

Writing Work Descriptions

Learning Event
Spring 2005

Schedule

- **INTRODUCTION**
- **SESSION 1** - Standard template for work descriptions
- **SESSION 2** - Organizing a work description
- **SESSION 3** - Describing the work
 - **Session 3-1** - Work descriptions and those who use them
 - **Session 3-2** - Writing techniques
 - **Session 3-3** - Writing the various parts of a work description
- **SESSION 4** - Main changes in work description writing

Writing work descriptions

➤ General learning objective

The participants will develop their skills in writing work descriptions consistent with the *Guidelines on Work Description Writing*.

SESSION 1 - Standard Template for Work Descriptions

Specific Learning Objective

- To describe a standard template for work descriptions consistent with the *Guidelines on Work Descriptions Writing*

SESSION 1 - Standard Template for Work Descriptions

- Foundations of the template
- Procedure
- Template
 - Template outline
 - Description of the parts of the template

Template

- Identifying Information

- Client-Service Results
- Key Activities
- Criteria
 - Skill
 - Effort
 - Responsibility
 - Working Conditions

Additional Information

SESSION 1 - Standard Template for Work Descriptions

- **Skill Criterion**

- intellectual and physical qualifications acquired by experience, training, education or natural ability. The methods by which employees acquire those qualifications shall not be considered in assessing the skill of different employees.

SESSION 1 - Standard Template for Work Descriptions

“Skill” criterion

Component A: Physical Skill

Examples of factors: sensory skill, physical skill

Component B: Intellectual Skill

Examples of factors: job knowledge, product knowledge, contextual knowledge, communication, interpersonal skill and analytical skill

SESSION 1 - Standard Template for Work Descriptions

- **Effort Criterion**

-intellectual and physical effort required in the performance of work

SESSION 1 - Standard Template for Work Descriptions

“Effort” criterion

Component A: Intellectual Effort

Examples of factors: concentration, versatility, creativity with constraints

Component B: Physical Effort

Examples of factors: Physical effort, physical movements, working position

SESSION 1 - Standard Template for Work Descriptions

- **Responsibility Criterion**

- the extent of the employee’s responsibility for technical, financial and human resources

SESSION 1 - Standard Template for Work Descriptions

“Responsibility” criterion

Component A: Technical Resources

Examples of factors: responsibility for products, responsibility for quality

Component B: Financial Resources

Examples of factors: financial impact of resources controlled, confidentiality

SESSION 1 - Standard Template for Work Descriptions

“Responsibility” criterion

Component C: Human Resources

Examples of factors: responsibility for interacting with people, responsibility for others

Component D: Other responsibilities

Examples of factors: independence of action, responsibility for coordinating work

SESSION 1 - Standard Template for Work Descriptions

- **Working Conditions Criterion**

- the physical and psychological work environments, including noise, temperature, isolation, physical danger, health hazards and stress. The requirement to work overtime or to work shifts is not to be considered in assessing working conditions where a wage, in excess of the basic wage, is paid for that overtime or shift work.

SESSION 1 - Standard Template for Work Descriptions

“Working Conditions” criterion

Component A: Physical Environment

Examples of factors: hazards, disagreeable elements, physical environment

Component B: Psychological Environment

Examples of factors: psychological conditions, work scheduling and travel, effects on lifestyle, stress from interpersonal contacts

SESSION 2 - Organizing the Work Description
Specific Learning Objective

- Establish the logical thread connecting the client-service results, the key activities, the content of each criterion, the elements and the evaluation method prescribed by the classification standard that will be used to evaluate the work description produced

SESSION 2 - Organizing the Work Description

- Logical thread connecting the client-service results, the key activities and the four criteria

SESSION 2 - Organizing the Work Description

SESSION 2 - Organizing the Work Description

• **Additional Information**

- Forms part of the template
- Add the information that cannot be covered under any of the 4 criteria and that is required by the standard for classification purposes.

SESSION 2 - Organizing a Work Description

2. Logical thread connecting a criterion, its components and the factors used to measure those components

SESSION 2 - Organizing a Work Description

“Skill” criterion

Component A: Physical Skill

Examples of factors: sensory skill, physical skill

Component B: Intellectual Skill

Examples of factors: job knowledge, product knowledge, contextual knowledge, communication, interpersonal skill and analytical skill

SESSION 3 - Describing the Work

Specific Learning Objective

- Prepare short, consistent, **gender-neutral** and easy-to-understand work descriptions, applying the standard template and logical thread referred to earlier

SESSION 3 - Describing the Work

- Session 3-1: Who uses the information contained in work descriptions?
 - Employees and their managers, negotiators and grievance committees
 - Staffing officers
 - Evaluators and classification committees
 - Insurance companies

SESSION 3 - Describing the Work

- Session 3-2: Writing techniques

- Use of a clear, simple and concise style
- Main techniques of this style
- How to apply the techniques

SESSION 3 - Describing the Work

- Session 3-3: Writing a work description

- Writing a work description, step by step, using the information in two interview summaries
 - Describing the client-service results
 - Describing the key activities
 - Describing the work in relation to the four criteria identified in the *Canadian Human Rights Act*

SESSION 4 - Changes in Work Description Writing

- *Guidelines on Work Description Writing*
- Work description format
- Preparing to write a work description

Additional information

http://publiservice.hrma-agrh.gc.ca/Classification/index_e.asp