



UNION JOB DESCRIPTION

JD5810

JOB TITLE:	Technical Resource Technologist Laboratory Quality	JOB DESCRIPTION NO.:	5810
CLASSIFICATION:	Medical Laboratory Technologist P2BS - Specialist	GRID/PAY LEVEL:	H-D-P2S
COLLECTIVE AGREEMENT:	Health Science Professionals	HSCIS NO.:	32803
UNION:	HSA	JOB/CLASS CODE:	32803
PROGRAM/DEPARTMENT:	Laboratory Medicine	BENCHMARKS (If Applicable):	
REPORTING TO:	Designated Unit Supervisor		
FACILITY/SITE:	Designated sites for VIHA-wide service, VIHA-SI Royal Jubilee Hospital (RJH); Victoria General Hospital (VGH); Nanaimo Regional General Hospital (NRGH); North Island Hospital Campbell River (NI: CRG); North Island Hospital Comox Valley Hospital (NI CVH); Cowichan District Hospital (Quw'utsun Valley Hospital) (CDH), West Coast General Hospital (WCGH)		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority, patient safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position. The Department of Laboratory Medicine, Pathology and Medical Genetics (LMPMG) is committed to enhancing patient care through the provision of consistently high quality laboratory services.

Servicing a multi-site operation under the direction of and reporting to the designated Unit Supervisor and working with the Technical Practice Lead, the Technical Resource Technologist, Laboratory Quality provides technical quality consultation and advisory services to Laboratory Technologists, Laboratory Assistants and others. assists with implementing standardized policies and procedures; ensuring adherence to quality assurance programs and protocols; and evaluates, educates and teaches Medical Laboratory staff and others. Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of the Vancouver Island Health Authority in accordance with the service assignment and may require the use of a personal vehicle.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provides technical consultation, advice, support and knowledge within the designated discipline or area of expertise using established standards and methodologies. Acts as a resource for troubleshooting problems with instrumentation and methodology.
2. As directed by the Technical and Medical leadership of the discipline, working at the site level, implements, maintains and evaluates discipline specific quality assurance program, protocols, standardized policies and procedures and related activities. Provides input with reviewing policy and procedure manuals including, compiling, and distributing technical information as assigned.
3. Participates in continuous process reviews to improve efficiency and effectiveness by monitoring error reports, internal and external quality control reports and other Key Performance Indicators (KPIs). Takes corrective actions as appropriate or as directed, identifies opportunities for improvement and takes initial corrective action as required or as directed.
4. As directed, verifies and implements local verification and implementation of new instrumentation and methodology

at the local level.

5. Provides technical consultation and advisory services for local laboratory staff for their relevant discipline. Collaborates with other Technical Resource Technologists and Quality Leads of on Laboratory Quality methods.
6. Assesses, investigates and follows up with staff on non-conformities as directed. Provides training and support and recommends corrective action if needed.
7. Maintains competency on appropriate benches/analyzers by regularly performing routine and/or complex tests in areas of the laboratory following established methods and guidelines and utilizing automated instruments or manual techniques. Maintains awareness and knowledge of discipline-specific advances.
8. Provides technical support with decision-making and problem-solving at the local level. Provides input to local strategic planning to achieve goals, and the development of programs, services and initiatives as assigned. Provides input in project activities and initiatives as requested, including drafting and supporting plans for the implementation, maintenance and monitoring of these activities. Assists with supply and capital budgetary as assigned.
9. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Successful completion of a recognized diploma program in Medical Laboratory Technology. Successful completion of recognized competency assessment exam and registration in the relevant field(s) of practice in accordance with the Canadian Alliance of Medical Laboratory Professionals Regulators (CAMLPR) pathways, or certification with the Canadian Society for Medical Laboratory Science (CSMLS)

Successful completion of courses in Quality Control, Change Management and/or Quality System Essentials. Knowledge of integrated computerized clinical laboratory information systems, such as CERNER; knowledge of clinical laboratory best practice principles, procedures, protocols and equipment for designated medical discipline. Three (3) years recent, related experience in a senior capacity in a clinical laboratory. An equivalent combination of education, training and experience may be considered.

Valid BC driver's license.

Skills And Abilities

- Demonstrated ability to perform method development, evaluations and cost benefit analyses
- Demonstrated ability to communicate effectively, both verbally and in writing
- Ability to work independently, as part of a team, and to deal effectively with others
- Ability to establish and maintain effective working relationships, both internally and externally
- Ability to teach, provide orientation, conduct presentations
- Demonstrated knowledge of and ability to implement effective problem-solving processes
- Ability to operate related equipment, including a variety of computer software applications such as Word, Excel, PowerPoint and Visio
- Ability to operate related equipment
- Ability to secure facts through investigation, information gathering and documentation
- Ability to prepare concise and accurate written reports and document procedures and processes for manuals
- Physical ability to perform the duties of the position