provide suggestions to enhance the dashboard moving forward?

**A** - We appreciate receiving feedback about the site. Please send comments and suggestions to [DataAnalytics@oha.com](mailto:DataAnalytics@oha.com)