

**IDENTIFICATION**

Position No.	Job Title	Supervisor's Position
10-4287	Manager Diagnostic Imaging	Director, Support Services

Department	Division/Region	Community	Location
Health & Social Services	Iqaluit Health Services	Iqaluit, Nunavut	Qikiqtani General Hospital

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**1. PURPOSE**

<p><b>Main reason why the position exists, within what context and what the overall end result is.</b></p> <p>The incumbent develops goals and objectives, plans and organizes services, directs a skilled and knowledgeable team appropriate to the service required, and evaluates service delivery for the Diagnostic Imaging Department in accordance with the vision, values and business plans of the H&amp;SS Department and QGH.</p> <p>The incumbent performs professional diagnostic imaging services, upon referral from the Medical staff, with adherence to the Code of Ethics and the Standards of Practice of the Canadian Association of Medical Radiological Technologists (CAMRT), the Canadian Society of Diagnostic Medical Sonographers (CSDMS), the Canadian Association of Registered Ultrasound Professionals (CARDUP), the American Registry of Diagnostic Medical Sonographers (ARDMS) and the American Institute of Ultrasound in Medicine (AIUM).</p> <p>He/she produces quality images for the referring physician to view and the Radiologist to report, in a safe and efficient manner employing the ALARA (as low as reasonably achieved) principle, assists medical and non-medical professionals in diagnosis, treatment and management of all clients, ensures optimal patient care is liaison between QGH physicians and the Diagnostic Imaging Consultants (Radiologists) in Ottawa. There is no Radiologist on-site.</p> <p>The incumbent ensures Radiation Safety Standards (as set by Safety Code 20-A of the Radiation Protection Bureau of Health Canada, the Medical Imaging Consultants' Procedure Manuals and the NCRP Report No. 99) for the quality assurance of the diagnostic imaging department are adhered to. The ultrasound procedures are to be in accordance with the CSDMS and ARDMS and the NIH (National Institute of Health) consensus statement of 1984.</p> <p>The incumbent provides consultation on technical concerns, patient preparation, bookings. He/she advises the staff of the Community Health Centres in Territory, other agencies and hospital departments, when necessary. As required he/she consults with the local physicians and the visiting Specialists regarding the Radiologist' comments and concerns or the possibilities of different diagnosis (from the scans provided). He/she consults with the Radiologists for feedback in an ongoing effort to improve the skills of the department.</p>
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## 2. SCOPE

**Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?**

This position is located at the Qikiqtani General Hospital (an accredited 35-bed facility) in Iqaluit, Nunavut, serving a population of 7,000 locally plus 12 outlying communities with a catchment total population of - 15,000.

Reporting to the Director, Support Services, the Manager of Diagnostic Imaging is responsible for an annual operating budget of \$1,100,000.00 and the direction of seven other staff (positions 10-2589, 10-3253, 10-4288, 10-2565, 10-11655, 10-11856, and 10-NEW-see attached organizational chart).

This multi-discipline position provides all general and some specialized Diagnostic Radiological, (Upper GI studies, Barium Enema studies, etc... during the Radiologist's visits), Diagnostic Mammography and Ultrasonographic services (abdomen, Small Parts, Limited Vascular, Obstetrical and Gynaecological scans) by using a variety of equipment. Holter Monitor, Cardiac Event Recorder and Electrocardiogram services are also provided to the QGH and the Baffin Region. Quality Assurance and regular equipment maintenance is performed in the department on a regular basis. All x-rays, mammograms and ultrasound scans, and reports, locally, as well as from the outlying communities in the Baffin Region, are filed in the Diagnostic Imaging Department.

Due to the remoteness of the Qikiqtani General Hospital from major referral centres, the incumbent must have a thorough and comprehensive understanding of Radiology, Ultrasound, ECG, Holter Monitor and Cardiac Event equipment maintenance and repair. As the Manager, the incumbent must organize and oversee the functioning of the department as well as work front line when short staffed.

This position has a direct impact on patient care and the treatment and diagnosis provided by the Health Care Team.

Diagnostic Imaging services are provided Monday to Friday from 0830 to 1700 hours. Services required after regular working hours and during week-ends are covered on an "on-call" (standby) basis shared by the Manager & staff Technologists.

## 3. RESPONSIBILITIES

**Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.**

**The incumbent: a) develops goals and objectives b) plans and organizes services c) directs a skilled and knowledgeable team and d) evaluates service delivery for the Diagnostic Imaging department, in accordance with the vision, values and business plans of the Department of H&SS and QGH.**

***The Diagnostic Imaging Manager develops goals and objectives, resulting in the Diagnostic imaging Work plan***

- Assists the Senior Management Team in Strategic Planning for the department.
- Assists in the development of departmental goals and objectives and in the development of

monitoring processes.

*The incumbent plans and organizes services*

- Acts in an advisory role capacity as a resource/consultant for Diagnostic Imaging Staff, the Territory, internal and external clients.
- Develops and assigns work shifts to give daily coverage and 24 hour call-back on a rotation shift.
- Annually prepares and submits for approval, the department's analysis and projection of the O&M and Capital budgets.
- Authorizes expenditures and monitors monthly budget and purchase reports, providing explanation and justification for any variance in operating costs.
- Schedules and arranges visits of the Radiologist, as outlined in the Radiologist's contracts.
- Represents the department on various internal and external committees'.
- Develop and implements a travelling portable ultrasound service to the outlying Communities & Territory. The Manager is expected to share in the travelling ultrasound program by travelling to the communities. He/she must maintain and submit regular reports to include statistics on the travelling program.
- Reviews and updates Policies and Procedures for the Diagnostic Imaging Department and consults with Administration, for application standards.
- Reviews and signs time and overtime sheets for payroll.
- Prepares and achieves recommended Accreditation standards.
- Regularly change / send radiation film badges of each staff member to Ottawa to be read to determine the amount of radioation received. Radiation Exposure reports must be kept on employees for up to 10 years post employment with the GN.
- Monitors and maintains adequate equipment, inventory and supply levels.
- Ensures that the Inspector from the Radiation Safety Protection Bureau of Health Canada in Ottawa monitors and documents the safety of all relevant equipment every three years.
- Researches and submits to Administration, for approval, all services contracts for all imaging equipment.
- Arranges visit for equipment service technicians, for preventive maintenance servicing of all technical equipment, at frequent intervals, as outlined in the service contract.
- Researches for the best courier service and any innovative supplies/equipment available.
- Ensures that all the office duties are complete and accurate.
- Maintains the Diagnostic Imaging module of Medipatient.

*The Manager directs a skilled and knowledgeable team*

- Leads and updates the Diagnostic Imaging Working Group in their ability to achieve and maintain accreditation standards set by the CCHSA. Diagnostic Imaging standards must be reviewed annually and adhered to.
- Researches and writes job descriptions.
- Assists in the interviewing, hiring, training and orientating of new staff.
- Assists team members to develop individual work plans based on the department goals and objectives. The individual work plans roll up into the overall departmental work plan.
- Revises and completes performance appraisals at the appropriate time.
- Promotes continuing education for department staff, ensuring staff are up-to-date on their required registration/licenses, and CPR.
- Assigns, supervises and evaluates the activities and duties of the Medical Radiological Technologists, Mammographer, Ultrasonographers, Radiology Assistant and Clerk Interpreters.
- Ensures an up-to-date teaching file.
- Assists the staff in dealing with unusual or complex occurrences.
- Deals with conflicts between staff, and internal and/or external clients.

*The Manager evaluates service delivery*

- Ensures that a high standard and quality of diagnostic imaging services are provided at all times.
- Assists in the monitoring of departmental goals and objectives.
- Calculates and submits monthly and yearly statistical reports in accordance with the Canadian Workload Measurement System guidelines.
- Ensures all Quality Control tests are completed so that the equipment is functioning according to Safety Code 20 A.
- Ensures regular Quality Control tests are completed in the Bafin Region communities.
- Ensures Quality Assurance and Risk Management programs for the department are developed and maintained, and assists in the development and the monitoring of QA indicators.

**The Diagnostic Imaging Manager maintains an open line of communication and staff development among the Multidisciplinary team, clients and outside agencies to ensure consistent quality patient care.**

- Maintains a multi-disciplinary relationship with the QGH staff.
- Participates on committees as required.
- Consults with other department Managers and attends Department Managers Meetings to exchange information that will foster better relationships within the Hospital as a whole and provide for better coordination of services through out the hospital.
- Consults with the hospital's contract Radiologist with respect to special procedures and conformation to new techniques in Diagnostic Imaging.
- Co-ordinates the Radiologist's visit, by collecting the referrals from the Physicians for specialized procedures, arranging for the patients' appointment times, informing the patients of their exam preparation and communities with the Community Health Centres to organize their patient's visits concerning exam preparation, travel and accommodation.
- Organizes an in-service during the Radiologists' visit for staff.
- Stresses the importance of maintaining quality patient care by following the guidelines of Radiation Safety Standards, CPR, hospital and departmental policies and procedures.
- Provides clear and precise preparation instructions to the doctors, nurses, and patients, while maintaining the respect and dignity of the client.
- Advises the Hospital Medical Staff in sequence of diagnostic examinations, and also correct procedures in performing special examinations; i.e. telepaque tablets used in x-ray examinations of the gall bladder will interfere with the accuracy of tests of the liver and thyroid function done in the Laboratory.
- Consults with Hospital administration and the hospital's contract Radiologist in respect to the implementation of new safety procedures.
- Promotes teaching of both disciplines to medical and non-medical personnel.
- Organizes Ultrasonographer Week activities for the staff, clients and visitors.
- Organizes Medical Radiological Technology week activities for the staff, clients and visitors.
- Prepares and provides training programs, such as the Basic Radiographic Worker (BRW) program, within and outside the Department, in conjunction with an established post secondary program.
- Establishes and maintains communication guidelines regarding policies and procedures and patient protocols with hospital departments, the community Health Centres and Medical Staff.
- Responds to call-backs in a professional manner.
- Acts as a liaison between Imaging Companies and Administration.
- Acts on any complaints from medical, nursing or administrative staff regarding the services & results produced by the Diagnostic Imaging Department.
- Provides teaching to the nurses in the Community Health Centre regarding proper techniques for provision of x-ray services.
- Provides a teaching in-service to nursing students.
- Advises Hospital Administration and Regional Administration of the status of community health

centre radiology operations and suggests recommendations for improvements.

**The incumbent produces quality radiographic images on film, in accordance with Safety Code 20A of the Radiation Protection Bureau of Health Canada, the code of Ethics and Standards of Practice of the CAMRT (Canadian Association of Medical Radiation Technologists).**

- Performs X-ray examinations as required by Medical Staff.
- Utilizes protection methods, devices and the most cautious techniques.
- Uses the ALARA Principle (As Low As Reasonably Achieved) radiation exposure.
- Determines the possibility of pregnancy prior to performing the requested examination and documents such.
- Provides all required positions for the requested examinations, in accordance with the Radiology Procedure Manual.
- Takes the initiative to provide special or added views as necessary to aid in the diagnosis, without the direction of a radiologist on site.
- Ensures that all consent forms for invasion tests are signed and that all procedures are explained carefully to all patients.
- Notifies physician/nursing staff immediately, if a patient's pathological or traumatic condition requires immediate medical attention routines or if continuing the procedure jeopardizes everyone's safety.
- Is adaptable and flexible in the required imaging routines according to the patient's capabilities.
- Maintains the equipment and reports any malfunctions to the manufacturer and documents findings plus follow-up maintenance.
- Completes forms and immediately reports all incidents and any known possible risks to the Director of Support Services.
- Consults with the ordering Physician or Physician on call, regarding unexpected atypical findings.
- Is responsible for the storage, safe handling and processing of films and toxic chemicals.
- Ensures all QC testing is completed for troubleshooting of the CR system and all serious malfunctions of equipment to be reported to the manufacturer.
- Monitors compliance with all safety standards to guarantee the safety of all patients and staff attending to or working in the Department.
- Ensures that all hard copies and the Radiologist's reports meet medico-legal requirements.
- Works a rotational standby schedule with equal sharing of statutory holiday coverage.
- Follows universal precautions for isolation and for Operating Room portable cases.
- Performs ECG's as required by Medical Staff.
- Downloads ECG data to the Cardiologist on a regular basis and distributes resulting reports to the ordering Physician in a timely manner.
- Performs Holter Monitor and Cardiac Event Recorder studies, sending them out for reading, and distributing their reports to the Ordering Physician upon receipt.
- Orientates the Community Health Centre nursing staff within the Baffin Region with a basic knowledge of x-ray procedures and functions, developing of film, and radiation protection measures, by explaining the use and functions of radiology equipment and examinations reviewing the teaching file.
- Provides ongoing telehealth sessions to Basin Radiographer Workers (BRW's) and nurses in the communities across the Territory.

**The incumbent performs special diagnostic procedures in accordance with the protocols regarding Contrast Media and the proper response to possible adverse reactions to ensure patient safety.**

- Ensures the emergency drug box is complete and up to date.
- Documents and prepares for adverse reactions; if occurrence, calls the medical staff STAT.

- Selects, prepares and draws up the appropriate amount of contrast media using sterile techniques.
- Maintains sterile techniques throughout certain fluoroscopic procedures.
- Ensures the patient understands the possible risks within the Department or with any procedural routines.
- Maintains CPR certification.

**The incumbent produces quality sonographic images on print paper, in accordance with the AIUM statements of clinical Safety and Invitro Bioeffects, the National Institutes of Health consensus statement of 1984 and the Scope of Practice of the CSDMS (Canadian Society of Diagnostic Medical Sonographers) and the ARDMS (American Registry of Diagnostic Medical Sonographers) to ensure accurate diagnosis and treatment and provide safety ethics for all clients.**

- Explains exam preparation in a clear and concise manner to the patient maintaining the respect and dignity of the patient.
- Ensures all procedures are carefully explained to the patient.
- Provides all required scans, on print and CD, for the ordered examinations, in accordance with the protocol outlined in the Diagnostic Imaging Policy and Procedures Manual.
- Takes the initiative to perform special or added scans necessary to aid in the diagnosis without the direction of a Radiologist on site.
- Is adaptable and flexible in the required imaging routines according to the patient's capabilities.
- Notifies physician/nursing staff immediately, if a patient's pathological or traumatic condition requires immediate medical attention or if continuing the procedure jeopardizes everyone's safety.
- Consults with the ordering Physician or the Physician on call, regarding unexpected atypical findings.
- Maintains and troubleshoots equipment and notifies the manufacturer of any serious malfunctions.
- Ensures that all hard copies and the Radiologist's reports meet medico-legal requirements.
- Documents on the preliminary worksheet, a detailed history of the patient, including any abnormal laboratory test findings, and the findings on the present ultrasound study. This worksheet is to be sent to the Radiologist along with the printed scan and corresponding CD.
- Copies of the preliminary worksheet, which is the Technologist's impression only, is to be circulated to the ordering Physician and the accordion file in OPD.
- Circulates the official report from the Radiologist, to the ordering Physician or Physician on call, upon receipt.
- The official report is to be forwarded to Health Records, the patient's x-ray file and to the Community Health Centre, where the patient resides.

#### 4. KNOWLEDGE, SKILLS AND ABILITIES

**Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.**

*Knowledge* identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviours and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

**These requirements are in reference to the job, not the incumbent performing the job.**

The incumbent must possess the management/leadership skills and knowledge to enable positive team work and accomplishment of the goals and objectives of the department.

- The incumbent must have proven leadership skills and abilities.
- The incumbent must have knowledge of the financial and human resource processes associated

with managing a department.

- The incumbent must demonstrate openness to continue learning opportunities appropriate to his/her own growth and development as a manager and team leader.

The incumbent must possess the knowledge to perform ECG, Holter monitor and Cardiac Event recorder studies.

**Medical Radiological Technologist:**

- The incumbent must be a current registered member in good standing with the CAMRT (Canadian Association of Medical Radiological Technology).
- The incumbent must have annual certification in CPR and WHMIS.
- Knowledge of accepted Radiology Positioning and Procedure Manual and the CAMRT Standards of practice.
- Knowledge of film critique, special procedures, pathology and medical terminology.
- Knowledge of processor maintenance, dark room use, and storage of toxic chemicals with preventative measures.
- The ability to safely and efficiently operate the R/F and the Portable units is required, in order, to produce quality radiographs for the purpose of interpretation by a Radiologist for Diagnosis, to aid in the client's treatment.
- The incumbent must have knowledge of radiation hazards for both disciplines and ensure the department's practice of radiation safety precautions.
- Experience working with a Radiology Information System would be an asset.
- The incumbent must demonstrate the ability to communicate effectively in both verbal and written format, with medical or non-medical personnel and all clients, in order, to contribute to the effective and efficient operation of the Diagnostic Imaging department.
- The incumbent must be able to function as a contributing member of the multi-disciplinary team as well as independently, due to the requirement of working on an "on-call" basis after regular working hours.
- The ability to use good judgement in making quick and correct decisions in a professional manner, especially during emergency situations or when dealing with difficult or distraught clients, is a necessary requirement as there is no Radiologist on site.
- The manager must be able to recognize atypical findings and initiate the appropriate action (contact the referring Physician immediately). Failure to do so, directly impacts upon the care, treatment and ultimate morbidity of the patient.
- The ability to adapt and to orientate staff to new technologies, techniques and procedures in this dynamically changing environment.
- The manager must have strong organizational and interpersonal skills, courteous telephone manners, the ability to be sensitive to cross-cultural differences and to work in harmony with a variety of medical professionals.
- Previous management experience would be an asset.
- The incumbent must have knowledge of and practice safety precautions when lifting and moving heavy patients.

**Sonographer (Ultrasound Technologist)**

- The incumbent must be a current registered member in good standing with the CAMRT (Canadian Association of Medical Radiological Technology) as well as with the CSDMS (Canadian Society of Diagnostic Medical Sonographers) and/or CARDUP (Canadian Association of Registered Diagnostic Ultrasound Professionals) and/or ARDMS (American Registry of Diagnostic Medical Sonographers).
- Knowledge of accepted Ultrasound Procedure Manual plus the ARDMS (American Registry of

Diagnostic Medical Sonographers) and CSDMS (Canadian Society of Diagnostic medical Sonographers) Standards of Practice Principles.

- The skill to safely follow the AIUM statements of scanning practices and the professional ethics to educate the local Physicians in the prudent use of ultrasound in accordance with the NIH consensus.
- The incumbent must be able to recognize pathological changes in the internal structures plus those produced from abnormal clinical or laboratory findings.
- The incumbent must be able to recognize emergent atypical findings and notify the referring Physician, immediately. Failure to do so, directly impacts upon the care, treatment and ultimate morbidity of the patient.
- The incumbent must be able to function as a contributing member of the multi-disciplinary team as well as independently, due to the requirement of working on an “on-call” basis after regular working hours.
- The incumbent must demonstrate the ability to communicate effectively in both verbal and written format, with medical or non-medical personnel and all clients, in order, to contribute to the effective and efficient operation of the Diagnostic Imaging department.
- The sonographer must participate in Continuing Education by upgrading through correspondence courses, on line courses and/or attending conferences to obtain 30 CME credits every three years in order to retain their registration.
- The Manager must continually be aware of all Accreditation standards plus departmental and hospital policy and procedure updates and ensure that all professional and medical staff are notified accordingly.
- This level of knowledge is acquired by:
  1. Successful completion of a 3 year accredited and recognized diploma College program in the discipline of Medical Radiological Technology OR
  2. Successful completion of a degree in Medical Radiological Technology PLUs
  3. Successful completion of a recognized and accredited 1 year program in Diagnostic Medical Sonography.

## 6. WORKING CONDITIONS

**List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).**

### Physical Demands

**Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.**

Lifting and positioning of clients of all sizes.  
 Pushing and maneuvering a heavy mobile unit.  
 Working with ergonomically incorrect equipment.  
 Carrying heavy cassettes and files.  
 Wearing of a lead apron periodically throughout the 7.5 hour day.  
 Standing and walking on hard floors.  
 Bending and lifting files, stock and storage of same.  
 Position requires ‘on call’ services, after regular department scheduled hours during the week and on week-ends.  
 Recall to work at any time, for various lengths of time and as often as deemed necessary by the Physician on call.

Sleep disruption and sleep deprivation.  
 Drastic reduction of family and social life.  
 Eventual burnout.  
 When performing ultrasound;

- Standing or sitting in awkward positions for long periods of time while scanning.
- Using fine movements of the shoulder, hand, wrist, and fingers while applying a great deal of pressure. The larger the patient, the more awkward and difficult exam.
- Using both hands simultaneously to do different tasks while intensely studying a black and white monitor for detail.
- Repetitive Strain injury.
- Musculo-skeletal injury.

**Environmental Conditions**

**Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include the conditions that increase the risk of accident, ill health, or physical discomfort.**

Continuous risk of exposure to infectious diseases.  
 Possible injury from disturbed patients.  
 Exposure to toxic chemicals.  
 Patient/staff safety re: exposure to ionizing radiation.  
 Constant exposure to some form of radiation.  
 Workload and paperwork has increased.  
 Poor ventilation, no air conditioning contributing to equipment breakdown and human exhaustion for both patients and staff.

**Sensory Demands**

**Indicate the nature of demands on the jobholder’s senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details through one or more of the incumbents’ senses**

Constant exposure to equipment noise.  
 Exposure to toxic fumes from chemicals – headaches, asthma etc...  
 Darkroom disease.  
 Eyestrain due to working in a dimly lit room and darkroom.  
 Eyestrain due to working in a dimly lit room while concentrating intensely to the detail on a black and white monitor during an ultrasound exam.  
 Must always be aware of the imminent danger from overexposure to radiation.

**Mental Demands**

**Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.**

Stress from working in a remote area without a Radiologist on site for direction to the staff and responsibility to perform these services that goes beyond our realm of authority and expertise to help with a diagnosis in critical situations.  
 One week in two “on-call” duty.  
 Exposure to emotionally difficult situations (trauma or death) that can occur during their week night’s

sleep (with the necessity of returning to work the next morning), and one is expected to behave in a cheerful, exact and professional manner at all times.  
 Must be able to think ahead and anticipate problems.

**7. CERTIFICATION**

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**8. ORGANIZATION CHART**

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

**“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.**