

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

We have an exciting **Regular Full-Time** opportunity as a **Director, Laboratory Services (Competition #172.18)**, in our Laboratory Services Department, which is currently operated in a hybrid model, with specimen collection services onsite operated by WCH and lab services provided through a partnership model with other organizations. The current primary relationships are with Sunnybrook Health Sciences Centre and Gamma Dynacare and these are evolving. Internal reporting is to the Vice-President, Medical Affairs and Health System Solutions.

## **Summary of Duties – duties include, but are not limited to:**

- 1. Lead the on-site specimen collection and laboratory services to promote patient/client service improvements**
  - Building on local and international best practices, and in consultation with our laboratory medicine partners, clinicians and patients as well as other stakeholders, design a world-class model of lab services from point-of-care testing to specimen collection to results delivery.
  - Teach, coach and lead staff in the development and monitoring of quality indicators and improvement initiatives, with a focus on excellence in customer services to both patients and clinicians
  - Build a model of ongoing data collection and analysis to support the needs of WCH.
  - Maintain and ensure professional growth and development of self and staff to ensure on-going professional competence.
  - Provide supervision and leadership to staff located at WCH in specimen collection, lab technologists, clerical and support staff.
  
- 2. Coordinate laboratory medicine relationships across the health care system and lead the WCH Laboratory Client Services Program**
  - Recommend and implement systemic solutions to improve the efficiency of laboratory service provision.
  - Act as the primary point of contact with outside providers of laboratory medicine services and ensure that all WCH requirements are met by outside providers.
  - Monitor service level agreements with external service providers, ensuring performance and service targets are being met.
  - Ensure that lab medicine services meet the needs of our patients/clients and clinicians.
  - Coordinate responses to and lead resolution of any issues and challenges in turnaround time, quality of laboratory testing, or any other concerns.
  - Develop and manage the laboratory services budget and ensure efficient and cost-effective operations.
  - Ensure the achievement of all accreditation and quality standards across laboratory services.
  - Ensure that the laboratory activities are conducted in compliance with applicable regulatory and accreditation requirements.
  - Ensure the existence of an appropriate laboratory safety program, including safety inspections, safety training, reports, Wellness and (MSDS) updates.

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- Oversee inventory control, product standardization, ordering of departmental supplies.
  - In partnership with our partner organizations, ensure the upkeep and security of the physical assets of the laboratory client services program.
  - Manage established priorities and benchmarks for quality improvement, quality assurance, policies and procedures, customer relations and standards of practice.
  - Ensure the evaluation of laboratory processes for quality control and quality assurance by regular monitoring, review and training.
  - Collaborate with corporate leadership and medical directors to identify and develop strategies to streamline operations, improve programs/services and reduce costs.
  - Act as a resource to staff, physicians, internal/external customers and community agencies.
  - Maintain a high level of knowledge of current trends in Medical Laboratory Technology.
- 3. Lead a program that contributes meaningfully to the academic and innovation mandate of Women's College Hospital.**
- Initiate and lead, in partnership with clinical programs across the organization, appropriateness initiatives
  - Seek opportunities to fulfil the scholarly mandate of WCH through the laboratory medicine program
  - Apply quality improvement and innovation techniques to bring WCH to the forefront of client service and clinical excellence in laboratory medicine.

The responsibilities described above are representative and are not to be construed as all-inclusive.

## **Qualifications/Skills:**

- Minimum of 4 year Bachelor's Degree
- Master's Degree preferred
- Current Certificate of Registration in good standing with the College of Medical Laboratory Technologists of Ontario (CMLTO)
- Proven knowledge of laboratory disciplines is essential
- Minimum of 5 years' experience working in health care management
- Minimum of 6 years' experience working in a Medical Laboratory within a health care environment
- Demonstrated ability to make sound judgements involving technical and confidential material
- Demonstrated time management, prioritization, organization and problem-solving skills
- Demonstrated operational knowledge with experience navigating strategic risks
- Proven ability to work collaboratively with a team
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all.

**POSTING DATE: June 22, 2018**

Please forward resumes via email to [HR@wchospital.ca](mailto:HR@wchospital.ca) with your name and the competition number 172.18 in the subject line. (Example: Jane Smith, 1.16)



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Health care for women | REVOLUTIONIZED

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**We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.**

*Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.*