



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Team Lead, Laboratory	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-4977	Inuvik	Health Services – Laboratory/Beaufort Delta

## **PURPOSE OF THE POSITION**

The Team Lead, Laboratory leads and directs the day-to-day operations of the laboratory within the Inuvik Regional Hospital 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); Accreditation Canada; Canadian Standards Association (CSA)/ International Organization for Standardization (ISO); Northwest Health and Social Services Authority (NTHSSA) Values and Guiding Principles to ensure that medical professionals have the test results necessary to diagnose, treat and manage disease.

The Team Lead, Laboratory is a role-model, demonstrating vigilance in ensuring the highest of quality care.

## **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 Tłı̄chǔ 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 Tłı̄chǔ 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.

Located in Inuvik at the Inuvik Regional Hospital (IRH) the Team Lead, Laboratory (Team Lead) reports directly to the Manager of Allied Health Services, Beaufort-Delta Region (BDR) and is responsible for coordinating the day to day operations of the laboratory; monitoring all Quality Control/Quality Assurance procedures and practices; assisting in the management of the human resources of the core laboratory unit; examining and analyzing a variety of biological samples; collecting and analyzing laboratory samples and performing diagnostic tests on patients; reviewing, developing and implementing new and/or revised policies, procedures or instrumentation; and acting as a resource for Laboratory Medicine to ensure established procedures and policies are followed.

IRH is a 51 bed, accredited facility serving the town of Inuvik and 12 outlying communities serviced by the NTHSSA. The NTHSSA provides and supports the delivery of health care services to adults and children on an inpatient, outpatient and outreach basis in order to enhance healthy communities and well-being through excellence, accountability and respect for regional diversity. In addition to providing core laboratory services to the IRH, the laboratory provides services to:

- Seven community health centers
- Public health unit
- Homecare services
- Various group homes
- Department of Health and Social Services Health Protection Unit – Environmental Health
- Various other sites, including social services and dental therapy offices
- Northern businesses including mining, and private contractors.

Unlike most laboratories in southern Canada, the BDR laboratory lacks an on-site Pathologist. Pathology services are delivered through a consulting Pathologist in Edmonton, Alberta. In the absence of a local Pathologist the incumbent acts as a resource (first contact) on laboratory related practice (core laboratory) within the BDR, and provide direction on all IRH laboratory related matters. In addition, the incumbent is responsible for the quality of all results to ensure that the findings are reliable. The remoteness of IRH from major referrals centers requires that the incumbent have a comprehensive understanding in all disciplines of Laboratory Medicine, as well as instrument maintenance and repair.

The incumbent will be required to rotate through evening and weekend standby with the two Laboratory Technologists. While on standby the number of call backs is high (three to four calls per week of on-call).

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.

The Team Lead assists in managing a budget of approximately \$650,000 per annum.

## **RESPONSIBILITIES**

### **1. Coordinates/supervises the day-to-day operations of the laboratory.**

- Ensure that the stock of department supplies (medical and non-medical) is adequate and order supplies as required. This includes exercising a payment authority up to \$5,000 to maintain supplies and equipment for effective operation within the laboratory.
- Maintain an inventory which involves the ordering, reconciling arrivals, and ensuring proper storage and rotation.
- Gathers data and information to track program indicators set by the NTHSSA leadership team.
- Maintain the computerized database (Laboratory Information System - LIS) which includes but is not limited to verifying data and resolving technical problems.
- Investigates incident reports in the RL6 system and implements corrective action as required.
- Create monthly schedule and on-call schedule.
- Review and report workload units to the Regional Manager of Allied Health Services.
- Provides supervision, support, guidance and direction to laboratory staff and laboratory users.
- Supports and collaborates with medical practitioners in order to ensure appropriate and safe laboratory services.

### **2. Monitors 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.**

- Establish means and ranges of new lot/generation numbers of QC material prior to use.
- Monitor and oversee the Quality Control programs in each department in the IRH Laboratory, including any corrective actions, as required.
- Submit QC data to external agency for review and evaluation. Review reports received back and implements corrective action where appropriate.
- Troubleshoot any QC issues with professional consultants. Conduct audits of the delivery of laboratory services by individual Technologists and identify learning needs, develop core laboratory specific training plans and facilitate or arrange for the delivery of training.
- Provide laboratory-specific training to nursing staff at the IRH location, as well as community health nurses.
- Implements initiatives to measure and evaluate patient/client experience of laboratory services, reporting to the Regional Manager of Allied Health Services.
- Advocate for quality laboratory services in the NTHSSA- Beaufort Delta Region.

- 3. Assists in the management of the human resources of the core laboratory unit to ensure effective staffing and staff development.**
  - Planning the human resource needs of the unit.
  - Assisting with the recruitment and hiring of new staff and coordination of locum staffing.
  - Providing orientation and training to new staff including operations, routine duties, procedures, quality systems and organizational guiding principles.
  - Assisting with review of job descriptions.
  - Conducting staff performance appraisals in accordance with hospital policies.
  - Initiating corrective and/or disciplinary actions with employees as appropriate. Carries out delegated disciplinary activities at the direction of the Regional Manager of Allied Health Services.
  - Evaluating and recommending and facilitating the educational needs of the staff.
  - Holding regular staff meetings to review procedures, share information and address issues.
  - Recommend leave requests.
  - Monitoring/recording attendance and bringing forward any concerns about absenteeism.
  
- 4. Reviews, develops, and implements new and/or revised policies, procedures or instrumentation that has been suggested/recommended by management, professional laboratory consultants and/or medical professionals.**
  - Conduct research, as required (i.e. review new literature related to core laboratory reoccurring trends and reports from government agencies).
  - Assist in analyzer procurement and the coordination of validation protocols from consultant pathologists. (Instrument to Instrument correlation, precision, studies, reference range assessments and verification, calibration, procedure writing and staff training).
  - Develop written procedures that align with Territorial standards/policies and lead staff in the safe and effective implementation of new practices. Educate staff and monitor staff adherence to Territorial and Regional procedures. Assist the Manager in making capital submissions.
  - Lead and engage staff to develop and implement quality processes and to practice quality improvement on a routine basis.
  
- 5. Ensures the continued maintenance of 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 and delay in results of STAT patient specimens.**
  - Perform daily/weekly/monthly and as needed maintenance on a rotational basis with other laboratory staff.
  - Review documentation of routine preventative maintenance, and initiates 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.
- 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.**
- Provide orientation to new laboratory staff on laboratory equipment, policies and procedures and the Beaufort Delta Region environment.
  - Provide orientation to medical and on-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 (POC) instrumentation/testing and training/certification to hospital and community health center nurses.
  - Represent the laboratory on a variety of local, Regional and Territorial committees (i.e. Occupational Health and Safety, Infection Prevention and Control, Blood Transfusion subcommittee, Laboratory Leadership Committee, etc.).
  - Support community health center nursing staff on POC instruments.
- 7. Due to the absence of a local Pathologist, the Team Lead, Laboratory will assist in the interpretation of results to medical and nonmedical personnel, impacting patient care and addressing public health issues.**
- 8. Examines and analyzes a variety, of biological samples using recognized international laboratory practices to ensure that medical and nonmedical professionals have laboratory results required to diagnose, treat and manage disease.**
- Organize prioritize and verify the accuracy of patient/samples information prior to processing.
  - Prepare samples for analysis.
  - Analyze samples using complex laboratory instrumentation and manual techniques.
  - Review, verify and release patient results through LIS,
  - Ensure all lab results are accurately entered into the LIS to track patient information.
  - Determine and arrange for samples to be sent to referral laboratories for special handling/testing and to ensure that the Beaufort-Delta Region adheres to established national and international standards for the transportation of dangerous goods.
- 9. Collects and analyzes laboratory samples and performs diagnostic tests on patients as part of the health care team.**
- Run blood gas, capillary/venous gas testing, hematology, coagulation, chemistry, urinalysis, water sample analysis and blood bank product dispensing.
  - Collect blood using a closed collection system (ie. Vacutainer), needle with syringe, and/or micro-collection techniques following universal precautions.

- Perform urea breath tests for H. pylori, glucose tolerance testing, therapeutic drug monitoring, semen analysis, CSF analysis, etc, following established standards of practice.

## **WORKING CONDITIONS**

### **Physical Demands**

Although some of the incumbent's time will be spent working in their office on administrative duties, half of the incumbent's time will be spent providing hands-on analysis of biological samples. Therefore, the incumbent will be required to be on their feet and be exposed to repetitive bending over benches and equipment while performing this hands-on review and analysis of samples. They are required to lift items ranging in weight from 2kg to 10kg for stocking, storing or replacing of reagents/ inventory on a daily basis.

### **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 doing 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 very 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 Laboratory Technology with a focus on core laboratory functions, principles, and standards of practice including venipuncture, ECGs, medical terminology and the ability to operate and understand complex laboratory instrumentation is required 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.
- 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 computerized and mechanical laboratory equipment in order to complete analysis of biological samples.
- Ability to operate desktop computers in order to produce MS Word 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.
- Knowledge of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times
- Interpersonal communication skills; both written and verbal.
- Organizational behavior skills.
- Knowledge of and 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 degree level from an accredited Canadian Institution; and five (5) years of directly related laboratory experience which may include three (3) years of supervisory experience in a Canadian hospital medical laboratory.

**ADDITIONAL REQUIREMENTS**

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

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.

## **Inuvik Regional Hospital Requirements**

New Laboratory staff members must complete the following training activities within the first four 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