

Job Class Profile: Safety and Security Monitor**Pay Level:****CG-18****Point Band:****278-291**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	2	4	6	1	1	2	1	3	
Points	47	33	25	29	30	22	41	21	32	280

JOB SUMMARY

This is non-professional work of a standardized nature in the observation and surveillance of patient/residents. Work is performed under the close supervision of the assigned nurse to observe and monitor patient/resident behavior related to safety and security and to report changes and/or concerns.

Key and Periodic Activities

- Obtains report on patient's/resident's behaviour and plan of care specifically relating to safety and security issues.
- Observes and monitors the patient/resident behavior related to the safety and security, and reports change and/or concerns (i.e. agitation, pulling out tubing, falling, attempts to get out of bed, disruptive sleep patterns, etc.)
- Maintains visual observation of the patient/resident at all times, ensuring the patient/resident is never left unattended.
- Responds to patients/residents needs and requests in consultation with the assigned nurse.
- Provides for the patient/resident's environmental safety and comfort in collaboration with the assigned nurse, by maintaining standard safety precautions, such as removing trip hazards, ensuring side rails are up when necessary, and ensuring patients/residents are wearing glasses, appropriate footwear, hearing aids, etc.
- Maintains safety practices to prevent risk of injury and performs those procedures in compliance with Workplace Occupational Health and Safety, and infection control principles. Reports unsafe conditions to the assigned nurse.
- Maintains neatness in patient's/resident's room.
- Reports and records appropriate information in an accurate and timely manner.
- Maintains strict confidentiality on all matters related to patient/resident.
- Maintains a weekly and monthly count of charts and phone calls.
- Participates in health care team meetings as assigned.

SKILL**Knowledge**

General and Specific Knowledge:

- Occupational Health and Safety
- Confidentiality
- Infection control principles

Formal Education and/or Certification(s):

- Minimum: Completion of a high school diploma
- Basic life support (BLS) and first aid

Years of Experience:

- Minimum: less than six months

Competencies:

- Client centered care
- Team work
- Oral communication skills

Interpersonal Skills

- A range of interpersonal skills are used to listen to information from nursing staff for directions; provide routine information to patients/residents, their families and staff; to ask questions; to report and record patients behaviour, activity and sleep patterns on observations forms, and to provide care/comfort to patients. Skills are most frequently used to listen, record, and provide basic information.
- Communications occur primarily within the immediate work area and department with patients, family members, supervisor and healthcare professionals.
- The most significant contact is with patients, family members and the assigned nurse.

EFFORT**Physical Effort**

- Work demands do not result in considerable fatigue requiring periods of rest.
- Physical effort includes occasionally lifting objects up to 10 lbs. (i.e. books, trays, patient's/resident's personal items, or equipment). Occasionally, as deemed appropriate by the assigned nurse, would assist patients with daily living activities (i.e. feeding, reading, etc.).
- When performing their activities, occasionally may have to walk or stand; however, typical activities require constant sitting to observe a patient's/resident's behaviour where there is limited freedom to move about, as patients/residents are never left unattended. Occasionally, sits in awkward or cramped positions for extended periods.

Concentration

- **Visual concentration** is constantly required for observation and monitoring of patients, to provide other activities as deemed appropriate by the assigned nurse (i.e. daily living, reading, etc.), and to document patient activities and behaviours on chart.
- **Auditory concentration** is required to receive instructions from nursing staff, to listen and converse with patients, family members, other healthcare staff, and to listen and report any patient/resident changes and/or concerns.
- **Other sensory demands such as touch** is required to ensure patient health and safety, or to

touch or move objects to ensure patients/residents safety and comfort.

- **Repetitive tasks that require alertness as well as a high level of attentiveness** include the observation and monitoring of patients who are at risk of falling, have a potential for elopement (i.e. escape or run away), demonstrate non-compliance with therapy, and/or exhibit confusion or dementia.
- **May not have control over the pace of their work** when there are multiple assignments to complete, or patients to observe. When observing patients/residents extra vigilance is required as there are often interruptions due to healthcare workers coming in and out of patients/residents rooms to perform activities, and from family visits.
- **Eye/hand coordination** may be required when performing or assisting in daily living activities.
- **Exact results and precision** are required when reporting patient behaviour.

Complexity

- Tasks and activities are similar/related in terms of the skills and knowledge used.
- Tasks are constantly repetitive and well defined as work primarily involves observation of patients. There are simple challenges with obvious solutions which can be addressed by following procedures, guidelines, and resolved by speaking with the assigned nurse.
- The most typical challenge is responding to patients/residents or ensuring their safety when they may be confused, non-compliant, or at risk of falling.
- Problems tend to be addressed by contacting the assigned nurse, following policies, procedures, and guidelines (i.e. occupational health, safety, and infection control principles).

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled. Work is performed with close supervision from the assigned nurse.
- Has the authority to perform tasks that ensure patient's/resident's safety (i.e. removing trip hazards, ensuring side rails are up when necessary and that patients/residents are wearing glasses, appropriate footwear, hearing aids, etc., if applicable). All other tasks have to be approved by the assigned nurse. Administrative decisions have to be approved by the supervisor.
- Must exercise discretion in confidential situations and to ensure patients/residents safety. Interprets directions and apply guidelines specifically related to safety and security issues. Situations where some discretion is exercised within predetermined limits and procedures relate to contacting the assigned nurse when there are concerns or situations requiring medical interventions.
- Assigned nurse is on site to provide direction and assistance.

Impact

- Work activities have an impact within the immediate work area, department and on patients/residents.
- Work activities either can negatively or positively affect the well-being of the patient/resident.
- Resources impacted are processes (i.e. policies and procedures), information (i.e.

confidentiality), finances, human resources and health and safety.

- Errors such as noncompliance with the observation of patients/residents could have significant results.
- Errors are mitigated due to the close monitoring by the assigned nurse. Errors are detected and corrected by the monitor or the assigned nurse immediately upon awareness.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May provide other development and leadership activities such as on the job training, and orientation to new staff.
- Does not provide team or project lead activities.

WORKING CONDITIONS

Environmental Working Conditions

- May be required to wear gowns, gloves, masks, and follow universal safety precautions when observing patients/residents.
- Has limited likelihood of minor cuts, bruises, abrasions or minor illnesses and a limited likelihood of fractures or other injuries and disability.
- Works in patient/resident rooms, ICU, or other hospital/residential areas and constantly is exposed to limited lighting and unusual and distracting noise from equipment. There is lack of privacy and occasionally, there is exposure to bodily fluids, waste, infectious diseases, odours, and physical dangers and threats from unruly or disoriented patients/residents.