

City of Toronto

Psychological/Cognitive JDA and FAE Definitions and Ranking Scale

<p>JDA Category: Degree of Self-Supervision Required</p> <p>JDA Definition The extent of self-supervision required in the course of duties. Where this demand is rated high and the demand for Performance of Multiple Tasks Required and/or Accountability and Responsibility is also high, the worker may be expected to exercise good problem solving and judgement.</p> <p>JDA Ranking Scale</p> <ol style="list-style-type: none"> 1. No self-supervision required (fully supervised) 2. Occasional self-supervision required (supervisor frequently provides work direction) 3. Frequent self-supervision required (supervisor occasionally provides work direction) 4. Predominantly self-supervised throughout the shift (may contact supervisor to obtain work direction as needed) 	<p>FAE equivalent: The ability to self-supervise</p> <p>FAE Definition: The ability to work effectively without supervision. When the worker's ability is rated high, this indicates that the worker demonstrates good problem solving ability and judgement.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Cannot self-supervise, requires constant work supervision 2. Requires frequent supervision 3. Can tolerate infrequent supervision 4. Able to carry out work tasks in a self-supervised manner
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<p>JDA Category: Degree of Supervision Exercised</p> <p>JDA Definition The extent of work direction and/or supervision provided to other workers.</p> <p>JDA Ranking Scale</p> <ol style="list-style-type: none"> 1. No supervisory responsibility 2. Provides work direction only with no other supervisory duties 3. Provides work direction and some elements of managing work performance with the exclusion of disciplinary action 4. Has full supervisory responsibility for other employees 	<p>FAE equivalent: The ability to supervise others</p> <p>FAE Definition The ability to provide work direction and/or supervision to other workers.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Not able to fulfil any supervisory role 2. Able to provide work direction to other worker(s). 3. Able to provide work directions and some elements of managing work performance with the exclusion of disciplinary action 4. Able to assume full supervisory responsibilities
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<p>JDA Category: Deadline Pressures (time pressure)</p> <p>JDA Definition The extent to which work tasks are expected to be completed within a given time period or the extent to which a fast work pace is required because of the nature of the work or work volume. Low rating implies low demand to complete tasks according to a timeline whereas a high rating implies that many of the work tasks must be completed under time pressure.</p> <p>JDA Ranking Scale</p> <ol style="list-style-type: none"> 1. Worker is not exposed to time pressures because the work is self-paced , without rigid time constraints 2. Time pressure is low: there is occasional pressure to meet deadlines or work within time constraints, the volume of work and the work pace are moderate 3. Time pressure is moderate: there is frequent pressure to meet deadlines or work within time constraints and/or the volume of work is high and the work pace is moderately fast 4. Time pressure is high: the majority of work is performed under rigid time constraints and the volume of work is high (assumes that the work pace is high or the worker must extend the workday to manage the volume of work) 	<p>FAE equivalent: The ability to tolerate deadline pressure (time pressure)</p> <p>FAE Definition The ability to complete tasks within a given time period or the ability to work quickly. A low rating implies that the worker has a low ability to complete tasks according to a timeline whereas a high rating implies that the worker is capable of completing many tasks under time pressure.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Likely to have difficulty working quickly or under time pressure. 2. Capable of a moderate work pace and can occasionally work under time constraints 3. Capable of a moderately fast work pace and can frequently work under time constraints. 4. No impairment of ability to tolerate time pressures or work quickly
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<p>JDA Category: Attention to Detail</p> <p>JDA Definition The extent to which work tasks require attention to or concentration on details of information. A high demand implies that insufficient attention to detail will result in work errors and/or inefficiencies. The rating does not reflect the extent of attention/concentration required due to external environmental stimuli.</p> <p>JDA Ranking Scale</p> <ol style="list-style-type: none"> 1. Attention to or concentration on details is not required 2. Attention to detail or concentration is required for some tasks, although not at an intense level 3. Significant attention to detail or concentration required for many tasks or intense attention to detail or concentration required for some tasks 4. Intense attention to detail or concentration is required for the majority of the shift 	<p>FAE equivalent: The ability to attend to detail</p> <p>FAE Definition The ability to perform work tasks that require attention to, or concentration on, details of information. A low ability ranking implies that work errors or inefficiencies may occur as a result of the employee's difficulty in attending to detail.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Unable to concentrate on or attend to details 2. Able to concentrate on or attend to details for some tasks, although not at an intense level 3. Able to concentrate on or attend to details at a significant level for many tasks or at an intense level for some tasks 4. Able to concentrate on or attend to details at an intense level for the majority of the shift
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<p>JDA Category: Performance of multiple tasks required</p> <p>JDA Definition The responsibility for performing and/or monitoring more than one task or function at a time and for judging when tasks or functions require attention. It requires the ability to prioritize tasks and manage time effectively (juggle various tasks efficiently). It does not reflect the performance of sub tasks concurrently within ONE task assignment or activity.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. Not responsible for concurrent multiple tasks. Responsible for performing one task at a time until completion or further direction from supervisor 2. Some responsibility for multiple tasks, but with very clear guidelines or cues about when to perform each task 3. Responsible for multiple tasks, with some time management skill and judgement required to determine priorities 4. Constantly responsible for multiple concurrent tasks and/or functions and must exercise a high degree of judgement to determine when to attend to each task 	<p>FAE Equivalent: The ability to perform multiple tasks</p> <p>FAE Definition The ability to perform multiple tasks is the ability to perform and/or monitor more than one task or function at a time and to judge when tasks or functions require attention. It involves the ability to prioritize tasks and manage time effectively (juggle various tasks efficiently).</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Has difficulty performing more than one task at a time 2. Can handle more than one task, but requires clear cues or guidelines to indicate when each task should be performed 3. Can perform multiple tasks requiring some time management skill and judgement to determine priorities 4. Fully able to perform multiple tasks requiring time management skill and judgement to determine priorities.
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<p>JDA Category: Exposure to distracting stimuli</p> <p>JDA Definition Exposure to visual, auditory or other sensory stimuli in proximity of the worker such that it could be distracting during the performance of work duties. Auditory stimuli may include verbal conversations of colleagues in an open office area, phones ringing, alarms, pagers, motors, and noises that are loud, sudden or unpredictable in occurrence. Visual stimuli may include movement of people, vehicles, objects, and noticeable changes in illumination.</p> <p>JDA Rating scale</p> <ol style="list-style-type: none"> 1. Little or no distracting visual, auditory, or other sensory stimuli 2. Minor degree of distracting stimuli present during some tasks or portions of the shift 3. Moderate degree of distracting stimuli during some tasks or portions of the shift 4. High degree of distracting stimuli are present for the majority of the shift or for any portion of a shift where it is essential to work effectively despite distracting stimuli (i.e., very noisy, busy environment with multiple stimuli). 	<p>FAE equivalent: Tolerance to distracting stimuli</p> <p>FAE Definition The ability to work effectively in the presence of distracting visual, auditory or other sensory stimuli. Auditory stimuli may include verbal conversations of colleagues in an open office area, phones ringing, alarms, pagers, motors, and noises that are loud, sudden or unpredictable in occurrence. Visual stimuli may include movement of people, vehicles, objects, and noticeable changes in illumination.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Requires a quiet, non-distracting work environment in order to work effectively 2. Able to work effectively with a minor degree of distracting stimuli 3. Able to work effectively with a moderate degree of distracting stimuli 4. Able to work effectively with a high degree of distracting stimuli
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<p>JDA Category: Need to work co-operatively with others</p> <p>JDA Definition The degree to which a worker must work co-operatively with others. This may include team projects, shared job duties, management interaction with staff, etc. This rating considers the extent to which one must have good communication skills, good teamwork and interpersonal skills, be open minded, diplomatic or have good negotiation skills.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. Not required to work co-operatively with others, other than to receive direction from supervisors. 2. Infrequently required to work co-operatively with others, although may be in proximity to others 3. Required to work in co-operation with others for some tasks 4. The majority of work requires close co-operation with others 	<p>FAE Equivalent: The ability to work co-operatively with others</p> <p>FAE Definition The ability to work co-operatively with others. This may include team projects, shared job duties, management interaction with staff, etc. This rating considers the extent to which the worker has good communication skills, good teamwork and interpersonal skills, is open minded, diplomatic or has good negotiation skills.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Works best alone; has difficulty working co-operatively with others 2. Can work co-operatively with others on an infrequent basis 3. Can work co-operatively with others on some tasks 4. No restrictions or limitations on the ability to work co-operatively with others
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<p>JDA Category: Exposure to emotional situations</p> <p>JDA Definition Exposure to situations where the worker may face emotionally stressful circumstances (i.e., an ambulance attendant with a dying patient or attending a traumatic accident), or exposure to situations in which a client or the public may be emotionally distressed and the worker is required to interact with the individual in order to complete a job requirement. Exposure to emotionally distressed clients may be in person or over the telephone.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. No exposure to emotionally stressful circumstances or emotionally distressed individuals in the normal course of duties. 2. Infrequent exposure (approx. monthly) to emotionally stressful circumstances or emotionally distressed individuals with whom the worker must interact in order to complete job requirements. 3. Occasional exposure (approx. weekly) to emotionally stressful circumstances or emotionally distressed individuals with whom the worker must interact in order to complete job requirements. 4. Frequent exposure (approx. daily) to emotionally stressful circumstances or emotionally distressed individuals with whom the worker must interact in order to complete job requirements. 	<p>FAE Equivalent: The ability to tolerate exposure to emotional situations</p> <p>FAE Definition Ability to work effectively in emotionally stressful situations or when exposed to emotionally distressed individuals in person or over the telephone.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Unable to work effectively in emotionally stressful circumstances or with emotionally distressed individuals 2. Able to tolerate infrequent exposure (e.g., monthly) to emotionally stressful circumstances or emotionally distressed individuals. 3. Able to tolerate occasional exposure (e.g., weekly) to emotionally stressful circumstances or emotionally distressed individuals. 4. Able to tolerate frequent exposure (e.g., daily) to emotionally stressful circumstances or emotionally distressed individuals.
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<p>JDA Category: Exposure to confrontational situations</p> <p>JDA Definition Exposure to situations where, in the course of their duties, workers may be directly confronted by an individual or may encounter confrontational situations requiring any action on their part. The confrontation may be in person or over the telephone. The client or public may be verbally aggressive or abusive, insistent, hostile, loud, threatening, disruptive, or may refuse to follow instruction. It would be beneficial in the "comments" box to indicate whether there are any security or safety measures in place.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. No exposure to confrontational situations in the course of duties 2. Occasional exposure (up to weekly) to confrontational situations in which assistance is immediately available. 3. Occasional exposure to confrontational situations (up to weekly) where assistance is not immediately available 4. Frequent exposure (up to daily) to confrontational situations or hostile people whether or not assistance is available 	<p>FAE Equivalent: Ability to tolerate confrontation</p> <p>FAE Definition Ability to work effectively in situations where the worker may be directly confronted by an individual or may encounter confrontational situations requiring action on their part. The confrontation may be in person or over the telephone. The client or public may be verbally aggressive or abusive, insistent, hostile, loud, threatening, disruptive, or may refuse to follow instruction.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Unable to work effectively in confrontational situations 2. Able to tolerate occasional exposure (up to weekly) to confrontational situations in which assistance is immediately available 3. Able to tolerate occasional exposure (up to weekly) to confrontational situations circumstances in which assistance is not immediately available 4. Able to tolerate frequent exposure (approx. daily) to confrontational situations where assistance may or not be available
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<p>JDA Category: Responsibility and accountability required</p> <p>JDA Definition The extent of liability or safety risk that could result if the employee does not exercise appropriate judgement or attention during the performance of job tasks. A high rating indicates that the job is a safety-sensitive position with the potential for grave consequences if errors or inattention occur.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. Errors in judgement or attention would have insignificant consequences 2. Errors in judgement or attention would create inconvenience 3. Errors in judgement or attention could create serious difficulty or significant expense 4. Errors in judgement or attention could have grave or life-threatening consequences 	<p>FAE Equivalent: Responsibility and accountability</p> <p>FAE Definition The ability to exercise appropriate judgement and behave in a responsible manner during the performance of work. A low rating indicates a potential for errors or inattention that could have grave consequences if the worker is required to perform safety-sensitive work.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. May be prone to errors in judgement and/or lapses of attention and therefore should only perform work in which such errors or lapses would have insignificant consequences. 2. Able to exercise some judgement and responsibility, but occasional lapses may occur. The worker should be assigned to work in which such lapses would not create serious difficulty. 3. Able to exercise a moderate degree of judgement and responsibility, but not to a sufficient extent to assume responsibility for the safety of others. 4. Able to exercise sufficient judgement and responsibility to perform well in safety-sensitive positions in which the worker is responsible for the safety of others.
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<p>JDA Category: Reading literacy</p> <p>JDA Definition The ability to comprehend English text.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. No reading required in the course of duties 2. Minimal reading ability is required in order to recognize single words, short phrases, or names 3. Moderate reading ability is required, e.g., to follow written instructions 4. A high degree of reading literacy is required to read reports, manuals, or other documents with a high degree of comprehension 	<p>FAE Equivalent: Ability to read</p> <p>FAE Definition The ability to comprehend English text.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Unable to read English text 2. Able to recognize single words, short phrases, or names 3. Able to read at a moderate level, e.g., to follow written instructions 4. Able to read at an advanced level without difficulty
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<p>JDA Category: Written literacy</p> <p>JDA Definition The requirement to create English text. It is independent of the physical ability to produce text in a specific format, e.g. handwriting, typing, computer keyboarding.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. No composing of English text is required in the course of duties. 2. Required to compose text in which accurate grammatical construction and spelling are not essential, e.g. messages, forms, lists. 3. Required to create memos or letters with accurate spelling, grammatical construction and clarity. 4. Required to create reports, complex documents or any communications that require a high degree of grammatical form and/or careful wording. 	<p>FAE Equivalent: Ability to write</p> <p>FAE Definition The ability to compose English text. It is independent of the physical ability to produce text in a specific format, e.g. handwriting, typing, computer keyboarding.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Unable to write in English (functionally illiterate) 2. Able to compose text in which accurate grammatical construction and spelling are not essential, e.g. messages, forms, lists 3. Able to compose memos or letters with accurate spelling, grammatical construction and clarity 4. Able to compose reports, complex documents or any communications that require a high degree of grammatical form and/or careful wording.
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<p>JDA Category: Numerical Skills</p> <p>JDA Definition The requirement to process and analyze numerical information even if the calculation is performed electronically. Higher ratings reflect the need for abstract mathematical thinking.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. No number manipulation required other than counting 2. Required to carry out basic arithmetic operations such as addition and subtraction 3. Required to use more complex arithmetic operations such as division, multiplication, percentages, ratios 4. Required to use abstract mathematical formulae or carry out complex mathematical operations, e.g., accounting 	<p>FAE Equivalent: Ability to perform numerical skills</p> <p>FAE Definition The ability to process and analyze numerical information. Higher ratings reflect the need for abstract mathematical thinking.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Has limited ability for number manipulation other than counting 2. Able to carry out basic arithmetic operations such as addition and subtraction 3. Able to use more complex arithmetic operations such as division, multiplication, percentages, ratios 4. Able to apply advanced mathematical concepts and formulae with accuracy
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<p>JDA Category: Verbal Communication</p> <p>JDA Definition The extent to which a job requires the ability to clearly comprehend and express ideas and information in spoken English. Higher ratings reflect the complexity of the content or the extent to which good communication skills are required.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. Little or no requirement for communication skills: receives and relays concrete information only 2. Basic communication skills are required to comprehend and communicate information at a basic level within well defined parameters e.g. communicate status of job or job task with supervisor 3. Moderate communication skills are required to comprehend and communicate information fluently e.g. to work crews 4. Highly developed communication skills are required to comprehend and communicate complex information and ideas or communicate effectively in complex situations e.g. explaining the design of a complex system, exchanging information with physicians regarding public health issues, policy discussions, conflict resolution 	<p>FAE Equivalent: Ability to communicate</p> <p>FAE Definition The ability to comprehend and express ideas and information in spoken English.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Has little communication skill; is able to receive and relay concrete information only 2. Able to comprehend and communicate information at a basic level within well-defined parameters 3. Has sufficient communication skills to comprehend and communicate information fluently 4. Has highly developed communication skills to comprehend and communicate complex information and ideas or communicate effectively in complex situations e.g. explaining the design of a complex system, exchanging information with physicians regarding public health issues, policy discussions, conflict resolution
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<p>JDA Category: Memory</p> <p>JDA Definition The extent to which a job requires the ability to retrieve and recall information on demand that has been previously learned. Level of difficulty is dependent upon the complexity and amount of information, the context in which it must be recalled and how frequently information is used.</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. Little or no need to remember information and apply to work tasks e.g., clear processes/ instructions are available for carrying out job tasks. 2. Basic memory ability is required to recall information that is applied to work tasks on a regular basis without rigid time constraints. 3. Moderate memory ability is required to recall information that is harder to remember because it is recalled infrequently, or because there are time constraints within which to recall the information. 4. High memory ability is required to recall many different pieces of detailed information and/or sequences which may have to be recalled in demanding situations e.g. due to deadline pressures or being out of context. 	<p>FAE Equivalent: Memory</p> <p>FAE Definition The ability to retrieve and recall on demand information that has been previously learned.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. Has poor ability to remember information and apply to work tasks 2. Has basic memory ability: can recall a moderate amount of information that is applied to work tasks on a regular basis without rigid time constraints. 3. Has moderate memory ability: can recall a moderate amount of information that is harder to remember because it is infrequently used or because of time pressures 4. Has high memory ability: able to remember many different pieces of detailed information under varying circumstances that may include demanding situations.
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<p>JDA Category: Computer literacy</p> <p>JDA Definition The extent to which a job requires the ability to use computer technology</p> <p>JDA Ranking scale</p> <ol style="list-style-type: none"> 1. Not required to use computers in the course of duties 2. Required to use computers for basic data input e.g. using a hand scanner, using basic email for communication only 3. Required to use one or more computer programs at a competent level e.g. most office workers using Word, GroupWise 4. Extensive computer knowledge and problem solving ability required e.g. IT support, programmers, key users 	<p>FAE Equivalent: Ability to use computers</p> <p>FAE Definition The ability to understand and use computer technology.</p> <p>FAE Ranking scale</p> <ol style="list-style-type: none"> 1. No skill in computer use 2. Able to use computers for basic data input e.g. using a hand scanner, using basic email for communication only 3. Able to use one or more computer programs at a competent level expected of most office workers 4. Has extensive computer knowledge and problem solving ability at a level expected of computer programmers, IT support staff, or key users
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