



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Accreditation Specialist, Laboratory Medicine, Diagnostic Accreditation Program

POSITION SUMMARY

Reporting to the manager, laboratory medicine, the accreditation specialist is the first point of contact for client organizations. This position is responsible for coordinating and supporting client organizations through the accreditation process. Client organizations are inclusive of both public and private facilities.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- develop and maintain for each diagnostic facility a current profile, key contact list, accreditation status, scope of accreditation and a historical record of accreditation activities
- develop and implement a four-year accreditation strategy and schedule for each diagnostic facility
- ensure diagnostic facilities and organizations have access to the most recent edition of the applicable accreditation standards, tools and processes
- answer queries from clients regarding DAP accreditation activities processes
- review incoming letters from client organizations or other DAP stakeholder and respond if appropriate

Pre-assessment

- accept new client organizations into the DAP and determine which accreditation programs and standards are applicable
- maintain an active list of client organizations that are due for accreditation and initiate notification to the organization for existing clients
- conduct planning sessions with client organizations due for an on-site survey when appropriate
- schedule and participate in case review meetings to plan the on-site survey for each client organization
- coordinate and support client organizations through accreditation assessment activities
- monitor and follow-up on document submissions from client organizations in preparation for assessment activities

- draft schedule for assessment activities

Post-assessment

- ensure knowledge of any significant issues arising from accreditation services activities are communicated to the manager, laboratory medicine
- ensure the accurate delivery of accreditation awards to client organizations once approved by the DAP Committee
- ensure evaluations of assessors and accreditation processes is obtained from the diagnostic facility
- track and follow up on cited nonconformances for all facilities

General

- at the direction of the manager, assist in the development and implementation of policies, procedures, standardized processes and templates for key laboratory medicine program activities
- assist in the continuous development and maintenance of accreditation methodologies, processes and tools
- assist in the development of communication tools such as newsletters and the DAP website
- assist in the achievement and maintenance of accreditation awards from international accreditation bodies, including ISQua and APAC
- provide relief assistance to other accreditation specialists as appropriate and required
- perform related duties as assigned

DECISION-MAKING

- identify best practices, opportunities for improvement, and follow-up actions required to address identified nonconformances
- make recommendations for accreditation awards to the responsible Accreditation Program Committee

ACCOUNTABILITY

- inform the manager, laboratory medicine of any quality, safety or other risk issues related to accreditation assessment activities and ensure that any potential hazards and risks to patients and/or staff are recognized and minimized
- evaluate the activities of diagnostic facilities
- understand and respond to the requirements of facilities as they relate to the accreditation requirements
- participate in the improvement activities for quality and safety processes provided through the Accreditation Programs quality improvement program
- follow the policies and procedures of the College
- provide timely reports to the manager, laboratory medicine when requested

SKILLS AND QUALIFICATIONS

The successful candidate will be an enthusiastic team player committed to excellence. To be considered, candidates are required to have:

- graduation from a recognized program in medical laboratory technology
- Canadian Society of Medical Laboratory Science (CSMLS) Certified
- experience working with quality systems and accreditation programs
- able to work independently and make decisions to determine appropriate action to take in handling inquiries
- demonstrated knowledge and ability to utilize a variety of computerized software such as word processing, spreadsheet, presentation, and database applications, scheduling, email and internet applications at an advanced level
- ability to organize and multi-task, take direction from many, and work effectively in a team-based environment
- experience working with clients focusing on assessing needs and delivering services
- ability to communicate effectively both verbally and in writing, including the ability to work with discretion in preparing and handling information of a confidential or sensitive nature
- ability to organize and prioritize work, work under time pressures to meet deadlines and handle interruptions and changing priorities

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment including a hybrid work-from-home/in-office model, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about/careers/employment-opportunities>.

We thank all applicants for their interest; however, only those selected for interview will be contacted.

The College welcomes all applicants and is dedicated to promoting a diverse, equitable and inclusive environment.