**Job Class Profile:** 

Laboratory Technologist I

Pay Level:

LX-27

**Point Band:** 

682-716

						Accountability		Development	Environmental	
		Interpersonal				& Decision		and	Working	Total
Factor	Knowledge	Skills	Physical Effort	Concentration	Complexity	Making	Impact	Leadership	Conditions	Points
Rating	5	3	4	6	3	3	4	2	6	
Points	233	50	25	29	90	65	83	43	64	682

# **JOB SUMMARY**

The Laboratory Technologist I performs medical laboratory testing in a specialized unit of Laboratory or in the various units of a core lab environment in either an urban or rural setting. Work includes performing quality control activities, preparing specimens for testing, evaluating, interpreting and reporting on test results, recognizing unexpected errors or problems and performing preventative maintenance and troubleshooting on laboratory equipment.

# **Key and Periodic Activities**

- Performs a variety of routine and complex laboratory testing, analysis and diagnostic procedures.
- Enters data related to work performed.
- Provides health care professionals with precise and timely results to aid in the diagnosis and treatment of patients, files and enters test results and maintains confidentiality of information. Recognizes abnormal findings and determines need for further testing or retesting.
- Operates and maintains testing equipment within the functional area. Calibrates, maintains, performs quality control troubleshooting, and conducts external proficiency testing on equipment and machinery.
- Prepares and mixes reagents for a number of manual and automated tests.
- Prepares tissue sections on glass slides, mounts and coverslips slides and either performs tests
  or refers to other laboratories.
- Receives requisitions and reviews information for completeness and accuracy, sorts samples for delivery to appropriate laboratory areas for testing, and prioritizes patient samples.
- Collects certain samples and educates other technologists in correct sample collection procedures.
- Prepares specimens for disposal after testing is complete.
- Some responsibility for inventory management and ordering.
- Assists senior laboratory technologists with orientation and training of new staff on laboratory equipment use and testing procedures.
- Performs other related duties as assigned.

# SKILL

### Knowledge

### General and Specific Knowledge:

- Laboratory testing techniques for the particular area where performed.
- The various laboratory testing fields to be able to perform testing required in a laboratory
- setting (e.g. Chemistry, Hematology, Biochemistry, Microbiology and Transfusion Science).
- Operation and maintenance of diagnostic equipment.
- Keep abreast of new guidelines, standards and developments in all disciplines.

# Formal Education and/or Certification(s):

Minimum: Graduation from an accredited program with a 3 year Diploma in Medical Laboratory Technology; and Registration as a General Registered Technologist (R.T.) with the Canadian Society of Medical Laboratory Sciences (CSMLS)

### Years of Experience:

Minimum: Up to 2 years of experience is required.

### **Competencies:**

- Ability to repair and calibrate machinery.
- Ability to analyze results and communicate information to others.
- Ability to follow established testing guidelines and procedures.

#### **Interpersonal Skills**

- A range of interpersonal skills are used to listen to and communicate with co-workers on testing procedures, sample sorting, equipment problems and overall patient results in order to complete work assignments; to listen to physicians to ensure understanding of special instructions on sample preparation; and with the supervisor to discuss inventory needs, workflow issues and discuss departmental issues. There is also periodic communication with technical support when troubleshooting various laboratory equipment, and dealing with angry doctors, nurses, co-workers and patients when results are not received on a timely basis. Depending on the type of work performed there may be interaction with nervous patients to calm them down during specimen collection, to obtain accurate personal information, to explain to family members why certain procedures are being conducted, and to deal with upset or angry people who have waited for extended periods.
- Communication occurs with employees in the immediate work area, department/group, other departments, supervisors, managers, technical support, patients and their family members, and other health professionals.
- The most significant interactions are with co-workers, clients and other health professionals to instruct on specimen collection and relay accurate test results.

### EFFORT

#### **Physical Effort**

 Work demands occasionally require exerting physical effort resulting in considerable fatigue requiring periods of rest.

- There is the occasional requirement to lift and/or unload and mix reagents weighing up to 50 lbs.
- Regularly there is a requirement to stand for extended periods, sit for extended periods requiring constant repetitive movement from an analyzer or microscope to a computer terminal to load samples, examine specimens, and record results, and walk to deliver reports/results.
- Occasionally required to bend or stretch and work in awkward positions when performing testing procedures on patients.
- Constantly using fine finger and precision work when working with needles to extract samples from patients, or when cutting tissue sections.

# Concentration

- Visual concentration is constant when required to look under a microscope at specimens and samples for certain procedures, perform venipunctures (blood collection) on patients, review specimen labels for accuracy, cut tissue sections and prepare slides.
- Auditory concentration is constant when listening to information provided by co-workers, patients and other staff; listening for certain sounds such as temperature monitor alarms or alerts from equipment, and paying close attention when being given directions by patients or co-workers on tasks to be performed.
- There is a need for other sensory demands including **touch** to feel for veins when performing venipunctures, and **smell** to detect odours that indicate the presence of bacteria.
- Eye/hand coordination and higher than normal levels of attentiveness are required during sample collection, both for safety of self and the patient and during test analysis for accuracy of results.
- Working under time pressures and deadlines occur 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.) Tests categorized as routine often have a 24 hour turnaround.
- **Exact results and precision** are required when preparing and analyzing samples to aid in patient diagnosis.

### Complexity

- Generally, depending on the area assigned work tasks may be repetitive and well defined requiring the use of similar skills and knowledge to reach desired results. In some cases work tasks may be different/unrelated (i.e. testing across a variety of laboratory areas) that requires the use of a range and diversity of knowledge.
- Problems tend to occur when conducting sample tests that are not performed regularly, making it difficult to be confident in the exact procedure to be followed. Challenges also arise when troubleshooting equipment malfunctions to ensure the uninterrupted operation of the laboratory. Supports such as policy or operational manuals, co-workers, supervisors and external suppliers/vendors are available to assist with problem solving.
- The most typical challenge or problem would be troubleshooting laboratory instrumentation (i.e. when running the chemistry analyzer, the cuvette may become jammed and stop the instrument requiring a response to alarms, check troubleshooting guides, and take appropriate action). Operational manuals, co-workers, senior technologists, biomedical engineers and service (vendor) hotlines are available for support.

# RESPONSIBILITY

#### Accountability and Decision-Making

- Work tasks and activities related to laboratory testing procedures are highly monitored and controlled.
- Procedures are generally well defined; therefore, interpreting directions and applying guidelines to make decisions is limited.
- Decisions without formal approval can be made when ordering supplies that are regular inventory items, to call couriers to send/receive specimens, and in determining whether retesting is required based on initial test results.
- Formal approval is required for non-inventory purchases, calling in extra staff, policy changes, and changing schedules with co-workers.
- There is some discretion to exercise when the volume of emergency testing exceeds the laboratory's ability to perform the testing, or when calling in staff in emergency situations.
- A high degree of independent judgement and discretion is exercised when test results are questionable and the results could impact other procedures scheduled for a patient.

#### Impact

- Tasks performed generally have impact within the immediate work area as well as across and outside the organization, and on clients and patients.
- Work also impacts equipment (incorrect reassembly results in downtime), finances (performing tests correctly the first time), material resources (inventory used), health and safety and corporate image.
- The impact of a mistake or error, depending on the circumstances, could be moderate to extreme. The greatest impact will be felt by the patient when incorrect test results are given to other health care providers; thus, impacting the diagnosis and treatment plan.
- While errors can be extreme, due to quality control procedures, most are detected by other laboratory technologists or health professionals and are corrected within a short period of time.
- Most errors will be detected and corrected within 24 hours of awareness.

# **Development and Leadership of Others**

- Does not have formal supervisory responsibilities.
- May be required to provide on-the-job guidance/advice, feedback, training and direction to other staff, and act as a technical mentor to teach proper equipment operation to new staff and students. There may be a periodic requirement to check the work of co-workers when abnormal results occur.
- May be assigned as primary operator for certain testing equipment and will instruct others in its use.

### WORKING CONDITIONS

#### **Environmental Working Conditions**

 Safety precautions and equipment required include masks and goggles when exposed to chemicals, and fume hoods when pouring off reagents and setting up procedures. Other precautions and equipment include: face shields, safety glasses, using proper sharps containers

- for disposal, ensuring any sharps being used have safety devices, and laboratory coats.
- There is limited likelihood for minor cuts, bruises, abrasions and other injuries or illnesses and for injury or illness resulting in partial disability, if health and safety procedures are followed.
- Work is typically performed in an open environment with constant exposure to lack of privacy and noise from diagnostic equipment.
- Regularly exposed to awkward and confined spaces.
- Constantly exposed to bodily fluids and waste, infectious diseases, sharp objects, and fumes; and occasionally exposed to other undesirable environmental working conditions which includes physical dangers and threats from patients who may be upset or their medical conditions causes them to be unstable, wet or slippery surfaces, limited lighting and ventilation, hazardous chemicals and toxic or poisonous substances, however, if they are handled according to procedures direct contact and exposure is minimized.