

Job Class Profile: Laboratory Technologist IIIA**Pay Level: LX-33 Point Band: 892-926**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	3	6	5	5	5	6	6	
Points	233	83	19	29	150	108	103	129	64	918

JOB SUMMARY

The Laboratory Technologist IIIA performs administrative and supervisory activities overseeing a laboratory/division.

Key and Periodic Activities

- Provides leadership and direction to technologists/technicians in a specific division or sub-division of a laboratory. Specifically, plans and creates schedules and assignments for staff, coordinates workflow, performs payroll functions, approves leave, documents and follows up on all incidents and occurrences; develops policies, evaluates and implements new procedures and equipment; and implements new methodologies and instrumentation. Provides technical expertise and direction related to laboratory practices, procedures, and reporting of results; verifies reports of technical staff; discusses tests and findings with medical and clinical personnel, and provides interpretative guidance on the findings; orientates new staff, trains and instructs technologists and medical personnel, performs staffing functions including input into performance appraisals, oversees student clinical work terms; and manages the payment of accounts.
- Monitors inventory levels and orders supplies and reagents as necessary.
- Facilitates, maintains, monitors, reviews, documents, and implements quality assurance activities.
- Chairs and facilitates departmental meetings.
- Reviews and updates standard operating procedures (SOP) for all tests; provides input into policies and procedures; evaluates new laboratory methodologies, tests, and equipment; coordinates in services on new products, and makes recommendations as required.
- Prepares various reports (i.e. workload measurement, utilization, and test statistics).
- Provides input into the purchase of products and utilization activities.
- Monitors equipment temperature charts and signs off as appropriate.
- Performs any technical work performed by subordinate level technologists.

SKILL**Knowledge****General and Specific Knowledge:**

- Laboratory methodologies, trends, and standards.
- Instrumentation and testing regulations.
- Operation and maintenance of diagnostic equipment and instruments.
- Laboratory and safety guidelines and existing legislation.
- Quality Control and Assurance.
- Workplace hazard materials identification system (WHMIS).
- Anatomy and medical terminology.
- Laboratory Information Systems.
- Adult Learning Principles.

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)

Years of Experience:

Minimum: 4-5 years of experience with up to 2 years experience in a particular laboratory.

Competencies:

- Ability to repair and calibrate machinery.
- Analytical and problem solving skills.
- Leadership and team building.
- Oral and written communication skills.
- Computer skills.
- Observation skills.

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening, asking questions, gaining the cooperation of others to complete work, addressing issues and/or solving problems, providing advice, routine and complex information to medical personnel, instructing/teaching/training staff and students, providing expert advice, guidance, and counselling to staff, and members of the healthcare team, dealing with upset/angry people, and facilitating meetings or making formal presentations to groups of people, communicating with suppliers and contractors for troubleshooting technical equipment, quality control issues, or in the purchasing and ordering of supplies and reagents, and providing direction and communicate with staff regarding activities, tests, updates on procedures and results, equipment problems, resolving disputes or contentious issues, and to mentor.
- Interactions are with employees within the immediate work area, department, and outside the organization, staff, physicians, students, clients, professional advisors, and manager, suppliers, contractors, sales representative, internal executives, and less frequently with professional associations, and external executives.

- The most significant interactions are with the manager or physicians to communicate updates, receive guidance and direction on laboratory activities; healthcare professionals to discuss laboratory tests/procedures; and laboratory staff to discuss staffing and laboratory activities.

EFFORT

Physical Effort

- There may be occasion to exert physical effort resulting in considerable fatigue, and requiring periods of rest primarily when performing technologist technical work.
- Regularly required to lift or move objects less than 10 lbs (i.e. specimens, slides, scalpels, forceps, scissors, supplies, etc.), and occasionally objects up to 50 lbs (i.e. specimens, supplies, reagents, and equipment)
- Regularly required to sit and occasionally to walk and stand. Stands to perform some activities (i.e. taking inventory, storing and retrieving supplies, preparing and viewing specimens through a microscope, entering results into a computer - sometimes for extended periods), sits on a workbench for extended periods requiring constant repetitive movement when using an analyzer or viewing specimens through a microscope, examining specimens, recording results, or performing work on the computer which results in neck, eye and back strain. Will walk throughout the department to consult with coworkers, physicians, to retrieve supplies, etc..
- To perform some activities there will be a regular requirement to use fine finger and precision work (i.e. when working with computers, microscopes and cellavision technology, and performing troubleshooting which required fine manual dexterity and precision). Occasionally gross motor skills are required as well as strength and conditioning or using equipment that requires controlled movement, and requires being in awkward or cramped positions and having accurate control and steadiness to dissect specimens, prepare samples, use pipettes, and to manipulate microscope lenses, or to troubleshoot equipment.

Concentration

- **Visual** concentration is required when working on the computer to ensure data is entered correctly; equipment is operating properly; and there is correct interpretation of slides as viewed under a microscope.
- **Auditory** concentration is required to understand what people are saying while loud machines are in operation, phones are ringing, and other noises are occurring. Also required to be listening for equipment alarms to indicate malfunction.
- When performing technical work, other sensory demands are required including **touch** to check controls on the microscope, and **smell** to identify certain organisms and to detect possible harmful situations such as necrosis or infection.
- **Repetitive tasks that require alertness** are screening, correlation and validation of tests results, patient and specimen identification, performing similar tests and procedures, checking reports for accuracy, and performing smears.
- There is a **lack of control over the pace of the work** when there are staff shortages, instrument or equipment malfunctions, emergencies, and when there are an unpredictable number of specimens that are received. There are **time pressures** due to the workload and the turn around time requirements to complete tests and deadlines in completing tasks and projects. There are many **interruptions** from telephone calls and from staff requesting information or

testing.

- **Eye/hand coordination** is required to perform laboratory tests/procedures (i.e. precision pipetting, hold minute pieces of tissue with tweezers, manipulate glass slides, etc.), view specimens under a microscope, manipulation of small glass tubes, and to type using a computer keyboard.
- **Exact results and precision** is required when reviewing the work performed by staff as results affect patient diagnosis and treatment, ensuring that instruments are in proper working order, ensuring that proper specimen handling is adhered to, ensuring proper staining and cutting techniques are applied when testing, and when monitoring all quality control activities.

Complexity

- Complexity within the tasks assigned varies. Some tasks are repetitive and well defined, requiring the use of similar skills and knowledge, whereas other tasks and activities require a broad range of skills and a diversity and depth of knowledge. Some tasks have a limited number of guidelines to use in solution selection. In some instances problems can be simple where a limited number of solutions exist, and they can be addressed by following procedures and/or guidelines. In other cases there are problems with a limited opportunity for standardization solutions. Some tasks are technical and periodically they may be unique having policy significance. Some issues require creative problem definition, analysis, and solution development through a team setting.
- Typical challenging problems are related to interpretation of reports (i.e. being able to recognize nuances that lead to different results). Other challenges involve proper set-up and instrumentation and ensuring staff are properly trained in operation, preparations for accreditation, and monitoring of the quality control program. Other challenges relate to staffing, technical, and day-to-day operational issues.
- Complexities tend to be resolved through discussion with the manager, physicians, other technologists, and review of policies or operational manuals, national guidelines, standards, practices, textbooks, journal articles, internet, and external suppliers/vendors are available to assist with problem solving.

RESPONSIBILITY

Accountability and Decision-Making

- Laboratory technical tasks are highly monitored and controlled through documentation, checks and balances, quality control, monitoring, compliance activities, and occurrence reporting.
- Some activities are performed independently within the laboratory and for others there is collaborative work with a physician, lead technologist, or the manager.
- Decisions not requiring formal approval relate to the purchasing of supplies, reagents, and small scale equipment; staffing such as granting leave, assigning work, scheduling staff and organizing staff meetings; providing interpretative expertise on test results, answering and providing information to staff regarding procedures or policies, etc., and disseminating information, policies, and processes to staff.
- Prior approval is required to make some changes to policies and procedures, and to purchase some equipment and supplies. Due to the nature of the work and its high involvement with medical staff there may be a requirement for reports to be signed out by a physician.

- Discretion and judgment is exercised to interpret directions and apply guidelines when interpreting tests and when the situation affects the safety of others. There is some discretion to exercise within predetermined limits and procedures in the interpretation of tests, the arrangement of the workflow including handling of priority cases, changing staff assignments, monitoring quality control, and ordering supplies.
- A high degree of independent discretion and judgment is exercised when making decisions related to the analyzing and interpretation of tests and results, checking controls, and situations related to operational and staffing situations.

Impact

- Impacts generally affect the immediate work area (i.e. staff), department, in and outside the organization (i.e. physicians, clinics, 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. laboratory equipment), processes and systems (i.e. tests and procedures performed), information (i.e. results of tests), material resources (i.e. inventory used), health and safety, finances (i.e. supplies required), human resources, and corporate image.
- Typical examples of mistakes or errors are incorrectly describing a specimen, using incorrect patient information, data entry, mislabelling samples, using incorrect reagents, incorrect interpretation of results, and entering incorrect data into reports, incorrect payroll entries and incorrect ordering of supplies.
- The impact of a mistake or error, depending on the circumstances, could be moderate to extreme. While errors can be extreme, due to quality control procedures testing errors are mitigated. Laboratory tasks are highly monitored and controlled through documentation, checks and balances, quality control, monitoring, compliance activities, and occurrence reporting. Errors are detected by other laboratory technologists or health professionals and are corrected within hours of identification. Staffing and payroll errors are typically resolved within hours.

Development and Leadership of Others

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a large size work group of employees (>10 employees).
- May also provide team and project lead activities such as expert advice and guidance to staff on complex procedures, tests, and work activities, troubleshooting issues with equipment, and works on various project related activities providing direction and guidance on those activities (i.e. accreditation standards, policy and procedure development, etc.).

WORKING CONDITIONS

Environmental Working Conditions

- During technical work activities, there is a requirement to take special precautions and use safety equipment when appropriate. This includes wearing of proper footwear, gloves, masks, goggles, face shields, safety glasses, and respirator when exposed to chemicals, 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, partial and total disability is limited, if health and safety procedures are followed.
- There is exposure to lack of privacy, unusual/distracting noise, physical hazards, health and safety risks and adverse characteristics in the work environment to varying degrees. These include exposure to dirt/dust/filth, fumes (i.e. ethanol, acetone, and formaldehyde), vibration, electrical shocks, awkward and confining work stations, bodily fluids and waste, infectious diseases, sharp objects, odours, hazardous chemicals (i.e. acids, bases, radioactive material), toxic or poisonous substances, wet or slippery surfaces (i.e. water and hot wax), limited lighting and ventilation, and glare from monitors and microscopes.