

Job Class Profile: Laboratory Assistant**Pay Level: LX-19 Point Band: 462-486**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	4	5	2	2	3	1	5	
Points	140	50	25	24	60	43	62	21	54	479

JOB SUMMARY

The Laboratory Assistant performs routine technical laboratory work in support of a hospital laboratory. The Laboratory Assistant may perform a variety of duties associated with laboratory tests and analyses. Work can involve a combination of duties which could incorporate some or all of the following: registration of patients, provision of sample collection instructions, collection and recording of blood and other specimens used by technicians and technologists for analysis, packaging specimens for transport to other testing locations, receiving testing results; and performing a variety of routine automated and manual tests.

Key and Periodic Activities

- Registers and confirms identification of patients and provides instructions in specimen collection procedures.
- Collects blood and other specimens from patients.
- Centrifuges (separates) blood and other products for processing and analysis by technologists; prepares media, plates and cultures specimens; and prepares smears and differentials.
- Performs a variety of routine automated and manual tests such as routine urine tests; and administers glucose tolerance tests.
- Prepares slides and runs through staining procedure; and performs daily quality controls on tests conducted.
- Prepares and packages specimens and arranges for transport to referral laboratories; provides training in phlebotomy collection as required to other employees; and orders laboratory supplies.
- Autoclaves (sterilizes) and disposes of bacteriological waste; and disposes of outdated surgical and autopsy specimens.
- Files and labels slides.
- Cleans workspace and surgical tools.
- Restocks work area and checks inventory levels.
- Calibrates machinery.
- Depending on work site, may assist with autopsies processes.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Technical knowledge of venipuncture (collection of blood) and other specimen collection procedures. — Organizational policy and procedures. — Specialized knowledge of transportation of dangerous goods. — Medical terminology. — Patient registration, specimen labeling, distribution processes. — Cleaning and sterilization techniques. — Equipment operation. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Completion of the Medical Laboratory Assistant Program (approximately 1 year), and Canadian Society for Medical Laboratory Sciences (CSMLS) Registration, <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: Up to 1 year experience. <p>Competencies:</p> <ul style="list-style-type: none"> — Computer operation. — Read and follow instructions. — Operate machinery.
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are used to perform activities such as listening to others to gain information and advice, communicating with co-workers to ensure an efficient service is provided, providing care and comfort to patients if they are anxious, providing patients with verbal and written instructions on specimen collection, and dealing with upset/angry people when tests are delayed, communication with technicians to repair equipment and with courier service employees to facilitate deliveries. — Communications occur with employees within the immediate work area/department, employees in other departments/organizations, patients, supervisor and students. This is a front line position from a patient interaction perspective. — The most significant contacts are with patients to collect samples and explain procedures, employees within the work area to ensure efficient operations, and employees in other health care departments to discuss specimen collections.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — This class is occasionally required to exert physical effort resulting in considerable fatigue requiring periods of rest and may require the need for strength and endurance. — There is the occasional requirement to lift or move supplies such as cases of tubes, specimen bottles and reagents generally not weighing in excess of 25 lbs. There is occasional lifting of

transportation bags and coolers in preparation for specimen transportation that may be in the 25-50 lb range.

- Constantly there is a requirement to stand, walk and bend or stretch into awkward positions when performing specimen collection procedures with patients.
- There is a requirement for fine finger and precision work when using needles to extract specimens, and when palpating for veins, when entering data into the computer, and preparing specimen labels.

Concentration

- **Visual** concentration is constant when using needles to collect samples, reading doctor's orders on requisitions, viewing information on the computer screen, observing patients during blood collection, to ensure correct information is attached to specimens and requisitions, and checking patient's information.
- **Auditory** concentration is constant when listening for alarms or beeps from equipment, and listening to doctors or other staff for information on specimens.
- Other sensory demands include **touch** to palpate veins during blood collection.
- A **high level of attentiveness** is required when entering data, observing patients during collection procedures to ensure they do not faint, being aware of aggressive patients for safety reasons, and ensuring patient information is correct on the specimen and filing of surgical slides.
- **Eye/hand coordination** is required when pouring samples from one container to another and when inserting needles.
- There is a requirement to work under **time pressures and deadlines** depending on the categorization of the sample being tested to support necessary levels of care for patients. (i.e. Stat – within one hour; Urgent – within two hours; etc.) Test categorized as routine often have a 24 hour turnaround.
- **Exact results and precision** is required when inserting needles and affixing labels to specimens.

Complexity

- Tasks are regularly repetitive, well defined, and allow for use of similar skills and knowledge.
- The most typical problems encountered is selecting a good vein in which to extract a sample, or interpreting difficult to read collection orders. Other challenges are ensuring specimens are correctly labelled and are ready on time for courier pickup.
- Problems tend to be addressed by following procedures and guidelines and advice from coworkers and supervisors, if required.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled as there is some level of supervision in most of the daily tasks. Procedures are generally well defined, therefore, interpreting directions and applying guidelines to make decisions is limited.
- Decisions can be made to order basic supplies needed for day to day operations, and can assign tasks to co-workers when help is needed without formal approval.

- Formal approval is required to request maintenance repairs, to arrange flights for urgent samples, and to make large purchases.
- There is some discretion to exercise when determining which patient information can be distributed, when determining the most appropriate body location from which to extract the blood sample, and when determining the order patients will be seen in depending on their conditions and urgency. Discretion and judgement must also be used to contact a doctor if the incorrect test was ordered on a patient.

Impact

- Work has impact within immediate work area and department, outside the organization and on patients.
- Impact is felt on equipment, processes and system, information, and health and safety.
- Impact to a patient could be significant to extreme. For example, if the wrong patient is called for blood collection, their test results could end up recorded in the wrong patient file, resulting in improper treatment. This would also require that the sample be redrawn if the error is detected or could impact the health of a patient, if the error is undetected. Incorrect labelling of samples could also produce the same results and incorrect labelling of blood used for transfusion could result in death. Delays occur if slides are not prepared correctly.
- While errors can be extreme, due to Quality Control procedures, most are detected by other Laboratory Technologists or health professionals and corrected within a short period of time.
- Most errors will be detected and corrected within hours of awareness.

Development and Leadership of Others

- Not directly or indirectly responsible for the development or supervision of staff.
- May be required to provide guidance and advice to other staff and co-workers, especially new employees, and may delegate tasks to students and co-workers from time to time.

WORKING CONDITIONS

Environmental Working Conditions

- Required to wear gowns, gloves, masks, boot covers, goggles, laboratory coat, and face shield and to follow universal safety precautions when handling specimens.
- This class has a moderate likelihood of minor cuts, bruises, abrasions or minor illnesses and a limited likelihood of fractures or other injuries and disability.
- There is constant exposure to bodily fluids and waste (blood, urine, etc.), and sharp objects such as needles. There is regular exposure to infectious diseases and odours (when fume hood is not working properly) and occasional exposure to hazardous chemicals, toxic or poisonous substances, unusual and distracting noise from equipment, glare from monitors, wet or slippery floors, and physical dangers and threats from unruly or disoriented patients.