



College of Physicians and Surgeons of British Columbia

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POSITION DESCRIPTION

Manager, Diagnostic Services

POSITION SUMMARY

Reporting to the director, Diagnostic Accreditation Program (DAP), the manager, diagnostic services is responsible for providing leadership and management for the overall development, maintenance and delivery of the diagnostic services accreditation programs of diagnostic imaging, pulmonary function, neurodiagnostics and polysomnography. The manager provides leadership to diagnostic services program staff to ensure planned assessment activities are conducted by qualified, trained personnel. The manager also provides leadership to staff in conducting research and evaluating, maintaining and developing the DAP standards for the diagnostic services program.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

Assessment management

- ensure the development, maintenance and accurate up-to-date listing of diagnostic services facilities, accreditation status and contact information subject to DAP accreditation
- ensure an accreditation schedule is developed for each diagnostic services facility/service including reference to any regional/corporate structure models
- ensure all components of the on-site assessment are completed in a timely fashion, e.g. technical management and medical components
- ensure desktop audit submissions are reviewed, evaluated and followed up as required, for further information or clarification of submitted information
- ensure knowledge of any significant issues arising during the on-site assessment is responded to and reported to the senior director in a timely fashion
- conduct initial assessments of new services/facilities and ensure the initial assessment process is completed in a timely fashion
- ensure focused visits are conducted as required and the focused visit process is completed in a timely fashion

Assessing performance of facilities

- ensure the evaluation of the diagnostic facility's/service's level of actual performance to achieving the DAP accreditation standards as appropriate

Accreditation report and award

- ensure accreditation reports are produced in a timely and prescribed manner
- ensure reports identify best practices, opportunities for improvement, and follow-up actions required to address outstanding mandatory requirements and associated time frames for completion
- ensure reports make recommendations to the DAP Committee on the appropriate level of accreditation award for the diagnostic imaging facility/service assessed
- monitor post-assessment activities of the diagnostic facility to address outstanding mandatory requirements; for those requiring action, work with the facility to ensure implementation within established time frames for implementation

Assessor management

- ensure the number and skill mix of assessors to deliver quality assessment services
- select and appoint assessors in accordance with competency-based selection criteria and the programs requirements
- define the diagnostic services program peer assessor responsibilities and expectations through a contract or agreement for their signature
- manage the ongoing education program for assessors

Client relationships and communication

- establish and maintain effective relationships and ongoing communication with diagnostic facilities and organization leaders
- respond to client enquiries and complaints under the direction of the director
- develop a communication plan for the diagnostic services program client organizations based on the framework of the DAP communications plan
- develop the diagnostic services communication tools such as newsletters and the DAP website in collaboration with the other program managers, director and the College communications department

Educational program

- identify learning needs of client organizations related to the accreditation standards, accreditation processes and cycle
- develop, implement and evaluate education plans to address learning needs

Standards management

- develop advisory committee agendas and meetings
- ensure that a record of decisions made by the DAP diagnostic services advisory committees, minutes, agenda and briefing notes are maintained
- ensure the DAP diagnostic services advisory committees' decisions are implemented in a timely and effective manner
- identify time frames for standards development

- ensure the DAP diagnostic services standards, criteria, criteria descriptors, reference material, mandatory requirements timelines, and evidence submission documentation are maintained
- ensure the development of assessor protocols, and other assessment tools, e.g. initial assessment and focused visit protocols
- ensure the creation of associated educational and supporting material
- ensure that transitional arrangements for implementation of revised standards are identified, implemented and followed
- ensure organizations have access to the most recent edition of the applicable accreditation standards, tools and processes
- ensure queries from diagnostic facilities/services related to the interpretation and the application of DAP accreditation standards are addressed in a timely and complete fashion
- conduct formal review processes and identify the need for new or revised standards
- identify objectives, parameters and time frames for new accreditation programs development

Human resource management

- recruit and select diagnostic services program staff
- ensure appropriate orientation of diagnostic services program staff, set performance expectations, assess performance and oversee performance plans
- train, coach and develop diagnostic services program staff
- report any human resource issues to the director

Quality improvement

- participate as a member of the DAP Quality Improvement Program Committee
- support the continuous improvement of the DAP by participating in internal audits, non-conformance management, document and records management, and other elements of the quality management system
- develop and implement policies, procedures, standardized processes and templates for the diagnostic services program activities under the direction of the director and working collaboratively with the other DAP programs
- regularly track and report to the director on the status of the DAP diagnostic services activities and on the status of meeting established performance indicators
- ensure the timely delivery to the director of accreditation assessment reports, recommendations, briefing notes and documents requiring review and decision by the DAP Committee
- collect data from accreditation assessment processes for the purposes of review and analysis of data, leading to the development of reports indicating significant trends
- identify and analyze issues regarding the accreditation standards, assessing significance and submitting recommendations for resolution

General

- facilitate meetings, forums, focus groups and workshops

- attend meetings and functions at the direction of the director, including the Diagnostic Accreditation Program Committee
- perform such other duties, functions, and responsibilities as assigned by the director

SKILL AND QUALIFICATIONS

Required skills and qualifications include:

- bachelor's degree, preferably in a health-related discipline, management or business
- RTR, RTMR, or RTNM certification from the Canadian Association of Medical Radiation Technologists (CAMRT) or certification from Sonography Canada would be an asset
- must possess five-plus years of management experience, with direct responsibility for the supervision of more than three members of staff
- knowledge and experience in accreditation programs, methodologies and quality systems
- experience in delivering education programs
- experience in identifying risk and acting to mitigate the consequence
- knowledge of information systems applications tools
- possess a valid driver's licence and ability to drive as required to fulfill the responsibilities associated with the position
- ability to collect data, review, and analyse the data
- ability to deliver education and orientation programs utilizing a variety of recognized adult education methodologies
- ability to evaluate performance and develop continuous improvement and development plans and goals
- ability to implement or support various change management activities
- ability to work cooperatively with others to produce innovative solutions

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers for five years in a row, and one of Canada's top 100 employers for 2014 and 2015. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment, 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-us/careers>.

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