

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	Fin. Code
10-11143	Manager Medical Technology Systems	Director, Kivalliq Health Centre	10642/01/3/320/ 1000000/1/1000
Department	Division/Region	Community	Location
Health & Social Services	Kivalliq	Rankin Inlet	Kivalliq Health Centre

2. PURPOSE OF POSITION**Main reason why the position exists, in what context and what is the overall end result.**

This position provides professional, technical and specialized support for the management of laboratory technology, radiology services, ultrasound and biomedical systems throughout the health facilities of Kivillaq region. This position ensures the direction and timely provision of diagnostic services to assist the health care team in the diagnosis, treatment and management of patient care. The position provides client support to meet operational needs such as user training and guidance, medical alerts, equipment management and repair. The incumbent works in accordance and within standards and processes established by the Hospital, CSA, manufacturers, accreditation, along with self imposed standards of good practice based on national associations recommendations.

3. SCOPE**Describe in what way the position contributes to and impacts on the organization.**

Reporting to the Director of Kivalliq Health Centre. The Manager directs and supervises medical diagnostic resources and the biomedical devices for the Kivalliq region. Diagnostic services are provided on a seven day week basis. Services required after regular working hours are covered with "on call" coverage. The remoteness of the Kivalliq Health Centre from major referral centres requires the incumbent have a comprehensive understanding of diagnostics services and medical systems and must be able to initiate equipment repairs, maintenance, and service in partnership with other medical service providers. This will include inventory tracking of medical assets and overall health technology management.

The incumbent will provide a project management role in ensuring equipment and medical devices are in place for the functioning of the new Rankin Inlet regional health facility. As health services expand and grow in the region, the manager will provide input and guidance for future information systems and capital equipment selection and replacement.

Within the scope of services this position has authority to determine the most effective means to achieve approved end results to meet the client's needs within predetermined budgets, standards, and processes. This position is ultimately responsible and accountable for managing medical technology and support resources in an optimum manner which has direct impact on the safety and comfort of patients, staff and visitors.

This position will report to and interact directly with the Directors/Executive Directors in health care and other government departments and is responsible to communicate effectively. This position will work closely with biomedical resources in Iqaluit to standardize and provide biomedical support for laboratory and radiology services across all regions of Nunavut.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. For management positions, indicate the subordinate position(s) through which objectives are accomplished.

Management –

- Plans and organizes the overall activities of the laboratory, radiology and biomedical departments at the Kivalliq Health Centre and community health centres.
- Develops and maintains effective relationships with clinical and administrative customers, providing optimal levels of customer service for safe and effective management of medical resources.
- Communicates effectively with professional staff, patients and the general public
- Works with medical departments such as laboratory, radiology, ultrasound and telehealth to ensure equipment is operating with optimum performance and safety.
- Provides input into annual operational budgeting process
- Develops and assists in the development of tenders and request for proposal documents including territorial RFP for laboratory services.
- Works with the Capital Planning Advisor with selection and development of medical systems and equipment for health care centres.

Process/Resource Supports –

- Coordinates and uses several supporting processes and staff resources for the effective provision of diagnostic and biomedical services.
- Purchasing, inventory control, contract management, staff development, performance appraisals, interdepartmental communications and equipment databases along with the development and implementation of departmental goals & objectives
- Supervise and provide ongoing training of staff members being sensitive to IQ and the mission and policies of the organization. These resources and supports are critical for the effective delivery of diagnostic and biomedical services
- Identify diagnostic staffing need ; recruit diagnostic staff; screen prospective candidates and interview prospective candidates

Operations –

- Available and capable of handling on-call.
- Conducts routine and specialized laboratory and/or radiology testing during staffing shortages and vacation relief if required
- Troubleshoots and identifies problems with instrumentation
- Solves routine and unusual problems
- Provides advice and assistance on laboratory and radiology methods and protocols
- Work with both laboratory and radiology technologist to develop polices for the dept.
- Ensures diagnostics departments are utilizing and maintaining internal and external quality control programs

Repairs/Preventive Maintenance –

- Through stabilization of failures, determination of cause, and coordination of required

resources for corrective actions, this position is the primary coordinator for all repairs on biomedical devices to ensure an effective and quick return to operational status.

- Evaluates equipment problems and initiates the appropriate action plan for repair by the service providers
- Through scheduled tasks and service standards this position coordinates the preventive maintenance checks and services on biomedical assets to ensure effective operation and longevity of DHSS medical assets

Equipment Selection Services

- Provides guidance and advice for the selection and purchase of new medical devices as well as the replacement of existing medical devices or systems
- Identifies all service requirements for new devices along with any specialized training requirements
- Responsibility also includes ensuring new devices are inspected and approved for patient use once it is received along with organizing all the required operational and service documentation

5. KNOWLEDGE, SKILL, AND ABILITIES

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

Effective leadership and management skills are required to manage technical staff and contractors. Substantial ability in oral and written communication is required to convey technical concepts and advice to non-technical operators or co-workers.

The ability to communicate effectively is required to interact with clients. This involves the ability to accurately listen, understand and respond appropriately and effectively with individuals and groups.

Information seeking skills are required to ensure an adequate understanding of the technical and client issues that are routinely experienced so that effective actions can be carried out for the safety and comfort of patients, staff, and visitors.

A high degree of analytical thinking ability is required to understand very complex technical issues by breaking them into smaller pieces, or tracing the situation in a step by step manner to ensure that proper corrective actions occur with an understanding of the impacts on the medical equipment, and clients.

The ability to work within a service oriented department is required in order to focus effort on discovering and meeting client needs, and at times must extend beyond what is expressed initially to discover the underlying needs as this position is expected to match supports for the client needs to the services and resources available.

Ability to operate computers – send and receive electronic mail, draft correspondence, create spreadsheets and databases and develop computer generated presentations.

Knowledge required to perform the duties and responsibilities of this position is generally acquired through the successful completion of a 3 or 4 year program in **Biomedical Services** or Medical Laboratory or Radiology. Canadian certification in CSMLS or CAMRT **or Biomedical Services in a Health Establishment** must have been obtained. Advanced studies or equivalent work experience in management studies, biomedical technology, electronics engineering or computers is preferred. The incumbent should have at least **3** years experience in an acute care hospital, regional health centre or similar setting with strong customer service skills. Knowledge is maintained and increased in this

position through continual training and exposure to new or specific technology, systems, equipment, and emergency responses.

The Manager must be able to comprehend and apply safety protocols (i.e. Dangerous Goods, Universal Precautions) and Kivalliq Health Centre policies. Due to the nature of the work, they must demonstrate the ability to communicate effectively, and maintain confidentiality.

The Manager must have the ability to function as part of a team and independently as the incumbent is required to work on an “on call” basis after hours. The ability to make quick judgments and decisions while remaining calm and focused when involved in emergency situations, or when dealing with distraught patients and/or family members, is a necessary requirement.

The incumbent must have the ability to plan for and carry out personal and professional development in order to anticipate what personal skills will be necessary to meet the job requirements.

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 occurrence of physical demands, environmental conditions, and demands on one’s senses and mental demands.

Physical Demands

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

There are frequent times when heavy lifting is required. The Health Centre’s physical size requires a substantial amount of movement on a frequent basis. This position is expected to work with professional tools on a frequent basis, some of which are very hazardous if not applied correctly. Due to the nature of the medical devices and their application this position is expected to work in stressful situations on a frequent basis. This position routinely travels to several remote Northern communities and under harsh environmental conditions which can be stressful.

Physical demands placed on the incumbent, including long periods working at a computer, standing, bending and lifting. Will be required to work daily in a busy environment and may encounter limited and restrictive space leading to awkward bending or twisting. This has the potential to lead to injury.

The incumbent is required to take part in an “on-call” rotation. This involves the re-call to work any time, for various lengths of time. This leads to sleep disruption and/or deprivation.

Environmental Conditions

Indicate the nature of adverse environmental conditions, to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt work schedules and travel requirements.

The Manager works in a hospital/health centre environment with ongoing risk to infectious disease, as a result of direct patient contact, exposure to biological samples, human waste and used needle disposal. The incumbent is continually exposed to a noisy work environment, including angry, anxious patients (children/ adults) and noisy equipment. There is a risk of injury from medical equipment, and from patients while obtaining biological samples from intoxicated, mentally unstable, or emotionally distraught patients. Although these occurrences are minimal, the intensity of these

exposures can range from moderate to intense. The incumbent is at risk to possible injury due to slippery floors.

This position is exposed to substantial electrical, chemical, mechanical, thermal and biomedical hazards on a frequent basis.

Sensory Demands

Indicate the nature of demands on the jobholder's senses to make judgments through touch, smell, sight and hearing and judge speed and accuracy.

This position routinely works with very complex biomedical equipment and systems. Operational condition checks, fault repairs, and maintenance services require concentrated levels of attention in order to discern conditional discrepancies, and safely conduct corrective actions.

Frequent and prolonged periods of concentration are required for obtaining and packaging biological samples. Due to the nature of the work, i.e. collecting blood, the incumbent must have a good sense of touch to locate the vein and accurately insert the needle, without causing the patient any additional distress.

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.

Microscopic work is performed 4-5 times a day for one-hour periods. This can lead to eyestrain and headaches. The incumbent is exposed daily on an on-going basis to unpleasant odors from urine, feces and chemical reagents which can lead to headaches and/or nausea.

Mental Demands

Indicate conditions that may lead to mental or emotional fatigue.

The Health Centre environment is dynamic and constantly changing. The incumbent has minimal control over stressful situations, and therefore must be able to continually shift priorities to maintain efficiency and meet deadlines. This position is expected to work effectively within pressing client imposed deadlines to maintain medical device operations. Continuous attention to the devices expected end results along with considering the impact on the clients well being will be stressful as this position does plays the primary coordinating role in meeting those needs. Direct responsibility and accountability for the safety and comfort of the patient contributes additional stress for the incumbent. Required travel or participation in "on call" can be disruptive to family life.

7. CERTIFICATION

<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>_____ Director, Kivalliq Health Centre</p> <p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is and accurate description of the responsibilities assigned to the position.</p>
<p>_____ Deputy Head Signature</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

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.”

