



Job Description

IDENTIFICATION

<i>Position Number</i>		<i>Position Title</i>	
U-01-45-DIC		Manager, Diagnostic Services	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>	
Diagnostic Services	Director, Client Services	Hay River Regional Health Center	

PURPOSE OF THE POSITION

The Manager role incorporates front-line supervisor and management with a diagnostic caseload as: a Combined X-Ray Laboratory Technologist or X-ray Technologist. The Manager supports other Technologists and administrative staff of the Diagnostics Department to plan, develop and implement best practices in accordance with established Hay River Health and Social Services, Territorial and Professional standards and policies.

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. 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 and Rehabilitation which includes: Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

Reporting to the Director, Client Services, the position provides first level management and leadership to the Diagnostic Imaging, Ultrasound, Mammography and Laboratory departments.

The incumbent is a Technologist and Manager that provides diagnostic services and is responsible for administering a combined budget of approximately \$1.6 Million and directly supervises 6.0 FTE positions, including a 1.0 FTE Medical Radiology Technologist, 1.0 FTE Sonographer, 3.0 FTE Laboratory Technologists, and a 1.0 FTE Mammography Program Support Worker. The incumbent is also responsible for hiring Mammography, Ultrasound, X-ray, and Laboratory locums/casuals as required and is expected to cover a portion of the required on-call X-ray services. All locum travel and accommodations are coordinated between the Purchasing department and the incumbent. The incumbent must ensure locum/casual employees have obtained a satisfactory Criminal Record Check including the vulnerability section as well as ensuring they have the required licensure. The incumbent must arrange for site access as well as required software associated computer access for all casual/locum employees. The incumbent is responsible for the booking of on-call transportation if required by the casual/locum.

RESPONSIBILITIES

- 1. The Manager provides Combined X-Ray Laboratory Technology or Medical Radiology Technologist 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 Combined X-Ray Laboratory Technologist or X-ray Technologist job descriptions for professional specific details of job responsibilities, main activities, knowledge, skills, abilities and demands that are additional to those listed in this document.

- 2. The Manager oversees the day-to-day operation of the Diagnostic Services Departments and Programs and provides leadership, education and direction to staff.**

Main Activities:

- Participates with the Director, Client 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 Laboratory Technologists, Medical Radiological Technologist, Sonographer and Mammography Program staff and Locum staff.
- Authorizes vacation and sick leave, and makes recommendations on the authorization of other leave requests.
- Creates reports on a monthly basis regarding: departmental operations, client load, turn-around times, physician utilization, no shows, Canadian Blood Services utilization and other reports as required. Distributes reports to internal and external stakeholders as required.
- Provides quarter status reports on budget matters to Finance.
- Creates the Annual Report for Diagnostic Imaging, Ultrasound, Mammography and Laboratory Services for the Public Administrator.
- 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: quality control 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.

- Track mandatory education requirements of all staffs supervised to ensure compliance.
- Obtain laboratory codes for all new practitioners to enable LIS data entry
- Obtain quotes for service for all duties performed by the referral laboratory outside the realm of the existing Referral Service Agreement.

3. Develops and monitors approved capital and operating budgets for Diagnostic Imaging & Laboratory Departments, consulting with staff, patients/clients and other program managers to integrate the department within hospital finances:

Main Activities:

- develops funding proposals and program planning for the departments and special projects;
- evaluates departmental services and procedures to continually develop and improve cost-effective service and find new efficiencies;
- Develops monthly variance reports and statistical reports as required.
- Provides recommendations to Senior Management 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.
- Assists with the developing of Operational Plans and budget with the Director, for review by senior management.
- Collects, analyzes and prepares reports on departmental statistics for Senior Management and/or DH&SS.
- Orders supplies as necessary to maintain provision of services.

4. Coordinates the operation of Diagnostic Services, in accordance with HRHSSA policies and procedures, and appropriate Standards of Practices ensuring they are run in a safe, efficient, client-focused manner, providing quality patient/client care.

Main Activities:

- a) Directs, evaluates, and follows up on patient/client care in accordance with HRHSSA and department policies and procedures to ensure risk-free, high quality and compassionate care of patient/client within a clean and safe environment:
- promotes and ensures that all patient/client care personnel perform regular and special procedures in accordance with approved standards in a safe and competent manner;
 - initiates workplace accident investigations and documents WSCC occurrences in accordance with policies and procedures;
 - directs the provision of patient/client care support in unusual and emergency situations to ensure safe care of patients/clients;
 - is the first line of assistance for staff dealing with unusual or complex occurrences;
 - Deals with conflicts between staff, patients/clients, families and members of the community.
- b) Collaborates with the Quality Management Coordinator to ensure that Quality and Risk Management programs for the departments are maintained under current professional Standards of Care and the recommended Accreditation Standards:

- assists in the development and monitoring of the QA indicators;
- reviews incidents and provides appropriate follow-up of process errors and unusual occurrences for patients/clients, visitors and staff;
- maintains up-to-date departmental policies and procedures
- prepares, achieves and monitors recommended Accreditation Standards
- ensures the availability of current manuals and reference materials;
- collects and analyzes departmental statistics and prepares reports;

5. Develops and fosters a team approach to the management and delivery of high quality care to all clients/patients.

Main Activities:

Functions as a member of a multidimensional and interdisciplinary team to deliver quality care to patients/clients through continuous quality improvement within the organization and in the community:

- participates on committees as required, such as Accreditation committee, Lab Advisory Committee, Diagnostic Imaging Territorial Committee, other committees with the goal of improved patient/client care services;
- participates on various interdisciplinary, interdepartmental committees to facilitate communication between departments on issues of mutual concern and interest e.g. Management team, etc.;
- maintains effective interpersonal and public relations with HRHSSA personnel, other HSSAs, vendors and other stakeholders;
- continually seeks knowledge and skills required for practice and incorporates these into policies and professional practices;
- encourages positive working relationships with other health care professionals on the health team;
- Acts as a resource/consultant for staff, patients/clients, families, and members of the community.
- Covers part of on-call schedule for appropriate department and covers shifts - sick or vacation leave as required, to ensure staffs are able to utilize leaves without interruption of services.

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.

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 diagnostics practice, education, and administration.
- Knowledge of current diagnostics theory, practices and regulations.
- Ability to plan, develop, and manage: 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 the Collective Agreement
- Knowledge of multi-cultural environment and a sensitivity to others' situations/feelings
- Must be a registered Medical Radiology Technologist or Combined X-Ray Laboratory Technologist.
- Five years of related experience with at least three years of management/supervisory experience is preferred.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

WORKING CONDITIONS

Additional working conditions would be specific to the incumbent's specific technology.

Physical Demands

Demand	Frequency	Durations	Intensity
Often required to move/lift heavy equipment and patients during the day (often lifting equipment above shoulder height), as well as Transferring clients.	Daily	Varies	Moderate to High
Prolonged sitting at a computer/desk and keyboarding	Daily	4-6 hours	Moderate to High
On standby - has a significant impact on family and social life while dealing with lack of sleep during the week	Minimum of alternate weeks	24/day	Severe
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	Variable	Moderate
Exposure to blood or body fluids	Daily	Variable	Moderate to High
Exposure to hazardous substances which may include ionizing radiation.	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:	Weekly	Minutes to hours	High
Works on several projects or requests simultaneously	Daily	Minutes to hours	Moderate to High
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	High
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.	Daily	Variable	Moderate to High
Expected to remain calm, controlled and professional, regardless of the situation and demonstrate care and compassion to the staff, client, client's 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. Covering vacancies where applicable while still trying to complete management duties. These demands lead to increased mental stress and fatigue	Daily	Minutes to Hours	High
Operate various pieces of equipment: increase in stress levels due to limited exposure to equipment and processes within the working environment	Weekly	Minutes to hours	High

CERTIFICATION

Position Number:

<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 the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>_____ 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.

New April 2013
 Revised 2019
 Training Update – December 2021