

Job Content CI Audit

Reviewing employee profiles and occupational roles

5 simple steps to completing your Job Content CI Audit

1. Step 1 - Identify the Job Content CI reviewer

The nominated Work Positive^{CI} coordinator, in consultation with the steering committee, must first identify the appropriate individual to complete the Job content audit (the Job content reviewer). The analysis should be assigned to the line manager who oversees the relevant department and is aware of the incidents employees are exposed to and likely to be exposed to in their course of work.

2. Step 2 - Study the types of events

The Job content reviewer should take 2-3 mins to read the questions in detail before selecting the appropriate option(s). The 1st column outlines a list of events that may have occurred in your workplace over the previous 5 years or that are likely to occur in the future. These types of incidents have been identified in international and national research as particularly difficult to deal with, psychologically and emotionally, and could be identified as critical incidents that pose psychological hazards for those in frontline occupations (CISM Network Ireland, 2011).

3. Step 3 - Study the likelihood scale

The 2nd column divides “*the likelihood of these events*” into a simple scale ranging from ‘Almost certain’ ‘Very likely’, ‘Likely’, ‘Unlikely’ to ‘Almost impossible’. The timelines should be used as a guide. It is important that the reviewer reads and understands the scale in advance of scoring.

4. Step 4 - Select the appropriate option

Now that you are familiar with the content, think what critical incidents your employees have been exposed to and are likely to be exposed to in their course of work. To achieve accurate results, it is important that you populate all Primary CI Related stressors (questions 1-8) and Secondary CI related (questions (a)-(d)).

Secondary related stressors can cause more distress such as repeated exposures over a short period of time. It is important to estimate the secondary stressor section for any occupational group that are regularly witnessing the primary CIs.

5. Step 5 - Send to the Work Positive^{CI} coordinator

Once complete, the Job Content CI audit results should be returned to the Work Positive^{CI} coordinator for review as part of the final action plan.

Job Content CI Audit

Reviewer (name): _____	Division/department: _____
Job Title: _____	Date: _____

Primary CI related stressors	Likelihood of occurrence				
	Almost certain (at least monthly)	Very likely (6 months to 1 year)	Likely (1-2 years)	Unlikely (2-5 years)	Almost impossible (not foreseeable)
1a). Witnessed ¹ suffering and injury ² to an adult {pt/client/service user/member of the public}					
1b). Witnessed death to an adult {pt/client/service user/member of the public}					
2a). Witnessed suffering or serious injury to a child {pt/client/service user/member of the public}					
2b). Witnessed Death to a child {pt/client/service user/member of the public} (i.e. Sudden infant death syndrome - SIDS)					
3a). Witnessing Line of work/duty serious injury to a colleague					
3b). Witnessing Line of work/duty death to a colleague					
4). Events with extreme threat to personal safety {Physical or verbal assault/attacked while on duty/work}					
5). Witnessing events with extreme threat to the safety of others in the line of one's work/duty					
6). Attended a particularly disturbing suicide or a number of suicides {pt/client/service user/member of the public/work colleague}					
7). Involvement in disaster work ³					
8). Involved in an adverse event ⁴					
Secondary CI Related Stressors					
a) Knowing the pt/client/service user personally					
b) Significant "hands on" contact with human remains (e.g. a severely burned individual or dismembered /badly decomposed body)					
c) Spent an unusually long period of time ⁵ with a pt/client/service user					
d) The incident involved high media coverage					

Definitions/Footnotes

¹ **Witnessed** – to see, hear (an event/critical incident), or know by personal presence and perception.

² **Injury** – Definition includes any disease and any impairment of a person's physical or mental condition, including minor injuries. Bodily injury includes accidental bodily injury, death, disease, illness, mental injury, mental anguish or shock.

³ **A disaster** is a sudden, calamitous event that seriously disrupts the functioning of a community or society and causes human, material, and economic or environmental losses that exceed the community's or society's ability to cope using its own resources. Though often caused by nature, disasters can have human origins: International Federation of Red Cross and Red Crescent Societies (IFRC) www.ifrc.org (accessed 1st April 2014)

⁴ **An adverse event is** an incident where a pt/client/service user had an unexpected outcome due to unforeseen circumstances or due to an error in the delivery of their care.

⁵ **An unusually long period of time** – spent longer than normal or necessary at scene with a patient/service use due to circumstances out of your control

Supplementary notes on the Job Content CI Audit

There is much literature demonstrating that the work of some occupational groups such as health care workers (doctors, nurses,) security (police, military), and emergency or rescue groups (ambulance and fire personnel) are intrinsically likely to witness and manage traumatic events such as death, injury and suffering from crime and accidents. It is not surprising that these groups will score high in the Job content CI audit due to their operational role.

The nature of the exposures experienced with the above groups may be markedly different in that these personnel may be trained in a variety of intervention strategies to deal with threat and danger, which is part of their operational role. Many organisations may have a variety of structures in place to minimize the risk of these incidents. It is also well documented that within these roles, certain secondary related stressors can cause more distress such as repeated exposures over a short period of time.