Job Class Profile:

Laboratory Technologist IIF

Pay Level:

LX-33

Point Band:

892-926

| | | | | | | Accountability | | Development | Environmental | |
|--------|-----------|---------------|-----------------|---------------|------------|----------------|--------|-------------|---------------|--------|
| | | Interpersonal | | | | & Decision | | and | Working | Total |
| Factor | Knowledge | Skills | Physical Effort | Concentration | Complexity | Making | Impact | Leadership | Conditions | Points |
| Rating | 6 | 6 | 2 | 6 | 5 | 6 | 5 | 3 | 3 | |
| Points | 280 | 100 | 13 | 29 | 150 | 130 | 103 | 64 | 32 | 901 |

JOB SUMMARY

The Laboratory Technologist IIF performs lead direction, education, reporting, and management of the Quality Management processes over several laboratories or sites. Work involves research, development, education, investigating, auditing, reporting of occurrences, and implementing policies, practices, processes, and standards that contribute to quality, patient safety, and laboratory accreditation.

Key and Periodic Activities

- Develops new policies, processes, procedures, and implements those in line with quality control programming. Ensures the laboratory quality policies, processes and procedures are documented, implemented, and maintained in the laboratory.
- Researches, writes, reviews published guidelines, standards, and audits existing policies, operations and standard operating procedures to ensure adherence to standards, guidelines, legislation and best practices. Monitors practices and promotes benchmarking and evidenced based practices.
- Maintains document control in all aspects of the Laboratory Quality Management program.
- Co-ordinates and establishes an internal audit program. Establishes audit teams, schedules audits, ensures audits are performed, verifies that corrective actions have been implemented and are effective through follow-up of audits and reports on the performance of the internal audit process; reviews quality control results during the auditing process; and implements effective corrective and preventative actions.
- Ensures and assists with the development and implementation of employee training and ongoing competency programs.
- Reviews, investigates and performs root cause analysis of occurrences, non-conformances, near misses, and potential problems; arranges for effective corrective and preventative actions to prevent recurrences; monitors the effectiveness of actions taken and recommends further action.
- Develops key indicators for measuring the ongoing effectiveness of the Quality Management System processes; suggests opportunities for improvement based on indicator results; and present reports at monthly meetings. Performs surveys to ensure compliance with standards and conducts validation and correlation studies on equipment.

Key and Periodic Activities

- Chairs, co-chairs, or participates in local, regional, and provincial committees; and provides input into purchasing of new products, equipment, procedures, reagents, and other supplies.
- Develops and maintains accreditation programs within the laboratory.
- Ensures the adherence to safe work practices; develops, interprets and implements established procedures for general laboratory safety, fire safety, biohazard containment and waste disposal; ensures safety equipment is maintained and used in the correct manner; ensures regular audits and updates of chemical inventory and Material Safety Data Sheets (MSDS) manual; ensures the appropriate Workplace Hazard Material Information System (WHMIS) labeling, handling, and disposal of chemicals and reagents.
- Reviews and investigates incidents and adverse events and where appropriate recommends changes to current practices. Prepares reports on adverse events and forwards as appropriate.
- Monitors and audits utilization of products and supplies; maintains statistics of usage, and develops proposals/reports of recommendations for improvement. Collaborates with medical, nursing, and laboratory staff to identify, implement, and evaluate strategies for improved utilization.
- Ensures inventory is received, inspected, documented, and stored in a safe manner.
- Develops educational material for distribution or education sessions to present to staff at inservices, and conducts information (in-services) sessions for laboratory and other pertinent staff related to process changes and/or revisions.
- Consults with clinical services regarding program changes, acts as a resource for quality issues within the department, and liaises with organizations, provincial agencies, and other health authorities to develop and standardize laboratory guidelines, policies, and procedures. Works with management and/or stakeholders to develop and implement new directives.
- Reviews external assessments and identifies opportunities for improvement; reviews discordant external proficiency assessment results and corrective actions taken as a result of an investigation; revises processes, as required, as a result of investigations and corrective actions.
- Participates in process improvement activities/teams and reports on process improvement activities.
- Ensures yearly review and approval of laboratory documents (policies, processes, procedures, forms, etc.) to meet accreditation requirements and maintains best practice; prepares reports for quality management reviews.
- Performs external assessments of the quality management system including traveling throughout the region to evaluate and validate equipment, to attend meetings, or to meet with sales and technical representatives regarding new reagents and equipment.

SKILL

Knowledge

General and Specific Knowledge:

- Principles of Quality Management and performance measurements.
- Laboratory Quality/Safety guidelines.
- Laboratory testing techniques for the particular area where performed.
- Operation and maintenance of diagnostic equipment.

- New guidelines, standards, and developments in all disciplines.

- Computer programs (i.e. MS Office and other programs).

Formal Education and/or Certification(s):

Minimum: Graduation from an accredited program with a 3 year Diploma in Medical Laboratory Technology; Registration as a General Registered Technologist (R.T.) with the Canadian Society of Medical Laboratory Sciences (CSMLS), and Quality Systems Certificate, and assessor training with Quality Management Program. An Advanced Registered Technologist (ART) registration would be an asset.

Years of Experience:

Minimum: 4-5 years of experience is required and depending on the position may require specific training in a particular laboratory.

Competencies:

- Ability to repair and calibrate machinery.
- Ability to analyze results and communicate information to others.
- Ability to follow established testing guidelines and procedures.
- Oral and written communication skills.
- Computer skills.
- Problem solving and analytical skills.

Interpersonal Skills

- A range of interpersonal skills are used to listen to and ask questions to staff and manager regarding quality activities, provide routine and complex information and direction to staff on quality practices/procedures; to communicate, promote, and sell the ideas of quality management to staff and have them participate in quality improvement activities (change management); to instruct/teach/train, coach and mentor staff; to facilitate/moderate and make formal presentations to groups, to deal with upset or angry people; and to provide expert advice or guidance.
- Communications occur with employees within the immediate work area, department, and outside the organization. There is contact with the manager, with peers outside the department, but within the organization, contact with the patient and internal executives, and to a lesser extent with government representatives, executives, professional associations and advisors.
- The most significant contacts are with the manager for guidance on implementing quality management system, to discuss laboratory procedures, submit new/revised procedures for approval, and discuss laboratory procedures; with senior technical staff to discuss new/revised procedures and solutions for effectively implementing them, and with physicians and other healthcare staff to educate, consult, and collaborate or obtain feedback on proposed new policies and procedures that will impact their daily operations.

EFFORT

Physical Effort

- Work demands occasionally require the exertion of physical effort resulting in fatigue requiring periods of rest.
- Occasionally lifts, moves objects up to 10 lbs and between 10 25 lbs (i.e. books, binder, carrying supplies between sites, presentation material, etc.).

- Occasionally walks and stands when working in the laboratory and constantly is sitting to a desk for extended periods when working on a computer researching, reading, reviewing information, and typing reports. Occasionally is required to work in awkward or cramped positions where there is some bending and stretching when checking equipment.
- Constantly uses fine finger and precision work when working on the computer mouse and occasionally is required to drive between sites.

Concentration

- **Visual** concentration is required to work on the computer researching, reading, developing reports, to perform thermometer readings, and to calibrate and verify equipment readings.
- **Auditory** concentration is required when listening to information provided by manager and staff; and when giving advice and information.
- Occasionally, there is the need to **touch** equipment/instruments to detect any deficiencies, or to calibrate equipment.
- Repetition requiring alertness occurs during data entry of information into the computer.
- Higher than normal levels of attentiveness or alertness for the health and safety of others are required during investigation of incidents, accidents, and when testing equipment for deficiencies.
- There is lack of control over the pace of the work, and there are time pressures and deadlines to complete reports, accreditation requirements, and to set up procedures and standards. There are interruptions from telephone calls, requests for meetings from personnel, and when there are investigations to conduct on adverse events.
- This class requires **eye/hand coordination** to perform some tests using pipetting and when using the computer mouse.
- **Exact results and precision** is required to write policies and procedures, and to give expert advice and instructions to laboratory and healthcare staff.

Complexity

- Tasks and activities are different/unrelated and require the use of a range of skills and a diversity of knowledge.
- Complexity within the tasks assigned varies. Tasks are sometimes repetitive and well-defined, however, some tasks are different and unrelated. Some tasks have a limited number of guidelines available and involve a wide variety of responsibilities and situations. Problems can be simple where a limited number of options for resolution exist, and they can be addressed by following procedures and/or guidelines. Often there are problems with a limited opportunity for standardization. Tasks can be technical and may be unique having policy significance. Some tasks require creative problem definition, analysis, and solution development that may be solved in a team setting.
- Typical challenging problems involve the ability to analyze indicator data, review occurrences, manage issues related to policy changes, provide support and guidance, and sell/promote new practices/standards to staff and to develop documents that reflect best practices in a highly technical environment. Other challenges involve management of quality documents for multiple sites, and providing leadership and direction to staff when there are emergencies, occurrences, and incidents.
- Complexities tend to be solved through review of CSMLS standards, guidelines, code of conduct, regulations, Accreditation standards; consulting reference books, internet,

organization policies, procedures, or discussion with manager, executives, risk management officials, or ethics consultant.

RESPONSIBILITY

Accountability and Decision-Making

- Work typically involves tasks that are somewhat prescribed or controlled. Works is performed independently but is established through collaboration with laboratory management in implementing quality systems in the laboratory.
- Without formal approval decisions can be made in directing staff on how to solve various problems, instructing staff regarding changes to practice, and in conducting work activities.
- Quality Management decisions are often defined in a group setting (i.e. incumbent, manager, executives) and incumbent provides leadership and direction and input into those decisions. Required to provide reports and documentation of activities of the Quality Management Systems in the laboratory.
- Discretion and judgment is exercised to interpret directions and apply guidelines when developing standards and regulations. There is some discretion to exercise within predetermined limits and procedures when making recommendations regarding various problems and implementation of various standards.
- A high degree of independent judgement and discretion is exercised when managing the Quality Management System including providing advice and guidance to various stakeholders.

Impact

- Tasks performed by this class have an impact within the immediate work area (i.e. staff), department, in and outside the organization (i.e. doctors offices, clinics, professional community agencies, etc.), and on patients. There is a significant impact felt by the patient when incorrect test results are given to health care providers; thus, impacting the diagnosis and treatment plan.
- Work activities impact equipment (i.e. repair or replacement), processes and systems (i.e. policies and procedures, reporting of tests, and quality control activities), information (i.e. test results), material resources (i.e. equipment and inventory used), health and safety (occurrence reporting), finances (i.e. supplies that are required and performing tests correctly the first time), human resources, and corporate image.
- Examples of mistakes or errors include failure to research and apply best practices to policies, processes resulting in inaccurate standards and risk to patient safety.
- These errors can be detected within 24 hours of awareness; however, may take considerable effort to change. Errors are typically identified through the auditing process of the incumbent, other staff, management, or patient complaints.
- This class follows national standards when developing policies and procedures and is responsible for ensuring accuracy in content and that these reflect best practices. There are checks, balances, and practices and procedures are monitored through compliance activities, audits, and occurrence reporting.

Development and Leadership of Others

- Does not have formal supervisory responsibilities.
- Provides other development and leadership activities such as on-the-job guidance/advice, feedback, orientation, delegation of tasks, training and direction to other staff.

Performs in a team and project leader role and acts as a technical mentor or advisor, builds the morale and employee relations, provides formal presentation and training to staff, and healthcare professionals. Also involved in checking or reviewing the work of staff, organizing and coordinating work activities in relation to quality control. Also works as the laboratory team lead for accreditation standards, the content expert for Quality Management System requirements, develops orientation and department specific training and competency assessment programs, chairs or co-chairs departmental and regional committees (i.e. Quality Management, Transfusion, etc.), and is the project leader for validation of new equipment, or the introduction of new methods and other departmental projects.

WORKING CONDITIONS

Environmental Working Conditions

- Required to take special precautions and use safety equipment when appropriate. This includes wearing of proper footwear, gloves, masks, goggles, face shields, and safety glasses when exposed to chemicals. Also is required to use fume hoods when pouring off reagents and setting up procedures, use proper sharps containers for disposal, be familiar and use eyewash stations, and wear laboratory coats.
- The potential for minor cuts, bruises, abrasions, fractures and injury or illness resulting in partial or total disability is limited, if health and safety procedures are followed.
- Works is typically conducted in an open environment so there is constant exposure to lack of privacy, and unusual/distracting noise from diagnostic equipment. Occasionally is exposed to awkward and confining workspaces, fumes, bodily fluids and waste, infectious diseases, hazardous chemicals, and toxic or poisonous substances, sharp objects, and in some cases odours.