



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911 route Mackenzie
Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
New	Laboratory Services Supervisor	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Diagnostic Services	Manager of Diagnostic Services	Hay River Regional Health Centre

PURPOSE OF THE POSITION

The Supervisor role incorporates front-line supervisory functions and management of a clinical component of direct client care as; a Laboratory Technologist (MLT), or a Combine Laboratory/Xray Techologist (CLXT) . The Supervisor supports other laboratory staff and admin staff of the Laboratory Department to plan, develop and implement best practices in accordance with established Health and Social Services Authority, Regional, Territorial and Professional standards and policies. The expected result is that laboratory services are delivered with a holistic, client centered approach to improve, maintain or restore the health and functional abilities of clients in order to optimize personal independence.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). 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) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

This position reports to the Manager of Diagnostic Services. The Diagnostic Services Department provides culturally sensitive care to referred clients in Hay River, the Hay River Dene Reserve, Enterprise, Kakisa, Fort Resolution, Fort Smith and to clients of other health authorities who are temporarily relocated to Hay River. Referrals are received from various sources (physicians, hospital units, acute and rehabilitation units, other health and social services agencies, and from the general public).

The Supervisor is a clinical technologist and supervisor that provides direct laboratory services and supervises 4.00 FTE from the professions of Medical Laboratory Technologists and Combined Laboratory/X-Ray Techologists in addition a 1.0 FTE Administrative Assistant.

The Supervisor works independently in the health center within the parameters of the code of ethics and standards of practice in their licensed profession in addition to policies and procedures of the organization. The Supervisor works with several cultural groups and serves a wide population from infancy to the elderly. The Supervisor works collaboratively with other disciplines of the HRHSSA.

In the role of clinical technologist, the incumbent ensures that a broad range of laboratory services are provided based on the identified needs of the client and their professional scope of practice.

The Supervisor ensures that the health care team provides quality care by promoting staff development through performance appraisals, continuing education, updating policies and procedures, and participating on committees.

The Supervisor ensures that additional funds acquired through other sources are spent appropriately and documentation requested is completed in an appropriate and timely fashion.

RESPONSIBILITIES

- 1. The Supervisor provides laboratory services in accordance with national and provincial/territorial laws and regulations as well as professional regulations and the policies and procedures of the Hay River Health and Social Services Authority.**

Main Activities:

- Please see HRHSSA MLT/CLXT job descriptions for profession specific details of job responsibilities, main activities, knowledge skills and abilities, and demands that are additional to those listed in this document.

2. The Laboratory Services Supervisor oversees the day-to-day operation of the Laboratory Services and Programs and provides leadership, education and direction to staff.

Main Activities:

- Participates with the Manager, Diagnostic Services in the recruitment, selection, orientation and performance management of staff positions in their area.
- Provides orientation for staff from other departments and physicians.
- Supervises the MLT, CXL, and the Administrative Assistant within the department.
- Authorizes vacation and sick leave, and makes recommendations on the authorization of other leave requests.
- Reports budget variances on a monthly basis.
- Provides quarter status reports on Operations Plan.
- Participates in drafting the Annual Report for Laboratory Services.
- Acts as the first line of assistance for staff dealing with unusual or complex occurrences and deals with conflicts between staff and internal/external customers.
- Participating in quality improvement activities such as: chart audits, client satisfaction surveys, accreditation and quality task teams.
- Assists in the development of quality performance indicators.
- Oversees the ordering of supplies, and approving requisitions up to the assigned limit.
- Represents the departments on various committees.

3. Provides strategic and operational planning for Laboratory Services to meet the needs of the community, according to HRHSSA Results Policies and Operational policies and procedures.

Main Activities:

- Provides recommendations to Senior Leadership Team for strategic planning.
- Plans in accordance with Acts and Regulations pertaining to the diagnostic services specialties under their jurisdiction.
- Identifies program goals and develops program format.
- Drafts the Laboratory Services Operational Plans and budget with the Manager, Diagnostic Services for review by senior leadership.
- Annually prepares O & M and Capital budget forecasts for Laboratory Services.
- Collects, analyzes and prepares reports on departmental statistics for Senior Leadership and/or DH&SS.
- Monitors monthly budget and purchase reports.

4. **In conjunction with the Laboratory Services team, plans, develops, implements and evaluates new and continuing Laboratory services and programs in accordance with HRHSSA policies and procedures and legislation.**

Main Activities:

- Reviews requests and referrals for service.
- Initiates, develops and maintains cooperative and effective relationships within the department, with other health care professionals on the health care team, and community organizations/agencies, including First Nations groups.
- Participates on various interdisciplinary committees to facilitate communication between departments.
- Reviews and regularly updates manuals and departmental policies and procedures in consultation with Senior Leadership for appropriate revisions.
- Ensures current evidenced based manuals and literature is available.
- Represents the department on various internal and external committees.
- Attends client case conferences with the multidisciplinary team when necessary.
- Participates in the HRHSSA accreditation process.

5. **Contribute to own professional development and the development of the Laboratory Services programs in order that the highest standards are reached and that the program continues to offer services that are both cost efficient and effective.**

Main Activities:

- Furthers own education and personal development by: attending in-services, conducting self directed studies, pursuing professional development activities and reviewing current literature.
- Prepares and presents information in-services to other health professionals, community groups, facility staff and the public when necessary.
- Acts as a preceptor/ supervisor of laboratory services students from both local and southern post-secondary institutions as necessary.
- Deals with conflicts or complex problems with clients or between staff.
- Acts as a Clinical resource/consultant for staff.
- Schedules and facilitates staff meetings.
- Promotes continuing education for staff and ensures staff has the required Certifications/Licenses.
- Participates in assisting and guiding staff to develop short and long term goals for the advancement of their careers.

6. **Monitors and evaluates the performance of the Laboratory Services department using performance indicators in accordance with Quality Assurance practices, Regulatory practices within each diagnostic services discipline, and HRHSSA Results policy and Operational policy and procedures.**

Main Activities:

- Analyzes, designs, coordinates, and evaluates programs on an ongoing basis in response to community needs and issues.
- Develops and monitors department goals and objectives.
- Evaluates patient care in accordance with recommended standards.
- Monitors and maintains equipment, inventory and supply levels. Orders and maintains rehabilitation equipment as required.
- Develops and monitors performance indicators for QA and Risk Management programs.
- Maintains approved standards of training to ensure that staff delivers care in a safe and competent manner.

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 AND ABILITIES

- Strong leadership and interpersonal skills.
- Ability to communicate effectively with clients and colleagues of different ages and cultures.
- Good organization and team management skills.
- Ability to problem solve and exercise professional judgment.
- Ability to function and produce results in a team-based setting.
- Ability to train and develop staff potential.
- Knowledge of current health care trends and the ability to promote high standards of diagnostic imaging practice, education, and administration.
- Knowledge of current diagnostic imaging theory, practices and regulations.
- Ability to plan, develops, and manages: strategic, operational, program, budgets and equipment.
- Knowledge of quality improvement and risk management programs.
- Computer literacy skills, familiarity with current office programs and the Internet are desired.
- Ability to deal with Human Resource issues including knowledge of Collective Agreements
- Knowledge of multi-cultural environment and a sensitivity to others' situations/feelings
- Diploma as a Medical Laboratory Technologist or Combined Laboratory/X-ray Technologist from an accredited college or university.
- Three years of previous laboratory services experience
- Experience in a supervisory position preferred
- Current registration in good standing with a Canadian or Provincial/Territorial Regulatory body (CSMLS, ACCLXT, etc)
- Current Certification in CPR is required.
- Valid class 5 driver's license required.
- Willingness to obtain NVCI training within 1 year of hire.

WORKING CONDITIONS

Physical Demands

Demand	Frequency	Durations	Intensity
Transferring clients and teaching transfer skills to staff.	Daily	Varies	Moderate
Prolonged sitting at a computer/desk and keyboarding	Daily	3 -4 hours	Moderate
Required to move heavy tables, chairs and equipment when setting up for meetings	5 - 10 times yearly	25 min	Low
Good body mechanics will decrease chance of injury. Is able to take scheduled breaks from the computer.			

Environmental Conditions

Demand	Frequency	Durations	Intensity
Exposure to communicable diseases	Daily	30- 60 mins	Moderate
Exposure to blood or body fluids	Daily	Variable	Moderate to High
Travel in adverse weather conditions to meetings/workshops, client visits (for supervision or case conferences)	Weekly	Variable	Moderate
Potential exposure to dog bites, falls, car accidents, and assaults in a client's home while performing home visits	Weekly	Variable	Low to Moderate
Exposure to hazardous substances	Daily	Variable	Moderate
The incumbent reduces their risk of injury by ensuring up to date immunization status and practicing universal precautions with all clients and applies WHMIS knowledge.			

Sensory Demands

Demand	Frequency	Durations	Intensity
Language barriers, poor reading and writing skills, and cognitive and mental impairments in clients	Daily	Variable	Moderate
Operates various pieces of equipment: Ultrasound, Hydrocollator, Heat gun, Orthotic Grinder, Laser treatment unit, Lamination equipment,	Weekly	Minutes to hours	Moderate to High

Works on several projects or requests simultaneously	Daily	Minutes to hours	Moderate
Constant periods of high acuity demand long periods of concentration, accompanied by frequent interruptions and resulting in continually evaluating and shifting priorities	Daily	30 minutes to 5 hours	Moderate
Must constantly be able to prioritize and communicate demands from department and clients.	Daily	30 minutes to 5 hours	High

Mental Demands

Demand	Frequency	Durations	Intensity
Exposure to clients with complex needs and emotionally disturbing experiences and histories of trauma	Daily	Variable	Moderate to High
Dealing with aggressive, intoxicated, potentially abusive, and volatile clients and/or family in home and office setting	Daily	Variable	Moderate
Enter unsafe conditions such as client's homes that are unfamiliar and which may pose a threat to their safety	5-10 times per year	Variable	Moderate
Expected to remain calm, controlled and professional, regardless of the situation and demonstrate care and compassion to the staff, client, family and other members of the health care team	Daily	Minutes to Hours	High
Expected to continuously evaluate programs, prioritize care, and meet the demands of a dynamic and changing environment	Daily	Minutes to Hours	High
Expected to meet the demands of: dealing with budget cuts and restraints, deadlines in submitting reports, proposals and audits, recruiting qualified staff for the departments and providing increased services with fewer resources. These demands lead to increased mental stress and fatigue	Daily	Minutes to Hours	High

CERTIFICATION

Position Number: U-02-47

_____ 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.
_____ Director/Chief Executive Officer Signature	_____ Date
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

“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”.