



NON-CONTRACT ROLE DESCRIPTION

JD6033

ROLE TITLE:	Regional Manager, Laboratory Services	ROLE DESCRIPTION NO.:	6033
DEPARTMENT:	Laboratory Medicine	HEABC REFERENCE NO.:	1872425
REPORTING TO:	Director, Clinical Service Delivery	HSCIS CODE:	04071
CLASSIFICATION:	NCEM/Range 10	JOB CODE:	91845

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 Director, Clinical Service Delivery, the Regional Manager is responsible for the geography (one of four: SI - VGH, SPH & Lab Informatics, SI - RJH, CI or NI) operation and management of Laboratory Medicine Services which include: Pre-analytic services (specimen collection, preparation and transportation) and Analytic services (Core Services, Microbiology, Transfusion Medicine, Cellular Pathology and specialty testing). The Regional Manager is responsible for the planning, coordination, implementation, evaluation and monitoring of laboratory services based on strategic, clinical and operational needs, and will lead Island-wide strategic service initiatives.

The Regional Manager provides direction to the senior laboratory operations team to ensure an integrated Laboratory Medicine Service that is high quality, patient centric, affordable, sustainable and accountable. In addition this position provides direction for human resource development, financial management, quality management and liaises with other program areas to ensure lab services are meeting the needs of the community.

The Regional Manager provides leadership in managing and implementing change and ensures an environment that supports both professional practice and alignment with Island Health's culture, values and strategic direction.

DUTIES AND RESPONSIBILITIES:

1. Ensures the integration and harmonization of physical and human resources to create a hub and feeder Island-wide Laboratory Service. Ensures appropriate analyses are performed on-site that meet the needs of the community; ensures appropriate referral pattern to reference laboratory is in place and tracking mechanisms are monitored, working closely with Division Directors / Medical Director.
2. Works collaboratively with other Managers, Site Directors and program leadership, to develop and implement a shared vision of seamless service and continuum of care model for patients across all island communities.
3. Ensures safe quality service is delivered; all the while ensuring cost efficiency, consistency, and standardization are achieved.
4. Manages financial resources by working with program budget analyst to prepare the budget for approval, monitoring the budget, identifying and explaining variances, and taking corrective action required to maintain a balanced budget.
5. Identifies opportunities for improvement in business or operational processes; providing a leadership role in process improvement initiatives.
6. Develops annual operating supply and capital equipment budgets. Monitors expenditures against approved budgets.

7. Coordinates the annual capital equipment and capital project requests with the senior Laboratory Team following the identified financial process and submits to Director / Medical Director for review and prioritization.
8. Manages capital equipment purchases and applicable service contracts to ensure fair business practice, cost efficiency, consistency and standardization are achieved.
9. Uses indicators to analyze and define changing service delivery needs, providing recommendations to Director / Medical Director.
10. Liaises with other Lab Leaders, Laboratory Standards, Process Improvement and Quality, to ensure:
 - Pre and post analytic strategies support analytic functions;
 - Compliance with regulatory standards;
 - Staff training and competence;
 - Information systems, management and statistical report availability;
 - Quality assurance monitoring and reporting.
 - Effective transport and logistics are in place and monitored to enable appropriate turn around time and quality of sample analysis.
11. Provides leadership and direction to the Technical Supervisors and/or Technical Specialists to:
 - Provides strategic management of analytic workflow and human resources ensuring effective and efficient work practices supporting integration between all analytic sites in Island Health.
 - Directs senior staff in the coordination of the selection, orientation, evaluation and termination of laboratory staff, providing administrative supervision as required.
 - Conducts performance planning and review, disciplines and terminates staff.
12. Interprets and applies various collective agreements for unionized staff, or terms and conditions for non-contract staff. In conjunction with Human Resources, represents the Employer in labour relations matters and determines the disposition of grievances.
13. Travels to the various laboratory facilities to meet with staff and site leadership (minimum of one site visit per site each quarter).
14. Acts as the Laboratory Director designate when required.
15. Performs other duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training & experience equivalent to a Master's degree in a relevant discipline plus ten (10) years' recent relevant experience, preferably in the health care field.

Skills And Abilities

- Demonstrated leadership ability and highly developed interpersonal problem-solving and conflict resolution skills and communication skills.
- Strong management skills, particularly in staff and budget areas.
- Demonstrated commitment to client focused services and teamwork.
- Ability to integrate administrative, professional and operational aspects of the department throughout Island Health in an effective and efficient manner.
- Ability to develop and nurture an environment where quality improvement principles are embraced and used on a continuous basis.

- Ability to work effectively with staff, physicians and community members.
- Excellent communication, interpersonal skills.