

JOB DESCRIPTION

TITLE OF POSITION: Occupational Health and Safety Specialist

SERVICE UNIT: Inquiries Services

POSITION # : IC- 081

REPORTS TO: Manager, Inquiries Service Unit

PRIMARY PURPOSE

Through its services and products, CCOHS advances health and safety in Canadian workplaces, and the physical and mental wellbeing of Canadians.

The Inquiries Service Unit provides a confidential, customer-friendly bilingual service to all those who contact CCOHS seeking service assistance for information in response to their questions on any occupational health and safety concern.

The Occupational Health and Safety Specialist supports the planning and plan implementation of the Inquiries Service Unit and other relevant Project Teams by receiving and responding to inquiries related to health and safety concerns, by participating in projects as assigned and developing and preparing health and safety content for CCOHS products and services.

	DUTIES	% OF TIME
1.	Receives questions relating to occupational health and safety and clarifies their content, scope and background. Responds to questions related to occupational health and safety issues. Identifies, retrieves and evaluates scientific and technical information and uses professional judgment in the preparation of responses to inquiries requiring their expertise.	50%
2.	Develops and prepares health and safety related information content for projects, communication tools, presentations, e-courses, OSH Answers, publications and other services by researching topics, reviewing and analysing materials, quality assuring and editing content to provide constructive feedback.	40%
5.	Other duties, as assigned.	10%

NATURE AND SCOPE OF POSITION

The position reports to the Manager, Inquiries Services, and is one of several employees within the Inquiries Service Unit. This position will receive and respond to health and safety inquiries and prepare and develop technical content for health and safety products and services.

Know-How

The incumbent has a sound knowledge of a range of occupational health and safety topics. The incumbent can research, analyze and assess technical materials in an in-depth manner in order to provide answers to occupational health and safety-related inquiries and prepare and develop health and safety content for products and services. The position requires excellent searching skills, as well as the knowledge of and the ability to choose the best starting points for searches on external and internal databases and/or Internet sources. Knowledge of the CCOHS mandate and role of CCOHS is important to ensure inquiry responses and content development is appropriate to the audience and in-line with the values and strategic vision of the Centre.

This position requires good interviewing skills, both verbal and written, to work with other staff members and negotiate health and safety related questions from incoming calls and or email (where necessary). There is contact with colleagues to exchange information, resolve problems, and clarify issues and contact with members of the public when receiving and responding to inquiries.

This position requires excellent time management skills and organizational skills to handle at times multiple competing priorities within established deadlines, as well as to deal with the volume and variety of inquiries received and content development work for products and services.

Problem-Solving

The incumbent must use professional judgment, knowledge and experience when developing content and responses to inquiries. In some cases, knowledge on a particular subject is incomplete, inconclusive or contradictory. They must determine the most appropriate information to be included, the level of detail and the best approach to explain the concepts to the selected audience. There may be occasions when specialist knowledge is required to provide authoritative advice and information when literature references and precedents do not exist; as well the ability to synthesize and communicate complex information for appropriate audiences. At times, the incumbent will make these decisions in consultation with others, but often the final decision of content rests with the incumbent.

Accountability

The incumbent is responsible for preparing and providing responses to inquiries in a manner that is clear, concise, factual, and confidential. The incumbent is responsible for content development including writing and editing e-courses, publications, OSH Answers, presentations and other materials as assigned. All materials must be presented in an unbiased manner appropriate to a tripartite organization and at a level appropriate to the designated audience.

WORKING CONDITIONS

Physical Effort:

The employee works at a computer (keyboarding and mousing to read and reply to e-mail, prepare reports, review information, etc.) for most of the work day. The work is interspersed with non-computer-based activity, such as reading, thinking, proof-reading, photocopying, filing. The employee has some control over the workload and can get up, stretch, and walk on a regular basis.

Physical Environment:

The employee works at a desk and/or a computer workstation with a keyboard and a mouse for the majority of the work day. The workstation and desk are ergonomically set up, with a wrist rest, mouse rest, document holder, task lamp, as required. The lighting meets standards and there are adjustable blinds on the windows as required. The building environmental controls meet general office requirements.

Sensory Attention:

The position requires concentration to compose and enter data, proof-read, quality assure, read routine information, communicate with others via e-mail, search for information and listen to others carefully. There is a need to listen attentively over the telephone to inquirers for information. Concentration is required when preparing responses to inquiries and/or performing information searches. This position also requires attention to detail when preparing, researching and writing content of a complex nature for CCOHS products

Mental Stress:

There are priorities and deadlines which need to be met on a regular basis. There are interruptions from colleagues, supervisor and or telephone calls. The employee has some control over the pace of work, but no control over volume or frequency of incoming inquiries by email or phone. There are deadline pressures due to inquirers' demands and prescribed service standards, as well as deadlines related to content development and project deliverables (where applicable). Must be "up" at all times when speaking with members of the public. Must adjust to frequently changing priorities and deadlines, and there may be interruptions when working on complex tasks. Due to the nature of work, there are potential consequences of missed deadlines and or errors with information that is presented.

SPECIFICATIONS

- Post-secondary degree in one of the Sciences with specialization in occupational health and safety.
- Minimum four years of working experience in the health and safety field.
- Knowledge of health and safety; specific knowledge in chemistry, toxicology,

ergonomics, physical safety hazards or organizational health and worker wellbeing is an asset.

- Knowledge of adult learning principles is desirable.
- Excellent verbal (public speaking) and written (clear language) communication skills are required, and facilitation/instruction skills for small to large groups, and different sector audiences is desirable
- CRSP and/or CIH/ROH designation or ability to achieve one or more of these designations is highly desirable.
- Experience in the interpretation and application of relevant health and safety legislation, standards, statistical information and guidelines.
- Working experience and ability to negotiate health and safety inquiries by telephone or in person, with diplomacy, courtesy, good judgment and tact.
- Ability to research, analyze and organize credible health and safety information to formulate and prepare written responses and other technical resources.
- Demonstrated competency with Microsoft Office including: Outlook, Word, Excel and PowerPoint.
- Effective interpersonal skills and excellent ability to work in a team environment.
- Ability to communicate in both official languages is highly desirable.