

APPENDIX 11 TO ANNEX A3
HCP QUALIFICATIONS AND TASKS

STREAM: 1

OCCUPATIONAL GROUP AND CATEGORY: Dentist - Dental Consultant

WORK AND ENVIRONMENT

VAC's dental program provides basic dental care and some preauthorized comprehensive dental services from a dentist/denturist of the client's choice in their own community. The Dental Consultant provides expert advice, opinions and recommendations, in support of disability and treatment benefit decisions or appeals for VAC's Dental Program.

Language of work may be in English/ French or both, depending on geographic location.

EDUCATION AND CREDENTIALS

The Dental Consultant must, as a minimum, possess:

- a. Graduation from a recognized school of dentistry. (If the degree is from outside Canada, the contractor must provide the Canadian equivalency of the degree evaluated by a recognized third party.); and
- b. A valid license to practice dentistry in the province of practice.

EXPERIENCE

The Dental consultant shall have the following experience, as a minimum:

- a. ten years clinical experience, of which 5 was obtained in the last 5 years;
- b. five years experience, (obtained within the last 5 years), working with health and non-health professionals in a team setting;
- c. five years experience, (obtained within the last 5 years), obtained in the in adjudicating claims or rendering adjudication decisions or providing dental consultations in response to individual clients requests for dental care options for senior citizens, Veterans, Canadian Forces and/or RCMP clients.

TASKS

The required tasks for this occupational group includes the following:

- provide expert dental consultations in response to individual clients requests for VAC benefits by:
 - reviewing the clients application, statement of case and relevant service documents, and client file information for disability benefits;
 - conducting research, as necessary, to become familiar with the client's medical/dental condition and status including factors which can cause and

- aggravate this condition;
 - analysing all information, including relevant VAC Legislation, policy, guidelines and approval criteria, to arrive at an informed opinion concerning the presence of a disability, the result of service factors to this disability and the degree of disability from the pensioned condition; and
 - preparing, pursuant to the above noted activities, and in keeping with current Departmental legislation, policy and guidelines, a dental opinion and supporting rationale to facilitate entitlement and assessment decisions by departmental adjudicators.
- provide information and/or education, in the format of presentations or other methods, in the area of dentistry to VAC staff or external consultants.
 - other associated tasks relevant to this occupational group.

The dental consultant will be required to provide his/her professional opinion on forms provided to him/her by VAC. Where VAC provides the forms electronically the dental consultant will be required to complete them electronically. The dental consultant will be required to use VAC's systems and software to perform their work.

STREAM: 1

OCCUPATIONAL GROUP AND CATEGORY: Occupational Therapist – Field Occupational Therapy Services Officer

WORK AND ENVIRONMENT:

Occupational Therapist at VAC are responsible for providing occupational therapy advice, consultation, assessments and recommendations on client files and program and policy development in support of the Department's mission to provide client centered services and benefits that respond to the needs of clients.

Language of work may be in English/ French or both, depending on geographic location.

EDUCATION AND CREDENTIALS:

Field Occupational Therapy Services Officers must, as a minimum, possess:

- a. a Baccalaureate Degree in Occupational Therapy from a recognized university (If the degree is from outside Canada, the contractor must provide the Canadian equivalency of the degree evaluated by a recognized third party.);
- b. a current licence to practice from a provincial or territorial College of Occupational Therapy in the province of practice.
- c. a valid driver's license in the province where the work is to be performed.

EXPERIENCE:

The Field Occupational Therapy Services Officer shall possess, as a minimum:

- 24 months equivalence of full time experience as an occupational therapist (OT) within the last five (5) years providing occupational therapy treatment or services to adults; or, supervising or teaching the practice of occupational therapy treatment of adults. **part-time experience must be quantified in terms of full days, weeks or hours; concurrent experience from multiple settings must be reported by setting and amount of time in each.**
- A minimum of one year full-time equivalent experience, within the last five years, in providing occupational therapy treatment/services to clients enrolled in a formal psychiatric/mental health program.

TASKS:

The required tasks for this occupational group includes the following:

- Provide OT consultation services and advice on a wide variety of issues related to the treatment of adults and older adult clients. This includes, but is not limited to, the provision of professional advice and recommendations on client cases presented at Interdisciplinary Team (IDT) meetings and case conferences.
- Use a VAC computer and software for client documentation in a Windows environment, including word processing, electronic mail and Internet.
- Use the Departmental system Benefits and Health Services On-Line (BHSOL) to request OT assessments and reports from external occupational therapy providers; to review and finalize these reports and to follow-up with the respective VAC members of the IDT or others on services for the client; and, to monitor, report on, and follow-up on the “Due Dates” of forms assigned to external providers.
- Request, review and précis occupational therapy and related health professional reports from other community agencies and services.
- Follow-up with other service providers and vendors regarding quality and status of work.
- Provide training in the use of the BHSOL and Client Service Delivery Network (CSDN) systems to new OTs and others in the same or other Field Offices; and, to provide training in the use of BHSOL to external OTs and other providers completing assessments and reports on behalf of VAC.
- Participate in IDT meetings and case conferences on client or health-related issues. Make any follow-up calls and inquiries from an occupational therapy perspective related to clients discussed at Interdisciplinary Team meetings or during case conferences/consultations with staff.
- Liaise with health care professionals and agencies in the community, in clinics and in long-term care facilities in relation to specific client cases.
- Make recommendations and give professional approval or decline of various benefits or services for clients, in accordance with VAC policy, including determining the assessment instruments to be used, the related amount of time required, and advising the external providers via BHSOL; and, via use of CSDN Work Items and the FHCPS Portal, the Treatment Authorization Centre (TAC), and other staff who initiate expenditures, of the professional recommendations and/or approval.
- Develop and deliver information sessions and training to VAC staff, clients and others on health related topics.
- Facilitate access to treatment and benefits for Veterans.
- Complete Departmental occupational therapy assessments and reports on VAC clients in their homes, or, in the facilities in which the clients reside.

- Prepare reports on the functional status and treatment requirements of the clients using BHSOL and other Departmental systems.
- other associated tasks relevant to this occupational group.

STREAM: 1

OCCUPATIONAL GROUP AND CATEGORY: Nurse – Field Nursing Services Officer (FNSO)

WORK AND ENVIRONMENT

Nurses at VAC are responsible for providing health advice, consultation, assessments and decisions on legislation, policy, program management and client files in support of the Department's mission to provide client centered services and benefits that respond to the needs of clients.

Language of work may be in English/ French or both, depending on geographic location.

EDUCATION AND CREDENTIALS

Field Nursing Services Officer must, as a minimum, possess a:

- a. Baccalaureate Degree in Nursing from a recognized university (If the degree is from outside Canada, the contractor must provide the Canadian equivalency of the degree evaluated by a recognized third party.);
- b. current licence to practice from a provincial or territorial College of Nurses in the province of practice; and
- c. valid driver's license in the province where the work is to be performed.

EXPERIENCE

The Field Nursing Services Officer must possess, as a minimum:

- 24 months equivalence of full time experience as a Registered Nurse or Registered Psychiatric Nurse within the last five (5) years providing nursing care to adults; or, supervising or teaching the nursing care of adults.
- Experience related to providing nursing care to adults; or, supervising or teaching the nursing care of adults in an obstetrical or maternal-child care setting is not applicable experience. **part-time experience must be quantified in terms of full days, weeks or hours; concurrent experience from multiple settings must be reported by setting and amount of time in each.**
- A minimum of twelve months full-time equivalent experience as a Registered Nurse or as a Registered Psychiatric Nurse (within the last five (5) years) providing nursing care to adults with mental health conditions; or, supervising or teaching the practice of nursing of adults with mental health conditions.

TASKS:

The required tasks for this occupational group includes the following:

- Provide professional nursing consultation services and advice on a wide variety of nursing issues related to the care and treatment of adults and older adult clients. This includes, but is not limited to, the provision of professional advice and recommendations on client cases presented at Interdisciplinary Team (IDT) meetings and case conferences.
- Use a VAC computer and software for client documentation in a Windows environment, including word processing, electronic mail and Internet.
- Use the Departmental system Benefits and Health Services On-Line (BHSOL) to request nursing assessments and reports from nurses and other health professionals; to review and finalize these reports and to follow-up with the respective VAC members of the IDT or others on services for the client; and, to monitor, report on, and follow-up on the “Due Dates” of forms assigned to external providers.
- Request, review and précis nursing and related health professional reports from other community agencies and services.
- Follow-up with other service providers regarding quality and status of work.
- Provide training in the use of the BHSOL and Client Service Delivery Network (CSDN) systems to new nurses and others in the same or other Field Offices; and, to provide training in the use of BHSOL to external nursing and other providers completing assessments and reports on behalf of VAC.
- Participate in IDT meetings and case conferences on client or health-related issues. Make any follow-up calls and inquiries from a nursing perspective related to clients discussed at Interdisciplinary Team meetings or during case conferences/consultations with staff.
- Liaise with health care professionals and agencies in the community, in clinics and in long-term care facilities in relation to specific client cases.
- Make recommendations and give professional approval or decline of various benefits or services for clients, in accordance with VAC policy, including determining the assessment instruments to be used, the related amount of time required, and advising the external providers via BHSOL; and, via use of CSDN Work Items and the Federal Health Claims Processing System Portal, the Treatment Authorization Centre (TAC), and other staff who initiate expenditures, of the professional recommendations and/or approval.
- Develop and deliver information sessions and training to VAC staff, clients and others on health related topics.
- Facilitates access to care and benefits for Veterans.

- Complete Departmental nursing assessments and reports on VAC clients in their homes or the facilities in which the clients reside.
- Prepare reports on the health status and care needs of the clients using BHSOL and other departmental systems.
- other associated tasks relevant to this occupational group.

STREAM: 1

OCCUPATIONAL GROUP AND CATEGORY: Physician – Medical Advisor

WORK AND ENVIRONMENT:

The Medical Advisor provides formal and informal medical opinions; diagnosis clarifications and advice to management and staff of the Veterans Affairs Portfolio. This information is used in the determination of the medical assessment for disability pension and award programs on behalf of clients of Veterans Affairs Canada.

Language of work may be in English/ French or both, depending on geographic location.

EDUCATION AND CREDENTIALS:

Medical Advisors must, as a minimum, possess:

- a. Graduation with a Medical Doctorate or equivalent from a recognized school of medicine (If the degree is from outside Canada, the contractor must provide the Canadian equivalency of the degree evaluated by a recognized third party.);
- b. Unrestricted license to practice medicine in Canada and in "good standing" with the College of Physicians and Surgeons in the province or territory in which the candidate is licensed to practice.

EXPERIENCE:

The Medical Advisor shall have the following experience, as a minimum:

- 3 years experience in active clinical practice of medicine;
- 3 years experience in the practice of disability medicine; and
- 3 years experience working in a team setting with other health and non-medical professionals.

TASKS:

The required tasks for this occupational group includes the following:

- Determines the medical assessment of entitled disabilities/awards on behalf of VAC clients at the first level of decision, all levels of entitlement appeal and reassessment.
- Provides evidence based formal/informal medical opinion/diagnosis clarification to Disability Adjudicators and Portfolio management/staff on a case-specific basis.
- Provides advice/guidance to Disability Adjudicators; Team Leaders, Disability

Adjudication; and Senior Area Medical Officers (SAMOs) with respect to the principles and practices of disability medicine; and identifies/forwards emerging issues to the attention of the National Medical Advisor.

- Assists in the provision of advice/guidance to Portfolio senior management, management and staff with respect to the medical aspects of new departmental policy, procedures, regulations and standards in light of evolving medical knowledge.
- Prepares and delivers formal presentations on medical and disability entitlement/assessment topics to Disability Adjudicators; Team Leaders, Disability Adjudication; Pension Officers, Field Medical Team Leaders and Senior Area Medical Officers under the direction of the National Medical Advisor.
- Assists in the training of new and/or existing Medical Advisors, Authorized Medical Examiners, Disability Adjudicators, Field Medical Team Leaders and Senior Area Medical Officers.
- Represents the Department at medical symposiums and/or conferences.
- Assists in the maintenance/updating of medical guidelines (e.g., Table of Disabilities and Entitlement Eligibly Guidelines).
- other associated tasks relevant to this occupational group.

STREAM: 2

OCCUPATIONAL GROUP AND CATEGORY: Physician – Senior Area Medical Officer

WORK AND ENVIRONMENT:

The Senior Area Medical Officer provides non clinical medical services in support of Veterans Affairs Canada programs, health care and rehabilitation benefits and services.

Language of work may be in English/ French or both, depending on geographic location.

EDUCATION AND CREDENTIALS:

Senior Area Medical Officers must, as a minimum, possess:

- a. Graduation with a Medical Doctorate or equivalent from a recognized school of medicine;
- b. Unrestricted license to practice medicine in Canada and in "good standing" with the College of Physicians and Surgeons in the province or territory in which the candidate is licensed to practice.

EXPERIENCE:

The Senior Area Medical Officer shall have the following experience, as a minimum:

- a. Five (5) years clinical experience in the examination and management of patients experiencing:
 - musculoskeletal conditions
 - mental health conditions
 - chronic pain
 - substance related and addictive disorders
 - complex/multiple medical conditions (operational health issues)
- b. One (1) year of experience working with an Electronic Health Record or Microsoft Office or equivalent information system.

TASKS:

The required tasks for this occupational group includes the following:

- Performs Pension Medical Examinations (PMEs) and reports findings to Head Office to establish the medical assessment for Disability Pension (DP) and Disability Award (DA) benefits under the VAC Table of Disabilities and Entitlement Eligibility Guidelines.
- Trains, coordinates and quality assures the work of Authorized Medical Examiners

(AMEs) who are external physicians performing Pension Medical Examinations (PMEs).

- Determines and reviews medical investigations and specialized referrals required for the assessment of VAC disability benefits and health care benefits and services.
- Provides evidence based medical opinions and/or recommendations regarding the adjudication of VAC health care and rehabilitation benefits and services, including establishing the relationship of various health care benefits and services to entitled conditions.
- Provides client case consultation services to internal stakeholders individually or as a member of the Health Care Team and/or Interdisciplinary Client Service Team within the Area Office.
- Provides evidence based medical advice, guidance and information to VAC Area Office and Head Office middle/senior management and staff, OGDs, NGOs and the private sector.
- Liaises with internal and external stakeholders; and keeps abreast of evolving medical knowledge and changes to federal, provincial, municipal and VAC health services.
- Provides training and medical guidance to new and current VAC Area Office and Head Office middle/senior management and staff.
- Researches current medical information, client case histories, VAC programs and VAC policy governing disability benefit programs and health care and rehabilitation benefits and services.
- other associated tasks relevant to this occupational group.

STREAM: 1

OCCUPATIONAL GROUP AND CATEGORY: Audiologist - Audiologist Advisor

WORK AND ENVIRONMENT

The Audiologist provides expert advice, opinions and recommendations, in support of disability and treatment benefit decisions or appeals for Veterans Affairs Canada's (VAC's) Programs.

Language of work may be in English/ French or both, depending on geographic location.

EDUCATION AND CREDENTIALS

The Audiologist must, as a minimum, possess:

- a. a master's degree in audiology from an accredited university; and
- b. a current licence in good standing in the province/territory of practice.

EXPERIENCE

The Audiologist shall have the following experience within the last 5 years, as a minimum:

- five years clinical experience;
- five years experience working with health and non-health professionals in a team setting;
- five years experience in adjudicating claims or rendering adjudication decisions or providing audiology consultations in response to individual clients requests

TASKS

The required tasks for this occupational group includes the following:

- provides expert clinical knowledge to VAC staff
- analysing information to inform decision making;
- provides feedback on policy;
- reviews client cases and provides expert opinion and recommendations;
- prepares information in keeping with current Departmental legislation, policy and guidelines, to facilitate entitlement, assessment and appeal decisions by departmental staff
- provides expert opinion to assist with creating or interpreting legislation, policies and business processes;
- provides information and/or education, in the format of presentations or other methods, in the area of Audiology to VAC staff or external consultants.

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- other associated tasks relevant to this occupational group.

STREAM: 1

OCCUPATIONAL GROUP AND CATEGORY: Respiratory Therapist - Registered Respiratory Therapist

WORK AND ENVIRONMENT:

The RRT provides professional Respiratory Therapy consultation services and advice on a wide variety of issues related to the treatment and care of adult and older adult clients.

Language of work may be in English/ French or both, depending on geographic location.

EDUCATION AND CREDENTIALS:

The Registered Respiratory Therapist must, as a minimum, possess:

- a. Graduation with a degree from a recognized university with an acceptable specialization leading to the designation of Registered Respiratory Therapist.
- b. A certificate of current registration as an RRT in the province where the work is to be performed.

EXPERIENCE:

The Registered Respiratory Therapist shall have the following experience, as a minimum:

- 24 months equivalent full time experience as a RRT within the last seven (7) years providing RRT treatment or services to adults; or, supervising or teaching the practice of registered respiratory therapy treatment of adults.

Experience related to providing RRT treatment to adults; or, supervising teaching the practice of occupational therapy treatment of adults in an obstetrical or maternal-child care setting is not applicable experience.

TASKS:

The required tasks for this occupational group includes the following:

- Provision of professional consultation services and advice on a wide variety of issues related to the treatment and care of adult and older adult clients including recommendations on client cases referred for review or presented at Interdisciplinary Team (IDT) meetings and case conferences;
- Research of existing and new treatment modalities related to oxygen, and respiratory therapy in general and conditions such as sleep apnea;

- Review and make recommendations on respiratory policies;
- Use of computer and software for client documentation in a Windows environment, including word processing, electronic mail and Internet;
- Direct follow-up with service providers/vendors regarding content, quality and status of work;
- If required, provide training on the treatment and care of client with respiratory and respirator-related condition;
- participation in IDT meetings and case conferences on client health-related issues. Make any follow-up calls and inquiries from an RRT perspective related to clients discussed at Interdisciplinary Team meetings or during case conferences/consultations with staff. This would be infrequent; and
- Liaise with health care professionals and agencies in the community and in long-term care facilities in relation to specific client cases.
- other associated tasks relevant to this occupational group.