



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
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Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U 01-144; CA-1410	Laboratory Clerk	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Laboratory	Manager Diagnostic Services	Hay River Regional Health Centre

PURPOSE OF THE POSITION

The incumbents' main duty is clerical support. This includes, but is not limited to, data entry, filing, record-keeping and sorting of records and files. Minimal processing of Laboratory specimens and maintenance of minor equipment is also required of this position. The incumbent works with the Laboratory technologists and within the guidelines of established Laboratory policies and procedures and within the Vision and Mission Statement of the Hay River Health and Social Services Authority (HRHSSA) to ensure that medical and non- medical professionals have the accurate and timely test results necessary to diagnose, treat and manage disease.

SCOPE

This position is located at the Hay River Health & Social Services Authority (HRHSSA) Regional Health Center. The Hay River Health and Social Services Authority includes: the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, and Supportive Living Services and Community Health Services. The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Public Health, Environmental Health and Home Care and Rehabilitation which includes: Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The laboratory employs four full time technologists. Over 75 000 tests are processed annually with 40

to 50 client samples seen daily. The incumbent reports to the Manager, Diagnostic Services. The HRHSSA Laboratory provides health care services to adults and children on an inpatient/outpatient and referred-in basis in order to restore health with dignity. The Laboratory Clerk uses initiative, technical and critical thinking skills to perform the responsibilities necessary for the efficient daily operation of the Laboratory. This position performs routine laboratory data entry, filing, record-keeping and sorting of records and files. Minimal processing of Laboratory specimens and maintenance of minor equipment is also required of this position. Attention to detail in specimen receiving, labelling and pre-analytic processing (centrifuge), are all essential elements in the chain of analysis. Accurate and timely testing allows the practitioner to accurately diagnose medical conditions and arrange for proper care and treatment which ultimately impacts on a patients morbidity.

Excellent effective and confidential written, verbal and electronic communication by the Laboratory Clerk with co-workers, Supervisor, Physicians, clients and other members of the interdisciplinary health team is necessary to deliver excellent patient care. The incumbent collaborates with the Lab team to evaluate daily workload and events, and makes decisions for efficient operation of the Laboratory.

The incumbent, in addition to providing Laboratory Clerical services to Regional Health Centre, also provides Laboratory Clerical services to:

- Fort Resolution Nursing Station
- Fort Providence Nursing Station/Anne Bughins Wellness Centre
- Hay River Medical Clinic
- Third Party Billing companies (CannAmm/Driver Chek/Kyndrex/Insurance Companies)
- Public Health/Home Care
- Other NWT Labs as needed

The scope of this job is a pre-entry position. It provides routine filing tasks with a moderate amount of in-house training, in support of the Laboratory on a temporary basis. Activities are simple and repetitive, and covered by standard instructions.

RESPONSIBILITIES

The position involves:

- 1. Receives specimens for analysis following HRHSSA policies and procedures to ensure accurate patient data.**

Main Activities:

- Accessions specimens onto the Soft Lab (SCC) Laboratory Information System (LIS);
- Verifies client demographics from requisition to LIS;
- Verifies that name, date, time of collection on LIS label matches the specimen container and ensures that data is received on the appropriate requisitions;
- Verifies label on sample container matches any hand written identifiers; affixes Laboratory barcoded labels as required;
- Processes and distributes the laboratory samples collected within the hospital and samples referred in from other health facilities using established standards of practice.

2. Safely processes specimens for analysis following HRHSSA policies and procedures.

Main Activities:

- Centrifuges specimens and distributes them to the appropriate bench;
- Prepares and packages biological samples for transportation to referral laboratories and adheres to Canadian and International Dangerous Goods Regulations.

3. Clerical Duties

Main

Activities:

- Answers telephone calls and redirects to Lab personnel appropriately;
- Books Third party appointments in compliance with Lab schedule;
- Collects and sorts mail;
- Appropriately faxes and photocopies results for other referral centers in N.W.T. and Alberta in compliance with HRHSSA policies;
- Scans daily patient requisitions;
- Troubleshoots problems arising from erroneous items or codes, missing information, etc. with the referring department. Unresolvable issues are forwarded on to the laboratory supervisor;
- Files and shreds documents as necessary;
- Typing as required.

4. Maintains, disinfects and cleans work areas and minor equipment.

Main Activities:

- Records daily temperatures from rooms and equipment;
- Cleans and disinfects work areas/equipment during the day and at the end of each day;
- Cleans and disinfects storage equipment and areas as needed.

5. Maintains chemical and material supplies weekly to ensure necessary items are available for Laboratory operations.

Main Activities:

- Maintains inventories of supplies weekly;
- Unpacks and stores supplies;
- Restocks collection tray and maintains blood drawing supplies in Lab collection areas.

6. As part of the laboratory team – provide exceptional customer service to all laboratory clients.

Main Activities:

- Assists patients to achieve their optimum level of health;
- Advocate for the dignity and respect of all clients;
- Promote autonomy of patients and help them to express their health needs and values to obtain appropriate information and services;
- Demonstrate patient and family centered care and quality principles in the

- provision of services to patients and families;
- Respect cultural diversity;
- Ensures the personal information of the patient is only shared with their permission or as legally required;
- Establishes good communication with the patient showing respect and dignity while providing privacy;
- Maintain a professional appearance and demeanor at all times when engaging with laboratory clients including patients, ordering practitioners, nursing staff and hospital administration;
- Comply with the organizational dress code policy;
- Ensure that all interactions with colleagues and clients are in accordance with the HRHSSA Harassment Free and Respectful Workplace policy. Participates in mandatory Cultural Awareness, Anti-Racism, Customer Service, etc. courses;
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients;
- Focusing on the experience of the client from their perspective and listening to their needs;
- Fostering collaboration between the client and organization by working together to achieve our goals.

7. Plans and organizes his/her own work and resources in collaboration with the Lab team and the Diagnostic Services Manager and in accordance to the Collective agreement and the HRHSSA policies and procedures.

Main Activities:

- Participates in Laboratory staff meetings;
- Builds team environment by communicating, supporting, cooperating and contributing in a positive manner to co-workers within the Lab team and the multidisciplinary environment of HRHSSA;
- Follows a rotating staff schedule according to the allowed budget, collective agreement, and hospital policy to provide 24-hour coverage with shift work and on call. Takes part in the routine on call rotation and regular shift rotation;
- Provides support and task relief as required by co-workers;
- Reviews job description biannually or as needed and provides input on changes needed;
- Follows appropriate policy and procedures including technical, safety, confidentiality and personnel policies;
- Economizes usage of Laboratory and organizational resources;
- In collaboration with the Lab team, the incumbent evaluates daily workload and events and makes decisions to ensure the efficient operation of the laboratory.

POSITION ROLE IN CLIENT & STAFF SAFETY:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

- Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS & ABILITIES:

- Demonstrate excellent computer knowledge and skills in word processing, database, spreadsheet and Laboratory Information System programs with the knowledge and ability to input and retrieve information from the Laboratory Information System (LIS)
- Knowledge of the importance of patient and health care information confidentiality and must comply with all legislation and procedures directing the handling of confidential patient and organizational information.
- Demonstrates good communication and interpersonal skills and presents a pleasant professional manner at all times.
- Strong team player who demonstrates support for co-workers while able to perform duties independently and professionally.
- Flexibility to meet operational requirements including hours of work and location.
- Demonstrates good organizational and time management skills including the ability to multitask.

- Demonstrates professional judgment with objectivity and fairness.
- Prioritizes and responds effectively to changing workload demands.
- Shows initiative in identifying key issues and takes a logical, responsible approach to problem solving. Demonstrates critical thinking skills.
- Knowledge of trans-cultural environment sensitivity to others situations/feelings.
- Transportation of Dangerous Goods Training will be provided by HRHSSA to full-time staffs

WORKING CONDITIONS

Physical Demands

- There are physical demands placed on the incumbent such as standing, bending and lifting.
- They are required to lift items ranging in weight from 2 kg to >10 kg for stocking, storing or replacing of reagents/inventory on a weekly basis.
- A Lab coat and enclosed shoes are essential safety attire which may make the wearer warmer than is comfortable at times. Gloves are worn during the day which can cause skin irritation and risk of allergy. Extensive hand-washing and use of alcohol based hand cleaners can cause skin irritation.
- Much of the work is done daily using the LIS system with computer screens or word processing. This can lead to eyestrain, headache, and neck and shoulder strain depending on the work station used. There is a significant risk of carpel tunnel syndrome from daily use of computer keyboards, mouse, and hematology counters.

Environmental Conditions

- The incumbent works in a hospital environment. The incumbent is at continuous high risk of exposure to infectious disease as a result of working with biological samples and human waste
- There is the risk of injury from toxic/corrosive agents, disinfectants and medical equipment. These situations occur 5 to 10 times a week and the intensity of these exposures is high. This can lead to headaches and nausea.
- The incumbent is continually exposed to a noisy work environment including white noise from instruments, refrigerators, incubators, telephones and Biosafety cabinets.
- Temperature extremes as well as poorly controlled humidity can make the laboratory environment challenging and uncomfortable.

Sensory Demands

The incumbent is exposed daily on an ongoing basis to unpleasant odors from urine, feces and chemical reagents which can lead to headaches and/or nausea.

Mental Demands

Demand	Frequency	Duration	Intensity
Deals with a variety of medical and non-medical personnel who have expectations beyond the control of the incumbent.	5-15 times/day	10-30 minutes each time	normal- substantial
Deal with clients from a variety of cultural and ethnic backgrounds leading to difficulties in communication and/or cooperation.	1-3 times/day	10-30 minutes each time	Normal - Moderate

Demand	Frequency	Duration	Intensity
Contends with constant interruptions from phone calls and client walk-ins making it difficult to meet deadlines in a continuous, precise, efficient manner.	<i>20-30 times/day</i>	<i>5-15 minute each time</i>	<i>moderate-substantial</i>

The incumbent has a significant lack of control over the work pace due to staff shortages, practitioner ordering and frequent interruptions that may lead to mental fatigue or stress.

While tasks are routine, they need to be performed to a high level of accuracy and timeliness and the information and records are subject to a high level of scrutiny and security. Considerable concentration in a busy environment with tight deadlines can be mentally demanding.

Periodic interpersonal relationships between medical and clerical staff requires discretion, courtesy, tact and understanding.

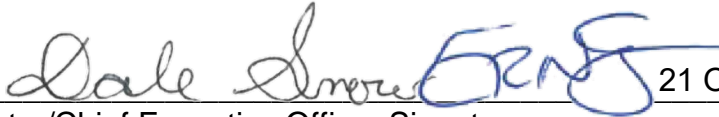
Within HRHSSA, all frontline staff must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

- Non-Violent Crisis Intervention,
- WHMIS,
- Aboriginal Cultural Awareness
- Infection Control - IPAC
- Internet and e-mail applications,
- Fire training,
- Certification in Health Provider CPR
- Privacy & Confidentiality
- Workplace Bullying
- Expected Behaviors
- Anti-Racism

CERTIFICATION

Position Number: CA1410

<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 an accurate description of the responsibilities assigned to this position.</p>
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<p> _____ Director/Chief Executive Officer Signature</p>	<p>21 October 2021 _____ Date</p>
<p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

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

Revised: February 2010
Revised: June 2021