

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	Fin. Code
10-1083 10-1094 10-1195 10-4290 10-4291 10-4728	Laboratory Technologist	Laboratory Manager	10642100
Department	Division/Region	Community	Location
Government of Nunavut Department of Health & Social Services	Diagnostic Services	Iqaluit	Laboratory Baffin Regional Hospital

2. PURPOSE OF POSITION

Main reason why the position exists, in what context and what is the overall end result.

To collect and analyze a variety of biological samples within the Baffin Regional Hospital Laboratory in accordance with recognized international laboratory practices as well as the philosophy and objectives of the Department of Health & Social Service to ensure that medical and non-medical professionals have the test results necessary to diagnose, treat, and manage disease.

3. SCOPE

Describe in what way the position contributes to and impacts on the organization.

The Baffin Regional Hospital is a 20 inpatient bed facility in Iqaluit, and the laboratory referral center for approximately 28,000 residents of Nunavut. The Baffin Regional Hospital provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

Located within the Baffin Regional Hospital and reporting directly to the Laboratory Manager, the incumbent works as one of six Laboratory Technologists delivering chemistry, haematology, transfusion medicine, microbiology and specimen receiving/processing services. As a Laboratory Technologist the incumbent may be

required to provide functional guidance to the Laboratory Assistant when working within the Laboratory.

In addition to providing Laboratory Services to the Baffin Regional Hospital, the Laboratory Department provides services to 4 Iqaluit agencies, 24 Health Centres located in Nunavut and the Department of Health & Social Services Health Protection Unit and a variety of businesses located in the north including but not limited to private contracting and public works.

Approximately 10,000 samples are processed per month.

Unlike most major laboratories in southern Canada the Baffin Regional Hospital Laboratory lacks a local Pathologist. Pathology services are delivered through a consulting pathologist in Edmonton, Alberta. In the absence of a resident pathologist the incumbent will refer problems or concerns to the Laboratory Manager who acts as a reference on Laboratory related practice for Nunavut agencies and departments, and provides direction on all Laboratory related matters.

The Laboratory Technologist analyzes samples and conducts individual patient tests using both complex laboratory instrumentation and manual techniques. While performing analysis, the incumbent must be able to recognize normal and atypical findings and initiate the appropriate action. Accurate testing allows a referring physician to accurately diagnose medical conditions and arrange for proper care and treatment, which ultimately impacts on a patients morbidity. This accurate and timely testing also assists public health in addressing regional or territorial health issues in an effective manner (i.e. salmonella, hepatitis).

Based on workload and operational demands, the Laboratory Technologist may be required to provide Laboratory Assistant support and coverage in order to ensure efficient and continual flow of samples for analysis.

The incumbent will required to share standby with Laboratory staff (6 – 10 days per month) in order to provide weekend and evening coverage.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. For management positions, indicate the subordinate position(s) through which objectives are accomplished.

1. Examines and analyzes a variety of biological samples using recognized international laboratory practices to ensure that medical and non-medical professionals have laboratory results required to diagnose, treat and manage disease.

Main Activities

- Organizes, prioritizes and verifies the accuracy of patient/sample information prior to processing.
 - Prepares samples for analysis.
 - Analyzes samples using complex laboratory instrumentation and manual techniques.
 - Reviews, verifies and releases patient results through the Laboratory Information System (LIS).
 - Ensures all lab results are accurately entered into the LIS to track patient information.
 - Tracks stock items (laboratory products and supplies) used and notifies the Laboratory Manager when additional items are required.
 - Determines when samples require special handling and ensure that the Baffin Regional Hospital adheres to established National and International standards for the transportation of dangerous goods.
2. Performs, records, interprets, and monitors Quality Control (QC) on all instruments and procedures to ensure the precision and accuracy of results reported.

Main Activities

- Conducts QC tests on all machines prior to analyzing samples.
- Calibrates or assists in the calibration of laboratory equipment on a scheduled basis.
- Continually reviews test results to ensure that the findings are realistic and not compromised in any way.
- Decides whether to release, delay or repeat testing prior to the reporting of patient results (reported results must be accurate).
- Investigates abnormal results/trends and initiates corrective action.

3. Collects and analyzes laboratory samples and performs diagnostic tests on patients as part of the health care team.

Main Activities

- Runs blood gas and capillary/venous gas tests.
 - Collects blood using a closed collection system (i.e. Vacutainer), needle with syringe, and /or micro-collection techniques following universal precautions.
 - Performs glucose tolerance testing following established standards of practice.
 - Collects environmental samples following a concern of Microbial Resistant Organisms or during outbreaks.
4. Due to the absence of a local Pathologist, Laboratory Technologists will assist in the interpretation of results to medical and non-medical personnel, impacting on patient care and addressing Public Health Issues.
 5. Assists in the continued maintenance of approximately \$500,000.00 worth of complex laboratory equipment in order to minimize downtime and maintain productivity. This will aid in extending the life expectancy of the instruments, thus avoiding costly repair and/or replacement.

Main Activities

- Performs and documents routine preventative maintenance on a scheduled basis.
 - Due to the remoteness of the community, the incumbent troubleshoots and is required to perform complex repairs on instrumentation, either unassisted or in telephone consultation with instrument repair specialists as required.
 - The incumbent notifies the supervisor of repairs that are outside the scope of the incumbents training or requiring further intervention.
6. Acts as a resource for Laboratory Medicine to ensure established procedures and policies are followed as well as to enhance the awareness of the profession.

Main Activities

- Provides orientations to new laboratory staff on laboratory equipment, policies and procedures and the Baffin Regional Hospital environment.
- Provides orientation to medical and non-medical personnel in the proper collection and transport of biological samples (i.e. including but not limited to venipuncture techniques, slide preparation, etc.).

- Provide Point of Care Instrumentation/testing (POC) and training/certification to hospital/health centre nurses.
 - Represents the Laboratory on a variety of hospital committees (ie. Occupational Health & Safety and Infection Control Committee) related to Laboratory when required.
 - Conducts Laboratory tours for the public (i.e. school tours).
7. Disinfects Laboratory work areas using appropriate chemical agents.
 8. Is available and capable of handling on-call.
 9. Maintains Blood Bank Inventories and orders products from Canadian Blood Services as needed.

5. KNOWLEDGE, SKILL, AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

- Knowledge of Laboratory Technologies with a focus on laboratory functions, principles, and standards of practice including venipuncture, medical terminology and the ability to operate and understand complex laboratory instrumentation is required in order to analyze and interpret results to aid medical and non-medical professionals in the diagnosis, treatment and management of disease.
- An ability to prepare samples and put them onto media to encourage growth and an ability to identify growth when present.
- An ability to operate computerized and mechanical laboratory equipment in order to complete analysis of biological samples.
- Knowledge of and an ability to input and retrieve information from Laboratory Information Systems.
- An ability to operate desktop computers in order to produce written documents (word processing), send and receive electronic mail and conduct research over the internet.
- The incumbent must be able to communicate effectively. This includes being able to get ones point across to both medical and non-medical individuals.
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- An ability to manipulate small samples and repair delicate instruments in confined spaces (i.e. well developed motor skills).
- Self-Control (Restrains Strong Emotion) – an ability to restrain strong emotion

when under stress (i.e. anger, frustration).

- Flexibility (Adapts Normal Procedures) – an ability to alter normal procedures or ways of working (where appropriate) to fit a specific situation in order to get a job done and/or meet government goals (i.e. performs co-workers duties when needed).
- Initiative (Shows Persistence) – an ability to persist, take two or more steps to get over obstacles or rejection and not give up easily when things do not go smoothly.
- Analytical Thinking (Sees Basic Relationships) – an ability to breakdown problems into logical pieces and link the pieces together in single links (i.e. A leads to B leads to C).
- Teamwork & Cooperation (Cooperates) – an ability to participate willingly, support team decisions, is a “good team player”, does ones share of the work and shares all relevant and useful information within the group.
- Concern for Order (Checks Own Work) – an ability to double-check the accuracy of information of ones own work (i.e. ensures the accuracy of figures and other data).
- Expert (Answers Questions) – an ability to answer questions as a functional expert when asked. This includes telling people about current understanding of technical issues where appropriate.

Typically, the above Qualifications would be attained by:

- This level of knowledge is typically acquired through the successful completion of a recognized Medical Laboratory Technology program at a degree level and certification and registration with the Canadian Society of Medical Laboratory Sciences (CSMLS) as a General Medical Laboratory Technologist.
- Advanced registration in one of the Laboratory disciplines from the CSMLS would be an asset.
- An ability to complete a satisfactory criminal records check is mandatory.

All health care providers must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHMIS
- Internet and E-mail application
- Fire training
- Handwashing Inservice

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of occurrence of physical demands, environmental conditions, and demands on one's senses and mental demands.

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue.

The majority of the incumbent's time (4-7 hours/day) will be spent providing direct hands on analysis and collection of biological samples. This will involve standing in awkward positions, bending over patients and work benches, lifting and moving equipment (ranging in weight from 2 – 10 kg) and walking to nursing units to collect samples which may cause significant levels of physical stress on the incumbent.

The incumbent is required to take part in an "on-call" rotation. This involves the re-call to work at any time for various lengths of time, which leads to sleep disruption and/or deprivation.

Environmental Conditions

Indicate the nature of adverse environmental conditions, to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt work schedules and travel requirements.

Working within a laboratory setting, the Laboratory Technologist works with and is continuously exposed (4-7 hours/day) to infectious agents as a result of exposure to biological samples, human waste and sharps disposal (i.e. hands on delivery of services as well as during training, orientation and review of samples (QC)).

There is continuous risk of injury or ill health from exposure to toxic/corrosive agents used during the performance of duties.

The incumbent is exposed daily on an on-going basis to unpleasant odors from urine, feces, culture plates and chemical reagents which can lead to headaches and/or nausea. In addition, within the Baffin Regional Hospital Laboratory the incumbent will handle level 3 organisms in a concentrated form not usually handled by a routine microbiology department.

Within the Baffin Regional Hospital Laboratory there is a significant amount of "white noise" resulting from loud equipments which may cause headaches and distraction within the work unit.

There is a risk of injury from medical equipment, and from patients while obtaining

biological samples from intoxicated, mentally unstable, or emotionally distraught patients. Although these occurrences are minimal, the intensity of these exposures can range from moderate to intense. The incumbent is at risk to possible injury due to slippery floors.

Sensory Demands

Indicate the nature of demands on the jobholder's senses to make judgments through touch, smell, sight and hearing and judge speed and accuracy.

The incumbent will experience continuous periods of intense visual concentration in order to check the integrity of the samples (i.e. color, density, presence of contamination, volume) to determine if they are suitable for analysis which may cause moderate levels of stress on the sense of sight. Many of these analyses will be conducted through microscopes (4-5 times a day).

Frequent periods of concentration are required for obtaining and packaging biological samples. Due to the nature of the work, i.e. collecting blood, the incumbent must have a good sense of touch to locate the vein and accurately insert the needle without causing the patient any additional distress.

Mental Demands

Indicate conditions that may lead to mental or emotional fatigue.

Within the Laboratory there is pressure to thoroughly and accurately analyze patient samples within a set length of time. This is hampered by: large number of samples, instrument limitations, testing outside of the laboratories scope, contaminated or unusable sample, etc.

In addition, within the health care setting there is a significant lack of control over the work pace, with frequent interruptions and unrealistic demands (i.e. complete tests in unreasonable time frame) that may lead to mental fatigue or stress (i.e. processing of STAT samples where results are required for immediate treatment decisions. This usually involves a life-threatening situation).

The Hospital Laboratory environment is dynamic and constantly changing. The Laboratory Technologist has minimal control over incoming workload, and therefore must be able to continually shift priorities to maintain efficiency and meet deadlines. The Laboratory Technologist is exposed regularly to emotionally difficult situations (i.e. death, trauma, and anxious, irate or violent patients). The incumbent is expected to remain calm, controlled and professional, regardless of the situation, while demonstrating care and compassion to the client, family, and other members of the health care team.

The incumbent will be required to share standby with staff (6-10 days per month). While on standby the number of call backs is high (1-3 call backs per standby day)

resulting in a significant impact on the incumbent’s personal and private life as well as normal sleeping patterns.

The incumbent deals with constant interruptions from phone calls and customer walk-ins, which makes it difficult to complete tasks in a continuous and efficient manner.

7. CERTIFICATION

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is and accurate description of the responsibilities assigned to the position.</p>
<p>_____ Deputy Head Signature</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

8. ORGANIZATION CHART

Please Attach Organizational Chart indicating incumbent's position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.”

