



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority (NTHSSA)	Territorial Specialist, Laboratory Services: Point of Care and Quality Assurance	
Position Number	Community	Division/Region
48-15121	Yellowknife	Laboratory and Diagnostic Imaging/Territorial Operations

PURPOSE OF THE POSITION

The Territorial Specialist, Laboratory Services: Point of Care and Quality Assurance is responsible to research and recommend patient care quality standards as they relate to the Laboratory Services provided to all age group ranging from neonate to geriatrics. Collaborates with Territorial, Regional, and professional practice leadership to establish performance improvement activities, and works to ensure competency of Laboratory Services personnel is maintained.

Territorial Specialist, Laboratory Services: Point of Care and Quality Assurance will help guide practice based on the shared vision of the NTHSSA. The incumbent will foster and sustain academic partnerships to advance professional practices and develop the work force as a territorial lead. Territorial Specialist, Laboratory Services will role-model vigilance in ensuring the highest of quality care.

Point of Care Testing (POCT), or bedside testing, brings medical testing at or near the site of a patient and allows clinicians to test conveniently and immediately. Doing so increases the likelihood that the patient, physician, and care team will receive the results in a timelier manner, which allows for immediate clinical management decisions to be made. POCT are usually performed by either a Medical Laboratory Technologist or by a certified health care provider. Point of Care Testing (POCT) may range from a urine dipstick to the use of a multi-parameter instrument (i.e., I-Stat Machine). The Territorial Specialist, Laboratory Services: Point of Care and Quality Assurance with support from the POCT throughout the NWT.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Reporting directly to the Director of Laboratory and Diagnostic Imaging (DLDIS), the Territorial Specialist, Laboratory Services: Point of Care and Quality Assurance will be called upon to address a variety of issues on a daily basis. These can range from addressing client's complaints, providing briefing notes to the DLDIS, providing advice and direction to other Territorial Leads, Territorial Specialists, and Regional Managers, and representing the NTHSSA in meetings, or conferences.

The incumbent will provide leadership, training, planning and support to all laboratory POCT services under this portfolio, including those completed outside the laboratory setting.

RESPONSIBILITIES

1. Assess the variability in Laboratory Services practice settings within the authority to determine areas in which to improve client care/service outcomes, quality, or efficiencies.

Main Activities:

- Establishes tools and processes for communicating and collaborating with direct care staff.
- Supports, coaches and mentors others to succeed with changes occurring.
- Provides expertise, mentorship and guidance to Laboratory Services staff and managers.
- Assists with the development of a system for continuous quality improvement activities within the Laboratory Services.

- Identifies the need for POCT through requests from health care providers or current evidence based practices in point of care testing in collaboration with the NWT Laboratory Advisory Committee.
- Evaluates the costs and benefits associated with any POCT that is brought forward for review.
- Provides support for a technical evaluation of the POCT.
- Recommends the appropriate POCT.
- Ensures health care providers receive ongoing, effective training through a certified program that covers client clinical needs and staff competency.
- Develops POCT policies and procedures.

2. Evaluate Laboratory Services client care/service excellence from a structure, process and outcomes framework.

Main Activities:

- Selects and monitor evidence-based client care/service, provider and system outcomes and measure progress toward organizational delivery goals.
- Ensures sustained use and spread of NTHSSA guidelines within the NTHSSA, TSCA, and HRHSSA.
- Monitors outcomes related to leadership, practice, education and research.

3. Champion inter-professional collaboration among nursing, medical and allied health professionals to achieve optimal client care/service outcomes and effective integration of care.

Main Activities:

- Establishes and maintains effective relationships with staff, and regional managers.
- Works with the DLDIS to prepare briefing materials, advice on contentious issues, special client needs, program revisions, and expansions.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local, regional, and territorial level.
- Advises the DLDIS of significant developments in health services that could have implication for operations, including making recommendations for corrective actions.
- Role models inter-professional relations for quality care and management practices.

4. Champion safety, quality care and evidence-based practice.

Main Activities:

- Promotes evidence-based models of care to nursing, medical and allied health professionals.
- Recognizes the trends in POCT and their application in the NTHSSA, TSCA and HRHSSA and takes an active role in the oversight and management of POCT in the NWT.
- Monitors all POCT testing performed outside the laboratory.
- Promotes clinical/service and frontline management decisions that are client centered.
- Promotes and inspire management practices that support staff health, safety and well-being.
- Creates and supports a professional learning environment to mobilize and enhance the clinical expertise of staff.

- Leads the identification, evaluation/selection, implementation and ongoing monitoring of POCT in the NTHSSA, HRHSSA and TCSA.
- Ensures the safe, effective and economical delivery of POCT is by ensuring compliance with recognized POCT standards.

5. Work Place Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.

Main activities:

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers, and Workplace Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

WORKING CONDITIONS

Working Conditions identify the unusual and unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.

Physical Demands

Exposure to physical strain related to sitting for long periods of time and eye strain working with a computer.

Environmental Conditions

Exposure to crisis situations requiring immediate attention and discussion.

Sensory Demands

Exposure to crisis situations requiring immediate attention and discussion.

Mental Demands

- Disruptive to lifestyle caused by work schedule.
- Exposure to numerous interruptions that would cause disruption in carrying out duties in a timely manner.

- Exposure to emotionally disturbing experiences.
- Dealing with unknown factors, uncontrolled work-flow and overlapping demand.
- Periods of concentration and attention to detail all can cause mental and emotional fatigue and strain.

KNOWLEDGE, SKILLS AND ABILITIES

- A good working knowledge of program management.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- A high level of interpersonal skills including effective communication, coaching and motivation is essential in order to manage the human resources assigned to the position so human resources performance is at optimal capacity and assisting staff and stakeholders to accept change.
- Ability to apply creative and innovative approaches to policies and health to meet territorial needs.
- Thorough knowledge of administrative policies and practices to territorial systems.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Ability to build solid partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Excellent written and oral communication skills including listening, observing, identifying and reporting.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Must have excellent organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Must have a working knowledge of total quality management or continuous quality improvement processes.
- Working knowledge of continuous quality improvement processes.
- Ability to understand and apply the principles of labor relations and processes.
- Must be computer literate with word processing programs and spreadsheets.

Typically, the above qualifications would be attained by:

The above knowledge and skills are most commonly acquired through a Laboratory Technologist Certification plus ten (10) years recent experience of a clinical health care setting.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required

- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French Language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous Language:

- ☐ Required
☐ Preferred