

## 1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position
10-13860	Laboratory Technologist	Laboratory Manager

Department	Division/Region	Community	Location
Health	Laboratory /Baffin	Iqaluit, Nunavut	Qikiqtani General Hospital

Free balance Code: 106421000

## 2. PURPOSE

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

- To collect and analyse a variety of biological samples within QGH and affiliated Health centres in Nunavut, in accordance with recognized international laboratory practices as well as the philosophy and objectives of the Department of Health to ensure that medical and other professionals have the results necessary to diagnose, treat, and manage disease.

## 3. SCOPE

**Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?**

The Qikiqtani General Hospital in Iqaluit, has an Inpatient ward, an Emergency Department, an Operating Room and several medical clinics. It is also the laboratory referral centre for most residents of Nunavut. The Qikiqtani General 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 Qikiqtani General Hospital and reporting directly to the Laboratory Manager, the Laboratory Technologist works delivering Chemistry, Haematology, Transfusion Medicine, Microbiology, Mycobacteriology and Specimen Receiving/Processing Services.

In addition to providing Laboratory Services to the Qikiqtani General Hospital, the Laboratory Department provides services to Iqaluit Health agencies, Health Centres located in Nunavut and the Department of Health.

The Laboratory Technologist analyses 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 patient's 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).

The incumbent is required to share standby and on-call duties with Laboratory staff (6 – 10 days per month) in order to provide weekend and night coverage. When experiencing short-staff periods, the technologist is expected to be a key team member and will be asked to fulfill a wider range of duties to ensure the flow of the laboratory operations is not disrupted.

#### 4. RESPONSIBILITIES

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

**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.**

- Organizes, prioritizes and verifies the accuracy of patient/sample information prior to processing.
- Prepares samples for analysis.
- Set up microbiology samples and mycobacteriology samples
- Perform gram stains and fluorescence stains
- Analyzes samples using complex laboratory instrumentation and manual techniques.
- Reviews, verifies and releases patient results through the Laboratory Information System (LIS).
- Report critical results to physicians or Health Centres
- Ensures all lab results are accurately entered into the LIS to track patient information.

**Performs, records, interprets, and monitors Quality Control (QC) on all instruments and procedures to ensure the precision and accuracy of results reported.**

- Performs daily, weekly, monthly and quarterly maintenance on all analyzers as required.
- Conducts QC tests on equipment prior to analyzing samples.
- Calibrates or assists in the calibration of laboratory equipment on a scheduled basis.
- Participates in External proficiency testing to ensure the lab performs according to standards.
- 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.
- As per required by Accreditation, the incumbent records Point-of-care instruments QC and performs analysis.

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

- 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 on adults, children and newborns.

- Performs glucose tolerance testing following established standards of practice.
- 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.
- Provides orientations to new laboratory staff on laboratory equipment, policies and procedures and the Qikiqtani General Hospital environment.
- The incumbent might have to trace shipments, as there may be delays in transit and might be involving multiple carriers.
- Performing PCR analysis of Tuberculosis samples, as part of scientific studies or diagnostic purposes.
- Performs several manual analysis protocols; d-dimer, fluid cell count and analysis, microscopic urinalysis, cerebro-spinal fluid examination.
- Is responsible for the bench he/she is assigned for the week: haematology, chemistry, blood bank, microbiology, PCR, etc.
- Disinfects Laboratory work areas using appropriate chemical agents.
- Is available and capable of handling on-call and cover weekend and evening shifts. Might be called-back to work several times in one night and still work the regular shift the next day.
- Maintains Blood Bank Inventories and orders products from Canadian Blood Services as needed.
- Performs cross-matches to transfuse patient's group-specific blood products.

## 5. KNOWLEDGE, SKILLS AND ABILITIES

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

### **MINIMUM QUALIFICATION REQUIREMENTS:**

- **The Laboratory technologist must have a recognized diploma or degree in Medical Laboratory Technology from a Canadian College or University. Experience in all areas of laboratory will be considered a major asset.**
- **Must be certified with the Canadian Society of Medical Laboratory Science with a General Certificate in all areas (RT).**
- **The ability to successfully complete a Vulnerable sector and criminal records check is mandatory.**
- Advanced knowledge of Laboratory Technologies, Principles, and Standards of Practice including venipuncture, medical terminology and the ability to operate and understand complex laboratory instrumentation is required in order to provide direct hands on laboratory services.
- General knowledge of all aspects related to the technical operations of a hospital Laboratory in the Biochemistry, Haematology, Microbiology, Transfusion Medicine and Mycobacteriology areas.
- An ability to quickly recognize atypical laboratory findings and alert the appropriate health care providers.
- An ability to operate desktop computers in order to produce written documents (word processing), to develop complex spreadsheets, to send and receive electronic mail and to conduct research over the internet.
- Knowledge of and an ability to input and retrieve information from Laboratory Information Systems.
- The incumbent must be able to communicate effectively using "lay" terminology.

- 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 (Responds calmly)** - An Ability to control emotions and act calmly when in high-stress situations (i.e. including but not limited to anger, frustration or high stress).
- **Flexibility (Adapt Normal Procedures)** – An Ability to alter normal procedures or ways of working to fit a specific situation to get a job done and/or meet Laboratory goals (i.e. performs co-worker or subordinates duties when needed).
- **Initiative (Address Current Opportunities or Problem)** – An ability to recognize and act upon present opportunities or address present problems.
- **Innovation (Does Things New to the Work Unit)** – An ability to do things to improve performance which may be new to work area.
- **Information Seeking (Digs Deeper)** – An ability to ask a series of probing questions in order to get at the root of a situation or problem below the surface issue presented (this includes not stopping with the first answer).
- **Analytical Thinking (Sees Basic Relationships)** – An ability to take apart problems into logical pieces and link the pieces together in a single link (i.e. A leads to B leads to C).
- **Communication Skills** – An ability to communicate or produce written documents that are clear with respect to content.

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

- WHMIS
- All CODES response training
- Dangerous Goods Transportation
- CPR
- Hand-washing In-service

## 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.

Physical demands placed on the incumbent, include long periods working at a computer, standing, bending and lifting. The Laboratory Technologist is exposed to repetitive bending over patients to collect blood samples throughout a 7.5-hour shift, and may be on their feet throughout the 7.5-hour shift. The Laboratory technologist is required to lift items ranging in weight from 2kg to 20 kg for stocking, storing or replacing of reagents/inventory on a daily basis.

The incumbent is required to take part in an “on-call” rotation. This involves coming back to work at any time, for various lengths of time through the night. This may lead 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 the conditions that increase the risk of accident, ill health, or physical discomfort.**

The Laboratory technologist works in a hospital environment with ongoing risk of infectious disease, as a result of direct patient contact, exposure to biological samples, human waste and used needle disposal. The incumbent is continually exposed to a noisy work environment, including “white” noise from instruments, and other beeping sounds of all sources. There is a risk of injury from medical equipment, and from patients while obtaining biological samples. Although these occurrences are minimal, the intensity of these exposures can range from moderate to intense..

There is continuous risk of injury or exposure to toxic/corrosive agents used doing 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 QGH Microbiology Laboratory, the incumbent will handle level 2 containment organisms.

## 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.**

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.

Continuous periods of visual concentration is required to check the integrity of the samples (i.e. color, density, presence of contamination, volume) to determine if they are suitable for analysis. Microscopic work is performed 4-5 times a day for one hour periods. This can lead to eyestrain and headaches. The incumbent is exposed daily on an on-going basis to unpleasant odors from urine, feces, and chemical reagents which can lead to headaches and/or nausea.

The use of the computer for long periods of time can lead to eye strain, headaches and repetitive strain injuries.

## Mental Demands

**Indicate conditions within the job that may lead to mental or emotional fatigue.**

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 / 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. Moderate to high intensity.

Processing of STAT samples (results are required for immediate treatment decisions). This usually involves a life-threatening situation. Moderate to high intensity.

In addition, within the health care setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress (i.e. processing of STAT samples where results are required for immediate treatment decisions within his/her scope that could affect the care, treatment and morbidity of a patient. Moderate to high intensity.

Participation in “on-call” rotation requires the incumbent to endure several sleep interruptions during the “on-call” period; to work alone and be solely responsible for decisions within his/her scope that could affect the care, treatment and morbidity of a patient. Moderate to high intensity.

Incumbent deals with constant interruptions from phone calls and samples drop-off, which make it difficult to complete tasks in a continuous and efficient manner. Moderate to high intensity.

Often required to work when short-staffed, due to holiday/illness or when positions remain unfilled without a decline in quality of service. 5-15 days per months for 7.5 hours each time. High intensity.

The Laboratory technologist is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

**7. CERTIFICATION**

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