

# EMPLOYMENT OPPORTUNITY

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.

An exciting Casual opportunity as a **Medical Laboratory Assistant (Competition #56.19)** exists in the Laboratory.

The Medical Lab Assistant plays a critical role in on-site patient care by assisting in phlebotomy, ECGs, and specimen collection as well as other related functions. A fundamental component of this role is providing excellence in front line customer service to all patients from registration to specimen processing. WCH is building new models of laboratory services, and the MLA is a key partner in the development and implementation of those models. The MLA plays an integral role in the department through team collaboration with peers and management, supporting and assisting activities to enhance best practices for quality services and a safe working environment for all.

## **Summary of Duties, but not limited to:**

- Required to collect, label, packaging and process specimens
- Required to update patient information, document all patient records and verify patient demographics.
- Perform phlebotomy, ECG and other procedures; support clinics on an as needed basis.
- Inventory control including assessment, receiving, storage and supply management.
- Provide customer service to patients, staff and other healthcare workers.
- Participate in quality assurance and improvement activities compliance to department procedures
- Participate in projects relating to laboratory processes, including innovations in patient registration, mobile specimen collection, and customer service.

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

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

## **Qualifications/Skills:**

- Completed post-secondary program at an officially recognized community college or technical institution related to Medical Laboratory Assistant Program.
- OSMT and/or CSMLS certification required.
- 1 years' experience in phlebotomy, hospital environment preferred
- Knowledge of Transportation of Dangerous Goods – Certification Preferred
- Customer service orientation and interest in innovation for patient care required skill set
- Excellent communication skills and the ability to deescalate and provide a positive patient experience
- A commitment to providing the highest level of empathy and customer service to diverse and vulnerable/marginalized populations and support for the hospital's equity and diversity
- 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

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**POSTING DATE: March 1, 2019**

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

**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 Aboriginal 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.*