



NON-CONTRACT ROLE DESCRIPTION

JD2309

ROLE TITLE:	Coordinator, Medical Imaging Support Services	ROLE DESCRIPTION NO.:	00555
DEPARTMENT:	Medical Imaging	HEABC REFERENCE NO.:	1872423
REPORTING TO:	Manager, Medical Imaging Booking and Patient Access	HSCIS CODE:	04080
CLASSIFICATION:	NCEM/Range 7	JOB CODE:	03099Z

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Medical Imaging Booking and Patient Access, the Coordinator, Medical Imaging Support Services is responsible for the organization, administration and operation of Medical Imaging support services for several sites across a specific geographical area within the Island Health.

The Coordinator, Medical Imaging Support Services ensures the co-ordination and integration of all facets of registrations, statistical information and resulting reports. Responsible for recruiting, hiring, training and evaluating clerical staff, interpreting and applying the collective agreement. Provides advice on Medical Imaging support processes and standards related to other programs/services within Island Health.

DUTIES AND RESPONSIBILITIES:

- Plans, directs and organizes the operations of Medical Imaging support services by:
 - Developing short and long range service goals & objectives
 - Ensuring the financial management of the service, including budget development, authorization, control, monitoring and reporting of expenditures
 - Hiring, directing, evaluating, scheduling, and, when necessary, disciplining service staff.
 - Developing and implementing appropriate staff training, development and retention plans.
 - Developing, recommending and implementing appropriate policies, procedures and systems for the service.
 - Problem solving with users and providing education to users where appropriate
 - Working to develop cost/beneficial and innovative improvements to Medical Imaging processes and systems
 - Leading teams and supporting team development within Medical Imaging as well as with partners and customers
 - Developing and implementing standards for quality control
- Ensures that registration/billing data collected is in compliance with current Ministry of Health requirements and provides updates and training to staff on issues related to eligibility, residency requirements and changes in Ministry of Health policies and procedures related to the collection of registration data.
- Recommends improvements in information flow and processing within the registration, scheduling, digital image management and transcription systems.

4. Interprets and applies applicable collective agreements in consultation with Human Resource Services. May represent the Employer in labour relations matters and including the disposition of grievances.
5. Recruits, hires, trains and evaluates staff. Meets regularly with staff to identify and solve operational problems and communicates new or revised departmental policies and procedures.
6. Attends committee meetings as required; acts as resource person for issues relating to business processes affecting other departments. Represents Medical Imaging clerical support at various VIHA meetings.
7. Responsible for the provision and ongoing maintenance of operational standards for the Radiology Information, Scheduling and Digital Imaging systems.
8. Assists in the development of operating and capital budgets. Monitors expenditures and takes remedial action to ensure these are within established parameters.
9. Participates in the planning process for the delivery of Medical Imaging services integrating all departmental systems to ensure fully integrated, high quality and cost effective service is provided.
10. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a University degree in a related field (e.g. Nursing, Health Information, Health Care Management). Minimum of five to seven years recent experience working in Medical Imaging and related computerized information systems plus five (5) years leadership/supervision/ management experience. Expertise in leading and delivering on change initiatives.

Skills And Abilities

- Demonstrated ability to communicate effectively, both verbally and in writing.
- Demonstrated ability to establish and maintain effective working relationships both internally and externally.
- Demonstrated ability to perform under explicit time constraints.
- Demonstrated ability to provide leadership to a work team and delegate appropriately.
- Demonstrated ability to work as part of a team and to provide leadership in team development.
- Demonstrated ability to work independently.
- Demonstrated ability to identify, plan and complete work assignments.
- Demonstrated ability to problem-solve under pressures of time and pace.
- Demonstrated ability to organize, delegate workload and prioritize to ensure project deadlines are met.
- Demonstrated ability to apply the principles of Quality Improvement.
- Physical ability to perform duties of the position.
- Thorough knowledge of office management systems.