

**APPEAL OF POSITION CLASSIFICATION FOR EMPLOYEES COVERED  
BY UWOSA COLLECTIVE AGREEMENT  
(Reference Collective Agreement Article 44)  
Attention: Job Evaluation Appeals Committee**

**(A) Contact Information:**

Name of person requesting appeal: Susan Stewart  
Title: Admin. Asst.  
Phone: X 86388  
Email: susan.stewart@schulich.uwo.ca  
Department: Pathology

**(B) Position Information:**

Current Incumbent: Susan Stewart  
Current Classification: Sec 4  
Classification Being Appealed: 5G9  
Date Evaluation Results Letter Received: October 4, 2012

**(C) Information Required For Job Evaluation Appeals Committee**

Reason for the appeal: I disagree with this classification.

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Supporting Information (Optional):

(Attach an additional page if more space is required)

**(D) Approvals:**

Signature of Person Appealing: [Signature] Date: 12/10/12

**The appellant shall send one copy of the material to Human Resources and one copy to JEAC c/o UWOSA.**

**POSITION DESCRIPTION  
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO  
EMPLOYEE RELATIONS**

	PRESENT INCUMBENT		POSITION IDENTIFICATION	
	SURNAME	INITIALS	DEPT. NO	P.S. JOB CODE
	<u>STEWART</u>	<u>S.</u>	<u>370700</u>	<u>SS4</u>

**BASIC POSITION INFORMATION**

DEPT. NAME Pathology

SECTION NAME \_\_\_\_\_

LOCATION DSB 4044

WORK WEEK HRS. 35 hours

SUPERVISOR SURNAME Hughes

INITIAL M.

PHONE 82032

FOR SALARY ADMINISTRATION USE			
CLASS'N	_____		
CLASS'D	Date	EFFECT	Date
ANALYST	_____	_____	_____

- 1) PLEASE LIST AND DESCRIBE YOUR MAJOR DUTIES WITH AN APPROXIMATE ANNUAL PERCENTAGE OF TIME SPENT ON EACH. USE SPECIFIC TERMINOLOGY PERTINENT TO THIS POSITION; PROVIDE EXAMPLES (E.G. TESTS, PROCEDURES, ETC.) AND CLARIFY YOUR INVOLVEMENT IN EACH DUTY (RE. SUPERVISE IT, DO IT, PARTICIPATE IN IT, ETC.)

NO.	MAJOR DUTIES	95%
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Reporting to the Administrative Officer (AO) and the Postgraduate Program Directors, the Postgraduate Program Assistant is responsible for providing administrative support for the efficient and effective daily administration of the Pathology Postgraduate Training Programs. The incumbent also performs a secondary role in support of the Department of Pathology Administrative Office.

**Postgraduate Training Programs: Residency, Fellowship and Continuing Medical Education** **75%**

In the role of Postgraduate Program Assistant the incumbent supports the Postgraduate Training Programs by providing superior customer service and administrative support to potential applicants, current trainees, faculty and administration with all program related activities. The incumbent is responsible for the daily efficient and effective administration of the Postgraduate Training Programs: Anatomical Pathology (AP), Neuropathology (NP), Fellowship (FP) and Continuing Medical Education (CME).

He or she provides administrative support to residents, fellows, program directors, program administrators, Schulich School of Medicine & Dentistry Postgraduate Education office, etc. in respect to matters/processes/policies pertaining to postgraduate education in Pathology.

***Recruitment and Admissions***

- Administrative support for the Canadian Residency Matching Service (CaRMS), an electronic application service and match system for entry into residency training programs: coordinates room bookings, catering, schedules for interviewers/interviewees.
- Updates, monitors and manages the CaRMS websites for the AP and NP programs
- Provides direction and assistance to prospective postgraduate students, collates and submits appropriate paperwork for matches and subsequent offers to potential Residents.

### ***Trainee and Program Support***

- Maintains accurate records of residents training throughout the various subspecialties, including the development of annual resident rotation schedules and accurate records of residents' vacation, educational conferences, sick leaves, etc. This information is distributed to the residents and directors of the programs.
- Responsible for ensuring the ongoing input and accuracy of information into the One45 Web Evaluation Software System for all trainees. Responsible for timely evaluation of residents by supervisors and for providing accurate evaluation feedback to respective trainees.
- Coordinates the annual Mary Ellen Kirk Award, and the Marvin Smout Travel Award, assists residents and Program Directors in ensuring terms of reference are followed.
- Maintains open communication with students providing them with deadlines, upcoming events, opportunities available, etc.
- Website maintenance: working with the Communications Committee and the media specialist, the incumbent is responsible for ensuring that information published on the internet is accurate and up-to-date.
- Prepares and submits travel claims on behalf of residents, fellows, Program Directors and CaRMS applicants.

### ***Program Director and Faculty Support***

- Works in close conjunction with the Program Directors of the Pathology/Lab Medicine residency training programs, the Director of Continuing Professional Development and the Fellowship Program Director.
- Ensures that documents such as Committee minutes and agendas, etc. are properly formatted and stored physically and electronically.
- Ensure that Committee policies and procedures are documented, organized and available for reference.
- Provide administrative support to program committees, attends meetings; distributes agenda and materials; takes minutes, ensures that reports are documented, action items are addressed, books rooms, etc.
- Draft correspondence on behalf of Program Directors and act as liaison with Schulich Postgraduate Education offices
- Academic Half Day Schedule: prepares schedules, evaluation forms, sends reminders to lecturers and trainees; ensures lecturers are evaluated; provides lecturers with annual statistical information.
- Compiles accurate and timely statistics for the Postgraduate Education Office, the Ontario Medical Association, the Canadian Association of Pathologists, City-wide Medical Affairs.
- Works closely with the Program Director(s) in the preparation and submission of data and reports for RCPSC accreditation and review

### ***Fellowship Program***

- Recruitment:
  - Prepares advertisements for fellowship opportunities, arranges for online and print display ads,
  - Collects applications/CVs, distributes these to Fellowship Committee, arranges candidate visits (itinerary coordination, room booking, catering etc.)
- Appointment:
  - Prepares Notification of Training Forms (NOTA), ensures Training Objectives and Evaluation Procedures are prepared by the Fellowship Committee, collects signatures and submits fellowship application package to PGE office
  - Ensures selected candidates have submitted all necessary documentation to the PGE office
  - Works closely with Medical Affairs to ensure completion of requirements for accreditation
  - Works with the secretary to the Chief to ensure that EAF is completed and submitted to LHSC HR department
  - Works with LHSC HR and the fellow to ensure all appointment paperwork is complete
- Ongoing support
  - Tracks fellow in One45 and ensures scheduling and evaluation are completed

### ***Continuing Medical Education Program***

- Grand Rounds and Research Seminars (all accredited CME events, 8 per year)
  - books rooms, orders catering
  - makes travel arrangements for invited speakers
  - creates and distributes flyers (both hard copy and by email) and feedback forms
  - attends these functions to ensure trouble free program delivery
  - acts as backup for technical assistance for speakers
- Pathology Annual Research Day and other CME Updates and Events (accredited CME events)
  - books rooms, organizes catering for breaks and lunch, where required, makes arrangements for evening reception or dinners
  - makes travel arrangements for invited speaker, arranges for honorarium for speaker, and arranges for payment of awards.
  - produces program booklets, designs and distributes invitations; produces posters and flyers to market the event;
  - attends these functions to ensure trouble free program delivery

### **Pathology Administration**

20%

Under the direct supervision of Pathology Administrative Officer, the Postgraduate Program Assistant also provides administrative support to the AO, to faculty members and acts as a back-up for other Pathology Office team members as required.

### ***Financial***

- Backup Support as required for research grants: when needed, recording all new and ending research grants administered within the department and maintaining an ongoing database of research funding. Prints and distributes monthly research statements, ensures accurate recording of monthly research account balances.

### ***Faculty Support***

- Acuity Star online CV support: Able to print CVs, Teaching Dossiers, and other faculty reports as requested. Able to extract and manipulate data for departmental reports, such as publication lists, grant funding, awards etc. Updates faculty CVs and publications on request.
- General word processing of correspondence, research grant applications, reviews, manuscripts, and consultation reports.

### ***Communications***

- Communications Committee - committee member and designated admin support for this committee
- Distributes information and announcements to faculty and staff as requested and required.
- Pathology Post: a quarterly newsletter which disseminates information, news and accomplishments of Pathology faculty, trainees and staff. The incumbent sends out requests for information, compiles this data, and with the assistance of the Pathology media specialist produces and distributes the newsletter on a quarterly basis, and publishes it on the Pathology website.

### ***Event Planning***

- Department meetings - Back up for room booking, catering. Back up for AO to records minutes for quarterly departmental meetings
- Back up to arrange for travel, accommodations etc. for Department Chair travel to conferences, meetings etc.

### ***Timekeeping***

- Keeps accurate records of holidays, sick days and conference attendance for all faculty and staff.
- Records vacation and sick time for all RF staff in the Schulich PDB

- Reports information monthly to the Administrative Officer.

**General Office Duties (these duties are shared among all department office staff)**

- Incumbent supports booking of Pathology conference room and teaching labs
- Monitors office equipment service and maintenance. Assists faculty, students and staff in the correct usage of departmental office equipment. Troubleshoots and contacts suppliers for service and supplies as required and submits quarterly copier readings.
- Answers departmental telephone system, records messages and general reception duties when required.
- Daily mail pick-up and delivery to LHSC-UC Pathology Department - shares this duty with other administrative staff
- Keeps accurate records of key requests/returns.
- Maintains inventory of office supplies.

NO.	OTHER DUTIES	5%
	<ul style="list-style-type: none"> <li>• Designs and distributes invitations for other departmental events such as Holiday lunches. Books facilities, coordinates menus.</li> <li>• Arranges itineraries for faculty recruits and other departmental visitors, books travel and accommodations, arranges lunches and presentations.</li> <li>• Other general duties assigned by the Administrative Officer and Chair of the Department.</li> </ul>	

2) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING STAFF MEMBERS WHO REPORT DIRECTLY AND FORMALLY TO YOU.

Classification/Rank (eg. Clerk I)	Staff-employed RF/RP Pos'n No.	For CW or TM Responsible for (eg. Filing records...)	
		From (month)	To (month)
<b>Not applicable</b>			

3) PLEASE CHECK THE SUPERVISORY DUTIES WHICH YOU PERFORM REGULARLY.  
Training and guidance for new employees, part time staff and work study students

- Work distribution and/or verification of results
- Performance review and salary recommendations
- Hiring and firing; please describe the degree of your involvement:

4. IF YOU COMPOSE (originate) WRITTEN MATERIAL, PLEASE COMPLETE THE FOLLOWING TABLE:

Type of Composition		Method of Composition	
Correspondence	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Complete Composition
		<input checked="" type="checkbox"/>	Partial composition with general
		<input checked="" type="checkbox"/>	Prescribed format
<b>Brief Description of Content:</b>			
- letters/emails to applicants			
- information to faculty, physicians, administrators, students and trainees			
Reports:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Complete composition
		<input checked="" type="checkbox"/>	Partial composition
		<input checked="" type="checkbox"/>	Prescribed format
<b>Brief Description of Content:</b>			
- completion of evaluation reports			
- compilation of information for program accreditation reports			

- update of program stats

Other:

- |                                     |                      |
|-------------------------------------|----------------------|
| <input checked="" type="checkbox"/> | Complete composition |
| <input checked="" type="checkbox"/> | Partial composition  |
| <input checked="" type="checkbox"/> | Prescribed format    |

**Brief Description of Content:**

- trainees' rotation schedule
- minutes of meetings
- edit/modify CVs

5) WHAT ARE THE **MINIMUM** SKILLS, EDUCATION, SPECIAL TRAINING AND/OR EXPERIENCE **REQUIRED** TO PERFORM SUCCESSFULLY THE DUTIES OF THIS POSITION?

**Minimum Education**

- A 2 or 3 year community college certificate or diploma in business or medical office administration is required and at least 5 years experience in an academic environment will support the skills.

**Skills & Special Training**

- Excellent interpersonal, communication and customer service skills, ability to interact with a variety of individuals at varying levels of authority through various channels e.g. in person, by telephone, by email and in presentations.
- Tactful and diplomatic with ability to maintain confidentiality and handle knowledge of resident and student related issues with sensitivity.
- Ability to work in a team environment as well as independently with minimal supervision.
- Excellent organizational and problem solving skills, able to prioritize and handle multiple deadlines.
- Proven attention to detail; aptitude for accuracy and thoroughness
- Computer skills:
  - demonstrated knowledge of various computer applications e.g. Internet Explorer, Groupwise, One45, Acuity STAR, PeopleSoft (Human Resources and Financials), and Dreamweaver.
  - high-level user of MS Office (esp. Word, Excel and PowerPoint)
- WHMIS and AODA, Bill 168 (Preventing Workplace Violence and Workplace Harassment) training

**Other Experience and Requirements**

- Must be knowledgeable of privacy legislation and respect the confidentiality of information received about students, faculty and staff
- Ability to maintain a positive attitude and ability to remain calm in stressful situations
- Ability to multitask, high degree of initiative and commitment to meeting high performance standards
- Working knowledge and understanding of UWO and medical Post Graduate policies and procedures.

6) PLEASE DESCRIBE THE NATURE AND FREQUENCY OF THE SUPERVISION YOU RECEIVE.

Works independently and with minimal supervision. Handles all matters not requiring the input of the Program Directors or AO. Utilizes own initiative and effective problem-solving skills and judgement within the assigned scope of authority.

Meets frequently (informally on a daily basis) with the Program Directors and the AO to review activities and projects currently underway and raise any issues outside scope of responsibility.

7) WHAT TYPES OF PROBLEMS OR INQUIRIES ARE YOU EXPECTED TO DEAL WITH ON YOUR OWN?

The incumbent is expected to deal with minor day to day problems of residents, students, staff and faculty with respect to general office administration e.g. photocopier problems, delays with travel claim cheques etc. He or she is expected to deal with general inquiries about the Pathology Residency programs from prospective and current trainees, faculty supervisors, Postgraduate Education Office and other administrative units. He or she is expected to deal with minor problems on behalf of residents without consultation.

8) WHAT TYPES OF PROBLEMS OR INQUIRIES MUST BE REFERRED TO ANOTHER SOURCE FOR SOLUTION?

Financial inquiries beyond the scope of the position should be referred to Department AO. Confidential matters, such as harassment, inappropriate behaviour etc., pertaining to students, residents, staff or faculty, should be referred to the Program Director, the Chair or the AO as appropriate.

9) WHAT ACTIVITIES DO YOU PLAN OR ORGANIZE? PLEASE INDICATE THE LENGTH OF TIME INVOLVED (e.g. daily planning of assigned work, monthly ...)

- Daily planning and prioritization of workload
- Annual planning and coordination of Pathology Research Day
- Monthly planning and coordination of Pathology Grand Rounds and Zhong Seminar Series

10) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING YOUR **MOST IMPORTANT** CONTACTS (in person, by telephone, or in writing). PLEASE EXCLUDE CONTACTS WITH YOUR SUPERVISOR AND YOUR SUBORDINATES. INCLUDE GROUPS AS WELL AS INDIVIDUALS.

CONTACT'S TITLE	LOCATION		FREQUENCY			PURPOSE OF THE COMMUNICATION
	inside dept	outside dept	daily	wkly	mthly	
e.g. Purchasing Agents						e.g. to provide information concerning
Residents & Fellows	x			x		Information exchange
Program Directors	x		x			Information exchange & direction
Equipment suppliers		x			x	Equipment maintenance and repair
PGE Office		x			x	Information exchange & direction
Medical Affairs		x			x	Hospital privileges
Canadian Residency Matching		x			x	Information exchange
ITS and CIS		x			x	Information exchange One45 support
UWO Keys Office		x			x	Keys
UWO Graphic Services		x			x	Printing
LHSC HR		x			x	Residents' payroll inquiries
UWO Research Services		x			x	Faculty research funding inquiries

UWO Physical Plant		x			x	Facilities service needs
UWO Financial Services		x			x	A/P inquiries, travel claims
SSMD Dean's Office		x			x	Room bookings
American Society for Clinical Pathology		x			x	Resident ASCP certification