



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

## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-01-43; U-02-43, U-03-43, U-04-43; U-05-43, CA-1410	Laboratory Technologist	
<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 Laboratory Technologist performs the responsibilities necessary for the daily operation of a medical laboratory (including but not limited to specimen collection and receiving, electrocardiography, hematology, chemistry, and transfusion medicine). The incumbent works within the context of the vision and principles of Hay River Health & Social Services Authority, in accordance with the CSMLS professional guidelines and hospital policy and procedures. The incumbent works in accordance with recognized international laboratory practices as well as the philosophy and objectives of the 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 Technologist uses initiative, technical and critical thinking skills to perform the responsibilities necessary to the efficient daily operation of the Laboratory. This position performs routine laboratory analysis in chemistry, hematology, transfusion medicine and specimen collection and handling activities. While performing analysis the incumbent must be able to recognize normal and atypical findings, and initiate the appropriate actions. 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. This testing also assists public health teams address regional or territorial health issues in an effective manner. The incumbent rotates among duties in Specimen Collection/Receiving, Electrocardiography, Chemistry, Hematology, Immunohematology, and Urinalysis in accordance to the Collective Agreement and the HRHSSA policies and procedures.

The Laboratory Technologist interprets patient and quality control results to ensure the multidisciplinary team can make a precise assessment and diagnosis for optimal patient care and treatment. The absence of an onsite Pathologist require the incumbent to act as an extensive resource for information, training and problem-solving for physicians, health centers, and the multidisciplinary team. The incumbent must have a comprehensive understanding in the Laboratory Medicine disciplines as well as instrument maintenance and repair. The remote location precludes immediate service onsite; our current response time with the existing agreements for onsite service is 72hrs. The incumbent must have advanced skills in instrument maintenance, diagnosis and repair to prevent downtime.

Excellent effective and confidential written, verbal and electronic communication by the Laboratory Technologist with co-workers, Senior Management Team, Physicians, Pathologists/Laboratory specialists, 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 Laboratory Technologist assists in program education initiatives and administrative duties to enhance the quality of patient care and diagnostic services provided by other members of the interdisciplinary team and Laboratory staff.

The incumbent may be exposed to emotionally upsetting situations and is expected to remain calm, controlled and professional, regardless of the situation and demonstrate care and compassion to the client/patient and other members of the health care team. In addition to providing Laboratory services to Regional Health Centre, the Laboratory also provides 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

## **RESPONSIBILITIES**

- 1. Using Infection Control and Prevention precautions, the incumbent safely collects, processes and analyzes a variety of biological samples for Hematology, Chemistry, Transfusion Medicine and Microbiology using critical thinking skills in the interpretation of results to assure optimal patient care and treatment.**

### **Main Activities:**

- Collects and processes biological specimens using universal precautions involving procedures including but not limited to venipuncture, micropuncture, urinalysis, and electrocardiography;
- Ensure the patient identity corresponds with the requisition information and that the patient and/or patients family fully understands the procedure;
- Processes patient specimens with attention to appropriate universal precautions and packaging for transportation of diagnostic specimens and infectious substances as per TDG regulations;
- Travels to and from the local airport with specimens when required according to the Dangerous Goods Regulations transportation policies and procedures;
- Organize, prioritize and verify the accuracy of the patient/sample information prior to processing;
- Prepare samples for analysis;
- Determine when samples require special handling and ensure that HRHSSA adheres to established National and International standards for the transportation of dangerous goods (TDG);
- Run blood gas and capillary/venous gas tests;
- Perform peripheral blood collection for adult, pediatric and neonatal patients using a closed collection system (Vacutainer), needle with syringe, and/or microtainer collection techniques using routine practices and additional precautions as required;
- Ensures safety of client through identification procedures, infection control protocols and physical positioning and/or use of appendage;
- Maintains a safe, clean and orderly environment; provides required level of disinfection between patients.

- 2. Examine and analyze a variety of biological samples using recognized international laboratory practices to ensure that medical and non-medical professionals have laboratory results required to diagnose, treat and manage disease.**

### **Main Activities:**

- Analyze samples using complex laboratory instrumentation and manual techniques;
- Review, verify and release patient results through the Laboratory Information Systems (LIS);

- Ensure all lab results are accurately entered into the LIS to track patient information;
- Aliquot and mixes chemicals with attention to WHMIS guidelines;
- Maintains knowledge and skills in technical departments including Hematology, Chemistry, Microbiology and Transfusion Medicine and follows established procedures for analyzing samples in all technical areas of the Laboratory;
- Resolves technical problems and assesses unusual test collection/results with critical thinking skills and takes appropriate action to resolve the problem;
- Recognizes unusual or abnormal findings or events and reports them to the appropriate resource(s) for action/solutions: Attending physician, consulting pathologist, quality risk manager, Manager, Diagnostic Services, CEO. Reviews incidents of unusual occurrence and files appropriate documentation for risk management;
- Evaluates and modifies new methodologies and equipment as appropriate to improve Laboratory services;
- Verifies all technical work to ensure proper testing, reporting and computer entry has been carried out. Verifies that copies of reports are printed or faxed to the appropriate Ward, Clinic, and Health Centre, Notifiable Disease Center or infection control as required. Verifies that offline reports (E.g. ECGs) are sent to specialist for review and final reports are appropriately distributed;
- Ensures designated providers are notified of critical or panic results in a timely manner and documents process.

**3. Uses the skills, abilities and knowledge required to carry out the validation of new testing platforms prior to use on patient samples. Carry out Lot to Lot QC validations prior to using QC in live laboratory testing environment to ensure analyzer accuracy.**

**Main Activities:**

**Validation and Lot to Lot comparison studies include, but are not limited to:**

- Accuracy studies – 3 to 5 data points from an external Proficiency Testing Survey per analyte;
- Precision study – this can be a Simple Study where 20 replicates of each level of control are performed in one run or a Complex Study where 5 replicates a day of each level of control are performed for 5 days to produce 25 results per analyte. The study required may be one or both of the above;
- Linearity study – Minimum 5 data points utilizing appropriate materials near the upper and lower limits of the manufacturer's stated AMR performed in duplicate;
- Correlation study – 40 data points per analyte (mix of abnormal and normal patient population);
- Reference Interval study – 20 to 40 normal individuals – preferably 50% males and 50% females over a wide age range with no clinical history of chronic disease and no history of current prescription medicine use;
- Limit of Blank study – Generate 20 values on the same run using a sample devoid of analyte or use diluent;
- Lower Limit of Detection study – Utilizing a sample that should fall within the manufacturer's stated LOD, generate 20 values;
- Specimen Stability study – Select 3 sample pools, consisting of 2 tubes each which represent – Low, Normal and High. Assay samples at 0hrs, retain one tube at room temperature the other is placed in the fridge. Assay room temp and fridge specimens again at specified intervals;
- Predictive Value Differential – 100 well prepared smears, made in duplicate, ensure

samples are run on new and reference analyzers. 50 normal and 50 abnormal smears required.

The incumbent needs to be able to compile the data and correctly enter it into the supplied Excel documents for submission and analysis.

**4. Perform, record, interpret and monitor Quality Control (QC) on all instruments and equipment to ensure the precision and accuracy of results reported.**

**Main Activities:**

- Follow approved standard operating procedures perform QC tests on all instruments prior to analyzing samples;
- Calibrate or assist in the calibration of laboratory equipment on a scheduled and as required basis;
- Continually review test results in accordance with approved standard operating procedures to evaluate for any potential analytical error;
- Decide whether to release, delay or repeat testing prior to the reporting of patient results (reported results must be accurate) in accordance with approved standard operating procedures (SOPs);
- Investigate abnormal results/trends and initiate corrective actions;
- Demonstrates proficiency in troubleshooting instrumentation and procedures for improved bench efficiency;
- Report QC issues to the Manager, Diagnostic Services with initial investigation results;
- Ensures the maintenance of laboratory equipment according to preventative maintenance schedule and established procedures to extend life expectancy;
- Arranges preventative maintenance inspections;
- Seeks help in a timely manner from co-workers and/or instrument hotlines to minimize downtime of equipment when troubleshooting. Informs the Manager, Diagnostic Services of estimated downtime of instrument;
- Telephone panic results to appropriate care center, nurse in charge or physician to ensure appropriate and timely care can be initiated, and ensures this action is documented.

**5. Delegation in the absence of a Pathologist.**

**Main Activities:**

- Laboratory technologists will assist in the interpretation of results to medical and non-medical personnel, impacting on patient care and addressing Public Health Issues;
- Laboratory technologists will out-source other appropriate testing when required by practitioners.

**6. Collaborates with Laboratory team and follows safety, fire, and emergency policies, programs and procedures while performing duties with care and consideration for the safety of others.**

**Main Activities:**

- Accepts responsibility for the safety of clients and others while they are in the laboratory;
- Performs duties with care in order to reduce the risk of injury to self, co-workers and clients;
- Follows safety procedures at all times and is familiar with fire and emergency procedures and required equipment (E.g. Fire extinguishers);
- Ensures safety procedures are followed and that the Lab team is familiar with fire and emergency procedures as outlined in safety and procedure manuals;
- Performs general housekeeping duties to ensure cleanliness and compliance with infection control protocols;
- Works with Fire, Health and Safety committee to ensure that safety concerns are addressed;
- Incumbent ensures that she/he is current in and follows WHMIS, TDG and Handwashing regulations and training;
- Understands and follows Infection Prevention and Control protocols for the complete protection of themselves and others;
- Knows and follows procedure for filing incident, unusual occurrence, accident, WSCC and Blood and Body Fluid exposure reports;
- Attends safety training and shares relevant information with the Laboratory team.

**7. Demonstrates and maintains excellent, effective and confidential written, verbal and electronic communication with clients, Laboratory staff, Senior Management Team, Physicians, Pathologists/Laboratory specialists, and other members of the interdisciplinary health team.**

**Main Activities:**

- Maintains at all times professional attitude and mannerisms. Shows courtesy, respect and kindness at all times when interacting with clients, hospital staff and public to develop an excellent rapport. This includes the use of appropriate language and tone with an awareness of body language;
- Demonstrates effective and confidential verbal, written and electronic communication with Laboratory specialists (Hematologists, Clinical Chemists, etc), physicians, co-workers, other members of the interdisciplinary team and clients to ensure excellent client service and public relations;
- Communicates with sales and/or service representatives and instrument hotlines;
- Communicates with consulting Pathologists or other laboratory specialists when unusual situations arise, client related issues and /or when an abnormality needs attention;
- Effective, courteous electronic communication via email and text message;
- Effective and appropriate use of Laboratory telephones is critical;
- Cooperates with co-workers and members of the interdisciplinary team to resolve internal and external Laboratory issues and to complete tasks in a manner that creates optimal client satisfaction;
- Liaisons with physicians, other departments in the hospital, community physician offices and referral laboratories to maintain and improve the quality of laboratory service;
- Participates in interdisciplinary committees for problem solving, policy and procedure development and continuous quality improvement including but not limited to: Client Care Services; Infection Control; Occupational Health and Safety; Clinical Practice

- Advisory committee; Interdisciplinary rounds; and Laboratory Advisory Committee to the Department of Health and Social Services;
- Designs and implements requisitions and other report forms for distribution, infection control and statistics;
  - Maintains knowledge of the current Laboratory Information System (LIS) and other HRHSSA integrated systems to accession specimens, enter data, monitor operation and investigate problems as required;
  - Serves as technical support for LIS based problems.

**8. Maintains a comprehensive Maintenance program for all automated analyzers, point of care machines and manual procedures in compliance with territorial, national and international standards to ensure the precision and accuracy of reported results thereby ensuring the appropriate diagnosis and treatment of clients.**

**Main Activities:**

- Performs maintenance on approximately \$300K worth of complex laboratory equipment in order to minimize downtime and maintain productivity. This will extend the life expectancy of the instruments thus avoiding costly repair and/or early replacement;
- Performs checks and monitors quality control data on automated instruments and for manual procedures as required to ensure accurate reporting of results;
- Perform and document routine preventative maintenance on a scheduled basis;
- Due to the remoteness of the community, the incumbent troubleshoots and is required to perform complex repairs on instrumentation, either unassisted or in telephone consultation with instrument repair specialists as required;
- Notify Manager of repairs that are outside the scope of the incumbents training or require further intervention;
- Effectively documents quality control and corrective actions taken by the incumbent for out of control values within the LIS;
- Investigates abnormal Quality Control results and determines in collaboration with the Lab team whether to release or delay the reporting of patient results pending corrective action;
- Appropriately informs and consults with DSM on high-risk decisions involving quality control problems including any trends or shifts in quality control;
- Punctually and accurately downloads and completes and submits month end external quality control results after collaborative review of results by another Laboratory technologist prior to deadline for faxing or electronic submission;
- Ensures there is an adequate supply of quality control material and that all controls, reagents, equipment and supplies are suitable for use;
- Reviews and files calibration documentation for all tests as required;
- Files quality control reports appropriately and in a timely manner;
- Reviews and maintains quality control and maintenance programs for all internal and external point of care testing including but not limited to glucometers, manual urinalysis, urine pregnancy tests and occult blood according to federal and territorial legislation and regulations;
- Maintains and troubleshoots point of care testing throughout the organization as required;
- Evaluates all new point of care testing brought into the organization prior to usage to ensure precise and accurate testing for immediate clinical care.

**9. 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;
- Provide patient instructions and advice within the scope of the role of a Medical Laboratory Technologist as identified by the Canadian Society of Medical Laboratory Technology;
- 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;
- Responds to callbacks in a professional and timely manner;
- 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.

**10. 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;
- Supervises and assists new staff and laboratory students when assigned;
- In collaboration with the Lab team, the incumbent evaluates daily workload and events and makes decisions to ensure the efficient operation of the laboratory;

**11. Performs administrative duties including: Reviewing current procedures, accreditation preparation, preparing statistical reports, participating in interdisciplinary committees and ordering supplies from onsite stores.**

**Main Activities:**

- Reviews all laboratory policies and procedures and manuals and participates in the revision process;
- Track stock items (laboratory products and supplies) used and order supplies in the System for Accountability and Management (SAM) when additional items are required;
- Assures adequate supplies are assembled;
- Prepares Laboratory to meet Accreditation Canada Laboratory Standards and Guidelines to achieve Laboratory Accreditation;
- Checks off and otherwise tracks specimens sent to referral laboratories for testing;
- Participates on interdisciplinary committees for problem solving, policy and procedure development and continuous quality improvement including but not limited to: Client Care Services; Infection Control; Fire, Health and Safety; Interdisciplinary rounds and Labour Management;
- Assists in tabulating month end statistics on laboratory testing as required by the Diagnostic Services Manager;
- Orders, reconciles and maintains supply inventory from stores department as needed and alerts Diagnostic Services Manager to low levels of external vendor supplies in a timely and written manner;
- Inventories blood supply and orders appropriate blood and blood products from Canadian Blood Services;
- Maintains and regularly updates computer databases (LIS and Blood Transfusion database);
- Uses responsible practices which contribute to cost effective use of health care resources;
- Verifies referral testing invoices in a timely manner as required by the Manager, Diagnostic Services;
- Ensures collection of payment/or lieu of from clients as required;
- Completes payroll callback/overtime sheets for submission to Manager, Diagnostic Services for approval;
- Faxing of reports to external sources when results become available through verified fax numbers within the LIS;
- Address all incoming calls to designated work area including inquiries from clients and outside departments/facilities.

**12. Act as a resource for Laboratory Medicine to ensure established procedures and policies are followed, and to enhance the awareness of the profession**

**Main Activities:**

- Provide orientations to new laboratory staff on laboratory equipment, policies and procedures and HRHSSA workplace;
- Provide orientations to non-Laboratory and non-medical personnel in the proper collection and transport of biological samples. This includes, but is not limited to: venipuncture techniques, slider preparation, etc.;
- Provide Point of Care testing and instrument maintenance;
- Represent the Laboratory on a variety of hospital committees related to Laboratory services when required.

**13. Assists in planning education initiatives and training other members of the interdisciplinary team and Laboratory staff in programs to enhance the quality of patient care and diagnostic services.**

**Main Activities:**

- Participates in continuing education and training to maintain current applicable knowledge and competency in hematology, chemistry, transfusion medicine, microbiology and quality assurance;
- Assists in planning and providing in-services, training and resources to other health care personnel, as requested by DSM or SMT. These include but are not limited to: glucometers, electrocardiography and venipuncture/micro puncture.
- Participates in training of new staff and students;
- As required, teaches new instrumentation, procedures and maintenance to staff.

**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:**

- Applicants must have achieved a degree or diploma from a recognized Canadian Medical Laboratory Technology program. Internationally trained Medical Laboratory Technologists must have at least 2 years' experience working in a Canadian Medical Laboratory. Applicants must be registered with the Canadian Society of Medical Laboratory Science at their General Registered Technologist designation. New graduates waiting to write their certification examination will be considered however; registration must be achieved prior to beginning employment with Laboratory Services. Registration must be maintained throughout the period of employment with Laboratory services. Equivalencies will not be considered.
- A minimum of one year experience in Hematology, Chemistry, Transfusion Medicine and Microbiology is preferred. Knowledge and experience in Electrocardiography also preferred.
- Current WHMIS and TDG Certificates are required.
- Knowledge of Medical Laboratory Technology with a focus on principles and standards of practice including specimen collection and handling, medical terminology, Chemistry, Hematology, Transfusion Medicine, Urinalysis, Point of Care Testing and manual laboratory testing methods, including microscopic cellular differential counts and identification and semen analysis.
- Ability to operate, understand and maintain complex laboratory instrumentation is required in order to provide direct hands on laboratory testing, provide directions and leadership to fellow hospital staff, and in order to analyze and interpret results to aid medical and non-medical professionals in the diagnosis, treatment and management of disease.
- 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 current technical skills and knowledge of current methodologies and/or

instrumentation within the field by participating in ongoing continuing education.

- Demonstrates good communication and interpersonal skills and presents a pleasant professional manner at all times.
- Recognizes and responds effectively and appropriately to an emergency.
- 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.
- Ability to quickly recognize atypical laboratory findings and initiate the appropriate action.
- Ability to speak and listen effectively with laboratory staff, clients, Senior Management, physicians and Laboratory specialists. Able to write clearly and concisely in notes, email and reports to the previously stated audience to resolve issues.
- Willingness and ability to be in an on-call rotation.
- Able to pass a color-blindness test with no impediment.
- Have fine motor skills to manipulate small samples and repair delicate instruments.
- Knowledge of trans-cultural environment sensitivity to others situations/feelings.
- Knowledge of education principles related to adult learners in order to develop and deliver subject specific training and development

## **WORKING CONDITIONS**

### **Physical Demands**

There are physical demands placed on the incumbent such as standing, bending and lifting. Medical Laboratory Technologists are required to be on their feet and are exposed to repetitive bending over clients, benches and equipment throughout their 7.5 hour shift. 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.

Fine motor skills are used repetitively throughout the day in the laboratory when pipetting and operating smaller equipment and computers.

A Lab coat and enclosed shoes are essential safety attire which may make the wearer warmer than is comfortable at times. Gloves are worn throughout most of 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.

6 hours of work is done daily using the LIS computer, analyzers 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 carpal tunnel syndrome from daily use of computer keyboards, mouse, and hematology counters.

The incumbent is required to take part in an on-call rotation 10-12 times per month. This involves the recall to work usually in the evenings and at night ( 1700 hrs. and 0730 hrs.) for 1 to 7 hours each time as deemed necessary by the physician on-call. This results in frequent sleep disruption and deprivation 10 to 40 times a month. The continuous call and weekend coverage requires that the incumbent have an exorbitant amount of stamina.

### Environmental Conditions

The Medical Laboratory Technologist works in a hospital environment. The incumbent is at continuous high risk of exposure to infectious disease as a result of direct patient contact, working with biological samples, human waste and sharps disposal.

There is the risk of injury from toxic/corrosive agents, disinfectants, medical equipment, and from intoxicated, mentally unstable or emotionally distraught clients while trying to obtain biological samples. 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 loud angry clients and 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

A continuous period of visual concentration is required to check the integrity of the samples (i.e., Color, density, presence of contamination, volume) to determine if they are suitable for analysis. Six to seven hours of work is done daily using the LIS computer, analyzer with computer screen or word processing leading to eyestrain.

Microscope work is performed up to 12 times daily for varying periods. This can lead to eye strain and headaches.

The incumbent is exposed daily on an ongoing basis to unpleasant odors from biological cultures, urine, feces and chemical reagents which can lead to headaches and/or nausea. Background noises from equipment running are constant. Decibel levels increase significantly when analyzers are operating or the centrifuges are operating.

### Mental Demands

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
Deals with a variety of medical and non-medical personnel who have expectations beyond the control of the incumbent.	5-15 <i>times/day</i>	10-30 <i>minutes</i> <i>each time</i>	<i>normal-</i> <i>substantial</i>
Faster expected turnaround time than instrumentation will allow. Demands for testing that are outside the scope of the laboratory. Demands for results from unreliable samples.	5-10 <i>times/day</i>	10-30 <i>minutes</i> <i>each time</i>	<i>normal-</i> <i>substantial</i>
Deal with clients from a variety of cultural and ethnic backgrounds leading to difficulties in communication and/or cooperation.	1-3 <i>times/day</i>	10-30 <i>minutes</i> <i>each time</i>	<i>Normal</i> <i>Moderate</i> -
Incumbent interacts with clients who have not been adequately prepared/instructed by the physician or	1-3 <i>times/day</i>	30-60 <i>minutes</i> <i>each time</i>	<i>moderate</i>

nurse prior to arrival at the laboratory. This can and does result in the incumbent receiving verbal abuse from the clients.			
Incumbent exposed to emotionally difficult situations (i.e., death, trauma, anxious, irate/violent, clients). The incumbent is expected to remain calm, controlled and professional regardless of the situation and to demonstrate a caring, compassionate attitude to the clients and other members of the health care team.	4-5 times/week	30-60 minutes each time	moderate-extreme
Frontline staff can experience a volatile work environment; after hours the work is completed remotely from other staffs. Abusive patients, people under the influence of alcohol and/or drugs and RCMP escorts are part of the day to day operation. There is concern for safety and well-being which may cause extreme levels of stress on the incumbent both during and after work hours.	Daily	7.5	Severe
Analyzes large volumes of samples that require quick, yet accurate testing.	3-5 times/week	3-7 hours each time	moderate-extreme
Processing of STAT samples (results are required for immediate treatment decisions). This usually involves a life-threatening situation.	1-10 times/day	30-60 minutes each time	moderate-extreme
On-call rotation requires that incumbent endure several sleep interruptions and work alone in the lab during nights, and on weekends. The incumbent is solely responsible for decisions within his/her scope that could affect the care, treatment and morbidity of a patient.	2 - 12 times/month	30min - 6hrs each time	Substantial-extreme
On-call rotation requires that incumbent to be away from family in high intensity situations.	2 - 16 times/month	1 - 6 hours each time	Substantial-extreme
Incumbent is responsible for decisions involving the analysis and interpretation of tests made by other technologists in this laboratory. All such decisions could have potentially	1 - 5 times/day	10 min - 1 hour each time	moderate-extreme

life-threatening consequences for the client.			
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>
Deals with work overload because of the high rate of staff turnover and lack of casual replacement (i.e., have to work with inexperienced staff or less staff).	<i>3 - 6 times/year</i>	<i>Up to 1 month</i>	<i>moderate-extreme</i>
Shipping delays for samples or reagents that are beyond the control of Laboratory personnel; Laboratory personnel must deal with consequences of shipping failures. This leads to a significant increased stress levels. (Testing not available, recollection of clients)	<i>2-3 times/month</i>	<i>Minimum of 1 day per episode</i>	<i>substantial</i>
Analyzer breakdown results in sudden redirection of samples to another laboratory for analysis. The tests must be redirected individually within the LIS. This is in addition to trying to repair the analyzer via telephone support.	<i>2 times/month</i>	<i>1-2 days per episode</i>	<i>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. There is pressure to procure samples quickly – this can be hampered by the patient’s size, age, mental or physical condition and inability to be understood or understand; there is also pressure to produce results quickly without regard to prior urgent requests.

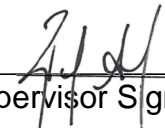
Within HRHSSA, all frontline staff must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

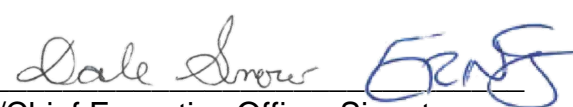
- Non-Violent Crisis Intervention,
- WHMIS,
- Aboriginal Cultural Awareness
- Infection Control - IPAC
- Internet and e-mail applications,
- Fire training,
- Certification in Health Provider CPR
- Privacy & Confidentiality

- Workplace Bullying
- Expected Behaviors
- Anti-Racism

**CERTIFICATION**

**Position Number:**

<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>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	<p>19 March 2021 _____ Date</p>
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**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: July, 2002  
 Editorial changes only March 2006  
 Editorial May 2009  
 Editorial Scope & Client/Staff safety April 2011  
 Editorial May 2011  
 Scope – Feb.2012  
 Added position #U01-43 & U04-43 as per M.E.-DOF –Feb.2012  
 Scope – June 2016  
 Logo, scope, commitment statement – Feb 2018  
 Editorial and format changes 2019  
 Editorial March 2021