

**Job Class Profile: Diagnostic Imaging Technologist IID****Pay Level: LX-32 Point Band: 857-891**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	4	4	6	4	5	5	6	6	
Points	233	67	25	29	120	108	103	129	64	878

**JOB SUMMARY**

The Diagnostic Imaging Technologist IID performs supervisory activities over other staff in the operation of the department. Work also involves responsibility for quality control and maintenance of technical equipment and safety standards.

**Key and Periodic Activities**

- Plans, oversees, and directs the operation of a diagnostic imaging department and recommends ways of improving operational efficiency.
- Prepares and develops weekly room assignments for testing. Assigns technologists to a room schedule and supervises their work activities in the performance of procedures.
- Assigns and coordinates the flow of patients from the waiting areas to the various examination/procedure rooms and assists those who need help.
- Liaises and coordinates with the medical floors and health professionals regarding patients' examinations and special procedures to ensure they are booked on time and prepped for procedures.
- Communicates with and handles patient relation issues including advising patients regarding information about procedures, wait times, and handling upset patients appropriately.
- Performs start up and maintenance procedures on equipment and runs quality control checks, reports malfunctions, and performs routine preventative maintenance and calibration. Makes emergency service calls when equipment fails.
- May consult with physicians regarding difficult cases and informs the appropriate medical staff of unusual findings.
- Trains and orientates new staff. Schedules staff for mandatory or elective in-services.
- Coordinates staffing activities such as providing replacement staff for various divisions in the department.
- Compiles and submits statistical reports to the manager.
- Represents the department on various committees such as occupational health and safety, accreditation, and quality assurance.
- May perform some functions such as register patients for procedures, payroll activities, deliver reports to medical records, faxing, photocopying, and receiving.

### Key and Periodic Activities

- Orders appropriate supplies for the department, maintains inventory levels, and restocks examination rooms as appropriate.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Specific knowledge of:
  - Diagnostic Imaging processes and body positioning techniques (i.e. anatomical positioning)
  - Technical and complex machines
  - Human anatomy and physiology
  - Radiation and Workplace Health and Safety
  - Patient assessment and care
  - Quality assurance practices and guidelines including occurrence reporting
- Knowledge of the organization's databases such as Meditech and PACS

#### Formal Education and/or Certification(s):

- Minimum: 3 Year Specialized Diploma in Medical Radiography and registration as a RT with the Canadian Association of Medical Radiation Technologists (CAMRT).
- May require further coursework or training to perform more complex testing (i.e. Mammography Courses)
- May require BLS (Basic Life Support) certification

#### Years of Experience:

- Minimum: 2 – 3 years of experience (supervisor)  
1 - 2 years of experience (nonsupervisory)

#### Competencies:

- Ability to follow instruction and procedures
- Computer skills
- Ability to prioritize tasks and activities
- Leadership skills
- Organizational skills
- Maintenance and calibration of radiographic and processing equipment

### Interpersonal Skills

- A range of interpersonal skills are used to listen, ask questions, gather information, and provide information, to explain routine and communicate complex information and procedures to patients, students, and healthcare providers; provide care/comfort/nurturing to patients; and are used to instruct, teach or train, as well as coach and mentor students.
- Communications occur with patients and their families, employees, physicians (radiologist), manager, students, and professional advisors. Communications may also occur with internal department executives, and sales representatives of the x-ray equipment to help troubleshoot or

explain problems with the machines. May also be required to resolve disputes between people and deal with angry or upset patients who are waiting for their procedure.

- The most significant contacts are with patients and families to listen and provide support/care and other staff to gain cooperation in completion of tasks.

## EFFORT

### Physical Effort

- The demands of the job occasionally result in considerable fatigue and require the need for strength and endurance.
- Regularly lifts or moves objects less than 10 lbs (i.e. supplies, linens, etc.), and between 10-50 lbs (i.e. supplies, equipment, portable x-ray machines, radiology gowns for patients, lead plates and vests). Occasionally pushes and pulls objects, or transport patients over 50 lbs in wheelchairs or stretchers to and from testing area, and may be required to hold patients in place to perform procedures.
- Required to constantly stand and walk for extended periods in order to manage the workflow of the department activities or to perform procedures or scans. Regularly sits to answer the telephone, and perform work on the computer.
- Fine finger or precision work is constantly required to check information on the computer (i.e. patient scans, appointments, schedules, and memos). Gross motor skills are also constantly required to move patients in wheelchairs or stretchers or to assist them with mobility to and from various procedure rooms. Occasionally, when assisting other technologists with difficult situations or procedures, uses heavy machinery/equipment that requires rapid and physical movements.

### Concentration

- **Visual** concentration is required to review physicians' requisitions for patient identification purposes and to ensure appropriate procedures are ordered; observe wait rooms to ensure appropriate movement of patients; observe patients requiring assistance with mobility; and to review schedules on the computer. Visually inspects equipment for quality control purposes, as well as preventative maintenance. Occasionally performs or assists other technologists with routine and specialized procedures.
- **Auditory** concentration includes listening to multiple stakeholders including physicians, nurses, and patients to listen to their requests. Also listens to equipment or machines to ensure they are working properly.
- If assisting other technologists, may be required to **touch** patients to reposition them during procedures or to feel for landmarks to properly center and position a body part for optimal x-ray positioning and imaging. Also uses touch to perform preventative maintenance on machines.
- The tasks that are **repetitive** and require alertness are patient identification and providing patients with information regarding procedures. A **higher level of alertness and attentiveness** is required sometimes to coordinate procedures and rooms with health professionals for patients who are critically ill, infectious, unstable, or compromised to ensure that patient's are not waiting and when performing procedures on patients in order to ensure their safety.
- Does not have **control over their work pace** when there are emergencies, equipment failure,

and when there are reduced staffing levels. Technologists' are subject to **time pressures and deadlines** due to the unpredicted number of patients for procedures (i.e. some procedures do not require appointments), and when there are excessive numbers of urgent patients to be seen who may be critical. Technologists have time pressures to ensure that the workflow of the department is running smoothly and that staff can accomplish assigned tasks in the time allotted. **Interruptions** often occur from staff (i.e. physicians, nurses), requiring information regarding patients, procedures, etc.

- **Eye/hand coordination** are required when performing scans and procedures (i.e. filling a syringe with contrast media) and to operate and maintain equipment.
- **Exact results and precision** are required when providing information to staff, healthcare providers, and patients, and when calibrating machines. It is also required when performing scanning for image accuracy; otherwise, scans will have to be repeated.

### Complexity

- The tasks and activities are quite different, but allow the use of similar skills and knowledge.
- Tasks are constantly repetitive, well defined, involve a wide variety of responsibilities and situations, regularly have simple problems with obvious solutions, and for which there is a limited number of issues that can be addressed by following procedures, guidelines, or solved in a team setting. At times, tasks may require creative problem solving for addressing unique situations.
- A typical problem for supervisors are staff shortages and finding creative solutions to cover off the workload or when equipment malfunctions trying to get machines up and running while juggling the workload. Another challenging problem is managing workload, juggling appointments, and problem solving with equipment failure or delays with healthcare providers.
- When addressing problems and solutions, consults with the manager or human resources, reviews operator manuals to troubleshoot equipment or consult with service technicians, follows procedures, policies, guidelines, reviews health and safety manuals, radiation safety code, collective agreements, and the code of ethics of the CAMRT.

## RESPONSIBILITY

### Accountability and Decision-Making

- Independently makes decisions related to replacement of equipment that is not working, ordering departmental supplies, granting periods of leave to staff, submitting payroll entries, having staff cover overtime if short staffed, and arranging for staff to attend education sessions.
- Requires approval to call staff into work, purchase non-standing supplies from external vendors or purchases that require the tendering process, changes to policies and procedures, and grant leave beyond the normal allowance requirement.
- Situations where discretion and judgment are used to interpret directions and apply guidelines are in relation to managing the scheduled appointments and decisions related to whether procedures need to be repeated based on their quality. Can book or delay appointments in order to manage the department's workflow and can exercise a high degree of independent discretion and judgment when managing the workflow, which may mean switching patients' rooms, or delaying their appointments. Within predetermined limits and procedures, can direct technologists to work overtime or to change their hours of work (i.e. come in early, leave late),

to match the department requirements.
<b>Impact</b>
<ul style="list-style-type: none"> <li>— The work activities impact the immediate work area, the department, patients, and the public.</li> <li>— The work could either negatively or positively impact the wait time for a patient and the care that is provided to them. The most significant impact would be on patients as a result of the procedures performed, or exposure to radiation.</li> <li>— The resources that are impacted by this type of work are equipment such as the x-ray machines, cameras, etc., processes and systems such as the policies, procedures and practices, information, facilities, material resources such as the supplies required to perform procedures, corporate image such as providing quality procedures efficiently as possible, and the health and safety of patients.</li> <li>— The type of errors that could occur are failure to order appropriate supplies resulting in delays for patient procedures, errors in scheduling such as not having enough staff to perform the work resulting in backlogs throughout the department. Other errors include improper documentation of patients' information or medical history and performing procedures on an incorrect body part.</li> <li>— Errors are mitigated as the work tasks are moderately monitored, controlled, and are generally detected immediately.</li> </ul>
<b>Development and Leadership of Others</b>
<ul style="list-style-type: none"> <li>— Typically responsible for supervision of a large size work group of employees (&gt; 10 employees).</li> <li>— Provides development and leadership responsibilities such as guidance, acts as a technical mentor and provides on the job training and orientation to staff and students. Also performs as a team leader for junior technologists and students providing expert advice and guidance.</li> </ul>

## WORKING CONDITIONS

<b>Environmental Working Conditions</b>
<ul style="list-style-type: none"> <li>— When performing x-rays, there is a requirement to use safety equipment such as radiation monitoring badge, lead vests/shields, gloves, gowns, goggles, x-ray shields, use sharp containers, and practice ALARA (As Low As Reasonably Achievable) principals to reduce radiation. Also required to practice safety precautions and techniques.</li> <li>— There is limited likelihood of receiving minor cuts, bruises or minor illnesses, injury or occupational illness resulting in partial or total disability.</li> <li>— Constantly exposed to radiation and regularly, to bodily fluids and waste, infectious diseases, and odours. Occasionally, there is exposure to unusual distracting noise from overhead pagers, telephone, and noise from people interacting in a busy department, wet/slippery surfaces, and is required to work around heavy equipment/machinery (lead aprons, portable x-ray machine).</li> </ul>