

Position Number: **Benchmark Job #107**

Ministry:

Branch: Various Health Units

Location: Various

Working Title: **Facilities Licensing Clerk**

Level: Range 9

NOC Code: 1441

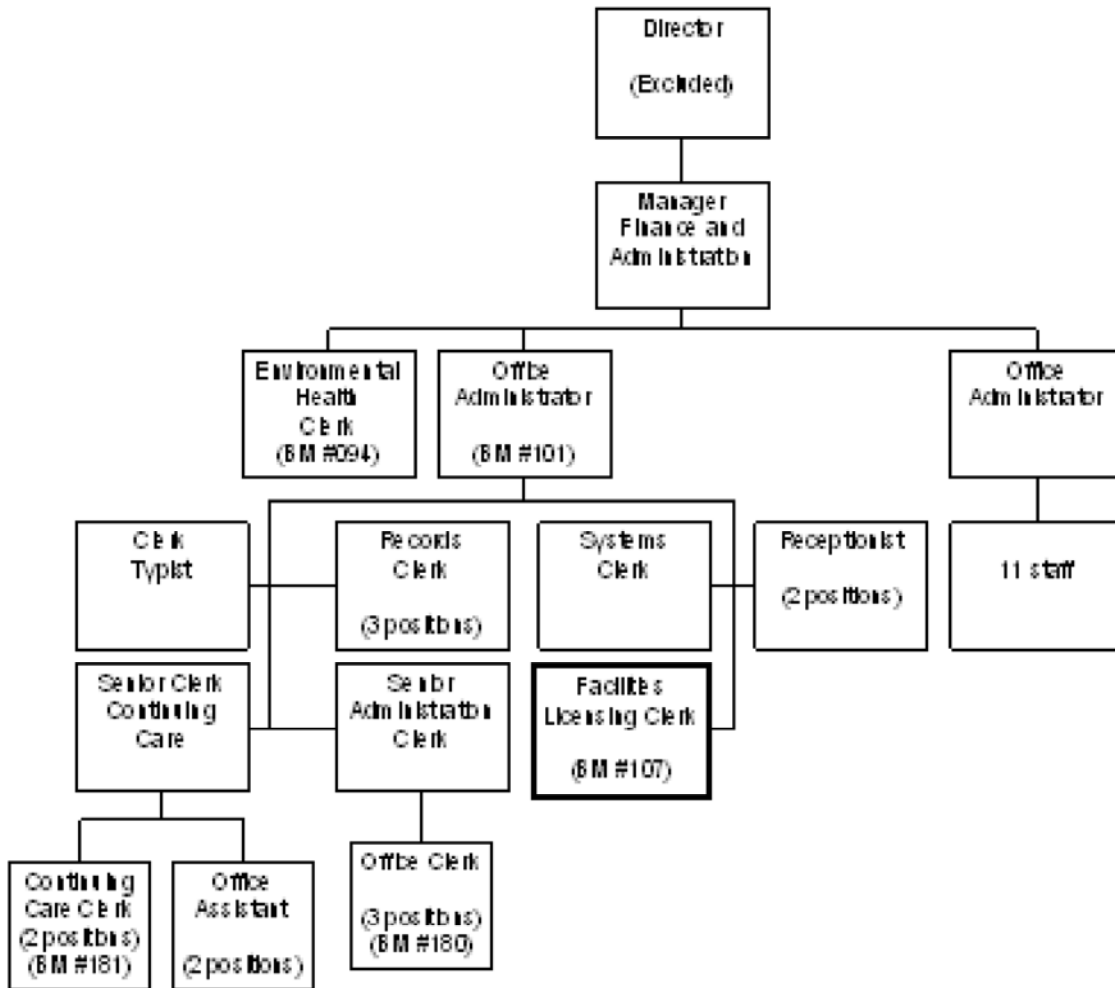
## PRIMARY FUNCTION

To provide administrative support for the Chief Licensing Officer, Licensing Officers and other staff of the Community Care Facilities Program.

## JOB DUTIES AND TASKS

1. Maintains Community Care Facility Licensing (CCFL) computer program
  - a. organizes, processes and inputs data for updating of information on inspections
  - b. prints interim permits and licenses to be issued to facilities and attaches relevant information, booklets and bulletins
  - c. formats and prints CCFL program reports for staff on a monthly basis or on request
  - d. compiles month end data for Community Care Facility, Public Health Nurse, Dental and Nutrition Programs
  - e. compiles statistical information from computer system database for reports and meetings
  - f. maintains accreditation program database to track Child Care and Adult Care Facilities
  - g. maintains spreadsheet to track pending facilities and to assist staff prioritize facility inspections
  - h. exchanges information with Information Systems Branch staff regarding system problems; recommends and implements changes to CCFL databases, such as various tracking applications
2. Provides clerical support services
  - a. produces letters, memorandums, reports, notes, statistical reports, handouts, forms, labels, envelopes, overheads and charts
  - b. creates and revises forms using spreadsheet, word processor and graphics programs
  - c. composes routine correspondence as required and distributes/prepares mail
  - d. photocopies correspondence and transmits and receives facsimiles and electronic mail
  - e. receives and files confidential Criminal Records Search documents, incident reports and other correspondence
  - f. responds to inquiries from agencies, care operators, community groups and other levels of government requiring information on related Acts, regulations, licensing requirements and forms
  - g. identifies purpose of calls or visits, refers clients to appropriate staff and arranges appointments for Licensing staff
  - h. prepares and distributes Child Care and Adult Care licensing information/application kits
  - i. sets up, maintains and updates ARCS filing system for documents, correspondence, and criminal record search results; classifies incoming material

- j. conducts file searches and gathers information upon request
  - k. orders office supplies, forms, signs and pamphlets/handouts etc., for use in the program
  - l. receives and records applications, permits and fees
3. Performs other related duties
- a. attends meetings/training sessions for using computer systems
  - b. maintains and updates procedure manuals
  - c. provides formal training to Licensing Officers on computer programs



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Know a variety of administrative functions and how they relate to the Community Care Facility Licensing (CCFL) program to process interim permits and licenses, inform care operators, agencies and others on licensing requirements and relevant acts and regulations, organize the CCFL filing system, produce statistical reports and maintain the CCFL computer program.</p>	D	100
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to recognize known differences and determine the priority of tasks to provide clerical support, draft routine letters for signature, compile month end statistical reports, maintain computer tracking programs and identify purpose of calls or visits and direct to appropriate person.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b></p> <p>Tact required to exchange information with co-workers and answer inquiries related to the community care facilities program and licensing requirements with staff and the public.</p>	B	20
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Significant coordination and dexterity required to use word processor to produce correspondence, reports and materials with speed and accuracy.</p>	D	22.5
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by specific procedures, select a course of action to complete assignments using previous instruction to prepare correspondence and statistical reports, maintain computer software tracking programs, recommend and implement changes to computer applications and set up filing system for the Community Care Facility Licensing program.</p>	C	50
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Limited financial responsibility to receive fees for permits.</p>	B	10

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b></p> <p>Significant responsibility to set up a multiple user information system by setting up and maintaining facilities files and to maintain ARCS filing system by inputting, classifying and retrieving data for the Community Care Facilities Program.</p>	D	22.5
8	<p><b>RESPONSIBILITY FOR HUMAN RESOURCES</b></p> <p>Responsibility to provide formal training to Licensing Officers on computer programs.</p>	B	9
9	<p><b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b></p> <p>Responsibility for own well-being and safety in low risk environment.</p>	A	5
10	<p><b>SENSORY EFFORT/MULTIPLE DEMANDS</b></p> <p>Focused requirement to frequently handle inquiries, receive fees, compile license kits and prepare reports within deadlines.</p>	C	12
11	<p><b>PHYSICAL EFFORT</b></p> <p>Moderate physical effort to frequently focus attention to computer screens or printed material when operating word processor equipment to produce correspondence, reports and materials.</p>	C	12
12	<p><b>SURROUNDINGS</b></p> <p>Exposure to office setting with minimal disagreeable elements.</p>	A	2
13	<p><b>HAZARDS</b></p> <p>Limited exposure to hazards from frequent keyboarding.</p>	B	4

Total Points: 329

Level: Range 9