



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Technical Supervisor, Specimen Control	
Position Number	Community	Division/Region
48-15971	Yellowknife	Laboratory Services/ Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Technical Supervisor, Specimen Control leads and directs the day-to-day operations of the Specimen Control Laboratory, as well as long term planning of the Stanton Territorial Hospital Specimen Control Laboratory in accordance with established standards of laboratory technology to ensure that health care practitioners have the test results necessary to diagnose, treat and manage disease.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ 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 Tłı̨chǫ 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.

Stanton Territorial Hospital (STH) operates the only Risk Group 2 and Risk Group 3 Public Health Agency of Canada Pathogen and Toxin licensed medical laboratory in the NWT and provides the majority of laboratory services in the territory.

Located in Yellowknife, the Technical Supervisor, Specimen Control (Supervisor) reports to the Manager, Laboratory Services and is responsible to lead and direct the Specimen Control Laboratory in the delivery of specimen collection and handling. The incumbent manages an annual budget of approximately \$1 million and a staff complement of Medical Laboratory Assistants, including Relief positions. These services are currently provided from 6:30 a.m. – 23:00 pm, 365 days per year.

The Supervisor oversees the provision of Specimen Control laboratory services to: STH, three other medical laboratories within the NWT, 21 Health Centers located in the NWT, the Kitikmeot Region of Nunavut, the four medical clinics located in Yellowknife, the Office of the Chief Public Health Officer/Environmental Health Officers and a variety of businesses located in the north including but not limited to mining, private contracting and public works. Approximately 27, 000 tests are processed monthly at the STH Laboratory.

This position leads and directs the day-to-day operations, as well as long term planning of the STH Specimen Control Laboratory in accordance with established standards of laboratory technology which include, but are not limited to: Clinical and Laboratory Standards Institute (CLSI); Canadian Society of Medical Laboratory Science (CSMLS); American Society of Specimen Control (ASM); Accreditation Canada; Canadian Standards Association (CSA)/ International Organization for Standardization (ISO); NTHSSA Values and Guiding Principles.

The Technical Supervisor, Specimen Control role-models vigilance in ensuring the highest of quality care; the incumbent will ensure that concerns raised by health care practitioners (physicians, nurse practitioners and midwives), nurses, patients, private industry, health administrators, private companies, instrumentation/reagent representatives, and others are appropriately addressed and assists with the overall delivery of medical laboratory services at STH. In addition to leading and directing the delivery of core laboratory services, the incumbent will be required to deliver services (i.e. hands on testing) and conduct analysis of samples as operational requirements demand.

The STH Laboratory lacks an on-site pathologist and operates using consulting pathology services via remote consultation with a pathologist located outside of the NWT. In the absence of a local pathologist, the Supervisor acts as a resource (first contact) on Laboratory Medicine related practice for NWT Agencies and Departments and provides direction on all core laboratory related matters. In addition, the Supervisor is responsible for the quality of all test results to ensure that the findings are reliable. The remoteness of STH from major referral centers requires that the incumbent have a comprehensive understanding in all disciplines of Laboratory Medicine as well as basic knowledge for instrument maintenance and repair.

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

RESPONSIBILITIES

1. Coordinate / supervise the day-to operations of the Specimen Control laboratory.

- Ensure that the stock of Specimen Control laboratory supplies (medical and non-medical) is adequate and order supplies as required. This includes exercising a payment authority up to \$10,000 to maintain supplies and equipment for effective operation within the laboratory.
- Maintain an inventory of \$700,000 which involves the ordering, reconciling arrivals, and ensuring proper storage and rotation of supplies and inventory.
- Collect and interpret unit statistics and quality indicators for management.
- Investigate incident reports in the RL6 system and implements corrective action as required.
- Prepare the Management Review document in accordance with the Laboratory Quality Management System requirements.

2. Monitor all Quality Control and Quality Assurance (QC/QA) procedures and practices to ensure that staff and equipment are performing in accordance with acceptable standards and lab results are accurate and reliable.

- Review and analyze internal QC data on each of the different instruments located within the core laboratory and ensure corrective action has been taken, if required.
- Ensure QC data is submitted to external agencies in a timely manner for review and evaluation and then upon receipt of report, ensure corrective action has been taken, where appropriate.
- Ensure instruments generate results within established parameters.
- Report QC issues to the Manager and professional consultants.
- Conduct audits and competency assessment on the delivery of laboratory services by individual technologists and identify learning needs, develop laboratory specific training plans and facilitate or arrange for the delivery of training.
- Conduct audits to determine organization wide training requirements and arrange for the delivery of training accordingly.
- Lead the implementation and monitoring of service delivery enhancements.

3. Manage the human resources of the Specimen Control laboratory unit to ensure effective staffing and staff development.

- Plan the human resource needs of the unit and prepare the monthly schedule.
- Assist with the recruitment and hiring of new staff.
- Provide orientation and training to new staff including operations, routine duties, procedures, quality systems and organizational guiding principles.
- Assist with review of job descriptions.
- Conduct staff performance appraisals in accordance with GNWT and hospital policies.
- Initiate corrective and/or disciplinary actions with employees as appropriate.
- Evaluate, recommend and facilitate the educational needs of the staff.
- Hold regular staff meetings to review procedures, share information and address issues.
- Monitor attendance, and approve leave requests.
- Approve payroll entries in PeopleSoft.

- 4. Review, develop and implement new and/or revised policies, procedures or instrumentation that has been suggested / recommended by management, professional laboratory consultants and/or medical professionals.**
 - Conduct research (i.e. review new literature related to Specimen Control reoccurring trends and reports from government agencies).
 - Develop and implement procedures in collaboration with the laboratory staff. This includes arranging for instrument setup and training.
 - Assist the Manager in making capital submissions.
 - Maintain the Specimen Control standing operating procedures in accordance with Accreditation Canada and NTHSSA policy and procedure framework requirements.
- 5. Ensure the continued maintenance of approximately \$500K 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.**
 - Review documentation of routine preventative maintenance, and initiate follow-up when necessary.
 - Due to the remoteness of the community, troubleshoot and to perform complex repairs on instrumentation, either unassisted or in telephone consultation with instrument repair specialists as required.
 - Follow-up with repairs that are outside the scope of technical staff, including approving the request for on-site repair visits.
 - Coordinate the calibration and service of laboratory equipment such as refrigerators, microscopes, thermometers, pipettes and timers within the laboratory.
- 6. Act as a resource for Laboratory Medicine to ensure established procedures and policies are followed as well as to enhance the awareness of the profession.**
 - Represent the laboratory on a variety of hospital committees related to the Laboratory when required.
 - Represent STH on laboratory issues expressed by internal and external customers. This may include being involved as a member on committees within and outside STH.
 - Acts as a reference on laboratory related practices for NWT agencies and departments and provides direction on laboratory related matters (i.e. including but not limited to water testing, food sampling, point of care instruments, instrument setup for outside laboratories, other Regions and the Kitikmeot Regional Health Authority).
 - Model excellence by providing direct hands-on Laboratory services as required due to operational demands and staff levels (i.e. illness of staff).
 - Active registration with the Canadian Society of Medical Laboratory Science as a Registered Medical Laboratory Technologist must be maintained throughout the term of employment.
- 7. Perform the Laboratory Safety Officer role.**
 - Perform regular audits on the laboratory workspace to identify and correct workplace hazards.

- Ensure that workplace environment and activities are in compliance with the NWT *Safety Act* and Regulations, and Workers' Safety and Compensation Commission (WSCC) Standards and Regulations.
- Provide safety training and orientation to all laboratory staff members.
- Assist the STH Biological Safety Officer in performing regular Biosafety and Biosecurity audits in compliance with the Human Pathogens and Toxins Act and Regulations.
- Maintain the NTHSSA Laboratory Safety Manual in accordance with Accreditation Canada and NTHSSA Policy and procedure Framework requirements.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

Working within the laboratory, the incumbent is continuously exposed to infectious agents such as biological samples, human waste, and sharps (i.e. hands on delivery of services as well as during training, orientation, and review of samples (QA)).

There is continuous exposure to toxic/corrosive agents used in the performance of duties.

The incumbent is exposed daily on an on-going basis to unpleasant odors from urine, feces and chemical reagents.

Sensory Demands

While performing technically related functions there will be continuous periods of intense visual concentration required to check the integrity of the samples (i.e. color, density, presence of contamination, volume) to determine if they are suitable for analysis (QA).

Mental Demands

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, requests for testing outside of the laboratory's scope, contaminated or unsuitable samples, etc.

In addition, within the health care setting there is a significant lack of control over the work pace, with frequent interruptions and significant service demands (i.e. processing of urgent samples in a short time frame where results are required for immediate treatment decisions). This usually involves a life-threatening or debilitating situation.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Medical Laboratory Technology with a focus on Specimen Control laboratory functions, principles, and standards of practice including specimen collection

and handling, and automated and manual laboratory testing methods including microscopy.

- Knowledge of Laboratory Technologies and Principles, and Standards of Practice and the ability to operate and understand complex laboratory instrumentation in order to provide direct hands on laboratory services, provide direction and leadership to Technologists, and in order to analyze and interpret results to aid medical and non-medical professionals in the diagnosis, treatment and management of disease.
- Ability to quickly recognize atypical laboratory findings and initiate the appropriate action.
- Knowledge of education principles related to adult learners in order to develop and deliver subject specific training and development; facilitation and presentation skills.
- Ability to effectively supervise staff, organize work, conduct performance reviews, identify individual training needs and train staff.
- Knowledge of and an ability to input and retrieve information from Laboratory Information Systems.
- Ability to operate desktop computers in order to produce written documents develop complex spreadsheets, electronic mail and conduct research over the internet.
- Ability to manipulate small samples and repair delicate instruments in confined spaces (i.e. well-developed motor skills).
- Ability to communicate effectively using 'lay' terminology.
- Interpersonal communication skills; both written and verbal.
- Organizational behavior skills.
- Sensitive to the geographical and cultural needs of the people and understand how community and culture impacts the delivery of health care.
- Ability to work cooperatively as a team member with the ability to motivate staff and get them to work together as a team.
- Knowledge and skills relating to Quality Management concepts; total quality management or continuous quality improvement with their application in a healthcare setting.

Typically, the above qualifications would be attained by:

A recognized Medical Laboratory Technology Program at a minimum of a diploma. or degree level from an accredited Canadian Post-Secondary Institution. Internationally trained Medical Laboratory Technologists must have at least three (3) years working experience in a Canadian Hospital Laboratory as a Medical Laboratory Technologist (in a Specimen Control laboratory).

Applicants must have seven (7) years of directly related Specimen Control laboratory experience which includes three (3) years of demonstrated increasing responsibility at the medical laboratory technologist 2 level or higher in a Canadian hospital medical laboratory.

These are bona fide requirements; equivalencies will not be considered.

ADDITIONAL REQUIREMENTS

Applicants must be registered with the Canadian Society of Medical Laboratory Science at the General Registered Technologist designation. Registration must be maintained throughout the period of employment with Laboratory Services.

Completion of a Leadership Program, Management Program and/or a Quality Management Program would be an asset.

Proof of immunization in keeping with current public health practices is required.

Stanton Territorial Hospital Requirements

New laboratory staff members must complete the following training activities within the first two weeks of employment. All training must be maintained current throughout the period of employment. Additional training modules may be required depending on the changing needs of the department or organization.

- Aboriginal and Cultural Awareness Training
- Workplace Hazardous Material Information System (WHMIS)
- RL6 Incident Reporting Training
- Workplace Safety Awareness Training
- N95 Mask Fit Testing.
- French Active Offer Training
- Infection Prevention and Control
- Fire Safety and Fire Extinguisher Training
- Biosafety and Biosecurity Training
- Transportation of Dangerous Goods Certification
- Privacy and Confidentiality Training
- Emergency Response Codes
- Information Security Awareness Training
- Hand Hygiene Training

Position Security

- ☐ 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: Select language

- ☐ Required
- ☐ Preferred