

**Job Class Profile: Urology Technician II****Pay Level: CG-34 Point Band: 742-765**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	5	3	6	4	4	4	4	6	
Points	187	83	19	29	120	87	83	86	64	758

**JOB SUMMARY**

The Urology Technician II performs responsible specialized and supervisory pre-operative and post-operative care of urology patients and includes providing clinical expertise, planning, coordinating, delivering and monitoring the delivery of services within the urology area. Work also includes scheduling, planning, organizing and directing services provided by urology technicians on an on-going basis.

**Key and Periodic Activities:**

- Directs and supervises Urology Technician I positions in the performance of work duties according to standards of practice, policies and procedures.
- Oversees the day-to-day operations of the Urology area under the direction of a manager and in collaboration with Urology and Vascular physicians for clinical issues.
- Schedules and assigns Urology Technician I positions to areas of work in hospital and regional clinics; checks and submits overtime and leave requests.
- Provides support and consultation for the region with regards to urology services and coordinates urology services to meet patient needs. Communicates with other departments regarding testing.
- Utilizes the nursing process in the provision of urologic care in accordance with the policies and procedures established by the Urology and Nursing departments.
- Monitors and evaluates performance of new staff during three month probationary period to ensure staff members meet the required competency level to practice.
- Performs non-invasive computerized peripheral vascular diagnostic testing to obtain adequate information regarding patient vascular and/or venous disease state.
- Performs physical assessments and records patient medical history.
- Performs urology testing and calibrates equipment.
- Provides advice in the area of urology and vascular care.
- Provides written documentation to physicians, nurses and manager regarding urology services.
- Participates in the budgetary process for the department.
- Maintains departmental cost within annual budget.
- Participates in various committees and focus groups regarding improving health care delivery.
- Liaises with technical vendors and attends educational sessions with professional associations to keep current with advances in knowledge and technology.

## SKILL

Knowledge
<p><b>General and Specific Knowledge:</b></p> <ul style="list-style-type: none"> <li>— Meditech system.</li> <li>— Urological related testing equipment and procedures.</li> <li>— Patient care, assessment and treatment.</li> <li>— Licensed practical nursing and related policies, procedures, trends and developments.</li> </ul> <p><b>Formal Education and/or Certification(s):</b></p> <ul style="list-style-type: none"> <li>— Minimum: Minimum: 2 year Diploma in Licensed Practical Nursing</li> <li>— Licensure from the College of Licensed Practical Nurses of Newfoundland and Labrador</li> <li>— Certified by Canadian Urological Association (recertification every three years)</li> </ul> <p><b>Years of Experience:</b></p> <ul style="list-style-type: none"> <li>— Minimum: 1 – 2 years of experience.</li> </ul> <p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>— Computer skills</li> <li>— Calibrating equipment</li> <li>— Supervisory skills</li> <li>— Ability to direct others to complete tasks</li> </ul>
Interpersonal Skills
<ul style="list-style-type: none"> <li>— A range of interpersonal skills are utilized including listening to information from patients undergoing testing or procedures regarding medical history on conditions or disease related to urology and vascular issues; asking questions of patients, family members and other healthcare providers to gather additional related information; providing routine and complex information and direction to patients and families regarding urological and vascular care; providing care and comfort to in-patients; mentors and coaches staff and instructs/teaches patients and families regarding procedures, testing and patient care. Required to mediate and resolve staff conflicts and deal with upset patients and family members and provide support and consultation on a regional basis regarding urology services.</li> <li>— Communications occur with employees within the immediate work area, department and organization; supervisors and managers; patients and family members; suppliers; sales representatives; students and representatives of professional associations.</li> <li>— The most significant contacts would include patients and family members, co-workers, Urology Technician I positions, physicians and other health care providers to provide information regarding tests performed and treatments provided and managers to discuss operational or clinical issues.</li> </ul>

## EFFORT

Physical Effort
<ul style="list-style-type: none"> <li>— Demands of the job typically do not result in fatigue, requiring periods of rest.</li> <li>— Lifting and moving is required to assist patients from wheelchairs or stretchers onto the procedural table as well as to deliver patient care. Also required to stock supplies.</li> <li>— Sitting is required for prolonged periods of time while performing vascular testing. Standing and bending is required to position testing equipment in the correct position and walking is required to see patients in other areas of the hospital.</li> </ul>

- Manual and physical activities include fine finger or precision work to use testing equipment which requires controlled movement and steadiness.

### Concentration

- **Visual** concentration is required to insert various instruments (i.e. catheters) for testing or treatment to prevent injury to the patient and to monitor computer screens to detect variances during patient testing.
- **Auditory** concentration is required when operating the Doppler equipment to concentrate on pulse wave sounds which is a major factor in patient testing.
- **Other sensory demands** such as touch is required in the assessment of patient vascular status by assessing various pulses on patient arms and legs.
- **Time pressures** exist as there is limited time for particular procedures or tests to be completed. If delays occur in testing, this may cause scheduling conflicts for further testing and result in patient cancellations.
- **Lack of control over work pace** occurs when urgent requests are received from other areas of the hospital that have to be attended to which causes disruptions in the Urology clinic.
- **Higher than normal levels of attentiveness or alertness for the health and safety of others** is evident when testing certain patient populations (e.g. quadriplegics, Multiple Sclerosis) who have experienced autonomic dysreflexia. This requires close monitoring during testing and initiating appropriate action if required.
- **Eye hand coordination** is required to insert various instruments into the urinary tract. During vascular testing, eye hand coordination is essential in placing the Doppler on the correct pulse position and to view the computer monitor for wave forms.
- **Exact results and precision** is required as the results from various testing procedures are used by physicians to prescribe a treatment or procedure.

### Complexity

- Work tasks or activities are different but allow for the use of similar skills and knowledge.
- Typical challenge would be to see patients referred to the urology or vascular clinic due to complex urological or vascular issues such as difficult catheterizations and assessment/treatment of gross hematuria. Other typical issues would include operational issues including scheduling staff, maintaining patient flow and adequate inventory of supplies, ensuring equipment is cleaned and working properly and ensuring patient reports are written according to guidelines and best practice.
- References available to address typical challenges include treatment protocols, policies, guidelines outlined in the scope of practice as well as co-workers, Urologists and Vascular surgeons.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled as work performed is completed by licensed and certified health care workers within the professional scope of practice and code of ethics. Organizational policies, procedures and guidelines are also in place.
- Independent decisions can be made regarding the purchase of day-to-day items necessary for the operation of the urology/vascular lab and grant leave to staff based on policy and guidelines.

- Supervisory approval is required for the purchase of capital equipment, hiring of additional staff, changes in program or service delivery and disciplinary action relating to staff.
- Some discretion is exercised within predetermined limits regarding bringing in additional staff due to workload measures on a short-term basis and to provide educational sessions for staff regarding urology and vascular issues.
- Discretion and judgment are exercised, in the absence of a Urologist, to send a patient to another hospital in the region with a Urologist available.

### **Impact**

- Results of work tasks and activities are directly felt within the immediate work area, department and on patients. When patients are booked for clinics and testing completed on time, the clinic operates efficiently and does not incur any overtime costs.
- Results of work tasks and activities directly impact human resources and finances since clinics operating efficiently, eliminate the need for additional human resources and stays within budgetary limits. Additional impacts include the health and safety of patients and staff; processes and systems; information regarding tests, procedures and patient care and material resources in terms of supplies and equipment.
- Consequences of mistakes or errors in the treatment of a patient would affect the patient (and family members); the staff involved in the incident as well as management in terms of determining the cause of the mistake or error (i.e. medication error or wrong test/procedure performed on wrong patient).
- Results of consequences from mistakes or errors are directly felt on patient health and safety, human resources and corporate image as well as equipment, information and material resources.
- Typical time frame to identify and resolve consequences is within hours. Should a mistake be made regarding patient treatment or in testing procedures, it would be rectified as soon as the error had been discovered.

### **Development and Leadership of Others**

- Typically responsible for supervision of a small size work group of employees (1 to 4).
- Provides on-the-job advice, guidance, direction and feedback; orientation and training to staff; acting as a technical mentor; providing input into performance assessments, staffing and recruitment; delegating/allocating tasks and organizing, coordinating, reviewing and checking the work of colleagues.
- Provides clinical expertise related to urology and non-invasive vascular issues.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- Special precautions or safety equipment are required including wearing personal protective equipment such as masks, eye protection and gowns. Standard infection control precautions for all blood and bodily fluids and cytotoxic precautions.
- Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, injury or occupational illness resulting in partial disability.
- Exposure to toxic chemicals such as cytotoxic drugs; bodily fluids including urine and feces which may contain communicable disease; odours; sharp objects such as needles and travel is required to satellite urology clinics to provide urology testing and procedures.