

Manager, Laboratory Services & Diagnostic Imaging

Location: Elliot Lake, Ontario

Salary: \$123,122 - \$141,525

Join St. Joseph's General Hospital Elliot Lake as our **Manager, Laboratory Services and Diagnostic Imaging**

St. Joseph's General Hospital Elliot Lake (SJGHEL) is a patient focused, community driven, and quality-oriented healthcare organization dedicated to providing safe, high-quality care to the communities we serve. We are committed to advancing healthcare excellence across rural Northern Ontario, strengthening interprofessional collaboration, enhancing quality and safety, and ensuring accessible, patient centered care for all.

SJGHEL is seeking a dynamic and hands on **Manager, Laboratory Services and Diagnostic Imaging** to join our leadership team! Reporting to the Director, Clinical Services, this role offers an exciting opportunity to lead a high-functioning, evolving program that includes a full-service laboratory (core lab, and blood bank) and expanding diagnostic imaging services.

This hands-on leadership position is responsible for the clinical and operational oversight of laboratory and diagnostic imaging services. The Manager will play a key role in driving quality improvement, supporting program growth, and advancing best practices through participation in initiatives such as diagnostic service expansion (e.g., mammography and interventional radiology).

This role presents a unique opportunity to lead programs undergoing meaningful transformation, including the recent transition to 24-hour laboratory services and expanded diagnostic imaging operations. The successful candidate will work closely with physicians, internal leaders, and external partners, including regional hospital collaborators and pathologists to enhance service delivery and patient outcomes.

The successful candidate must hold a diploma or degree in Medical Laboratory Science from an accredited institution and be certified and in good standing with the College of Medical Laboratory Technologists of Ontario (CMLTO). A minimum of six (6) years of progressive clinical experience in a core laboratory setting and at least three (3) years of leadership experience, preferably in a hospital and unionized environment is required. A master's degree or advanced certification is considered an asset.

We are seeking a leader who is a strong communicator, a collaborative partner, and an effective coach. Someone who leads with integrity, who can support their team through change, and can drive excellence in patient care through innovation and evidence-based practice. Experience with quality management systems, accreditation processes, Lean methodologies, and program development will be highly valued.

SJGHEL, where exceptional care meets a culture of compassion and purpose, alongside a lifestyle enriched by Northern Ontario's natural beauty. To view the full job description and apply please go to <https://sjghel.ca/careers/>. Please note that our recruitment team does not use AI tools to screen, assess, or select applicants. This posting will remain active until filled; however, the search committee will begin to review resumes June 22, 2026.

We offer competitive salary and vacation, extended health and dental benefits, a pension plan through HOOPP!

SJGHEL is an inclusive and equal opportunity employer. We are committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Accommodations are available upon request.

JOB DESCRIPTION

JOB TITLE:	Manager, Laboratory Services and Diagnostic Imaging	DATE PREPARED:	May 7, 2024
DEPARTMENT:	Clinical Services	DATE REVISED:	June 9, 2026
PROGRAM:		LOCATION:	SJGHEL
AFFILIATION:	Management	PAYBAND:	Grade 9

KEY FUNCTION:

Oversees the management and business operations of the laboratory and diagnostic imaging services. They collaborate with stakeholders to ensure high-quality laboratory and diagnostic imaging services, manage the quality management system, and continuously improve patient care services. They provide leadership in clinical and administrative operations, focusing on standardization, process coordination and improvement, and cost-effective service quality.

REPORTING:

Under the general direction of the Director of Clinical Services.

DUTIES:

1. Oversee the day-to-day operations of the laboratory and diagnostic imaging services, including staffing, budgeting, and resource allocation
2. Ensure that laboratory and diagnostic imaging operations meet regulatory standards and accreditation requirements and implementing quality assurance programs to maintain high standards of accuracy and reliability testing.
3. Manage laboratory and diagnostic imaging workforce, including recruitment, credentialing, training, orientation and scheduling.
4. Develop standards of performance, monitor, and supervise staff, evaluate performance, and make recommendations on disciplinary action and performance.
5. Encourages a positive working atmosphere while maintaining goals and objectives.
6. Engage in and foster professional development of all staff and provide opportunities for learning within budgeted resources.
7. Develop goals and objectives, align tasks to outcomes to achieve results, and establish and implement procedures for department operations.
8. Prepare reports (e.g. financial, statistical, and quality management).
9. Promote customer/client service improvements and ensures the needs of the laboratory and diagnostic imaging users are communicated to management and staff.
10. Determine and document space, equipment, supply, and service requirements; select and purchase supplies as budgeted and manage capital equipment requests in accordance with hospital processes.
11. Keep abreast of new developments, trends, and techniques in related fields.
12. Communicates regularly to key stakeholders to assess the level of satisfaction with laboratory and diagnostic imaging services. Implements remedial actions as necessary.
13. Review, interpret, implement, and ensure departmental compliance with policies, Collective Bargaining Agreements, operating plans, and processes affecting quality improvement, risk management, legislative, and regulatory compliance.

14. Ensure the protection of confidential information is in compliance with the personal Health Information Protection Act (PHIPA) requirements.
15. Participate in the accreditation process and work to ensure that the program and SJGHEL achieve, maintain, and continually improve upon their accredited status.
16. Ensure a safe environment for patients, staff and visitors; investigate, report, debrief and take or direct corrective action as required on incidents.
17. Responsible to provide on-call coverage within a rotation of Clinical Managers.
18. Represent the department on various committees and in meetings as required.
19. Perform other duties as required.

QUALIFICATIONS

EDUCATION AND TRAINING:

1. A three (3) year Diploma in a Medical Laboratory Program or a four (4) year Bachelor's Degree in Medical Laboratory Services, from an accredited post-secondary institution.
2. Current Certificate of Registration in good standing with the College of Medical Laboratory Technologists of Ontario (CMLTO).
3. Master's Degree in a relevant Medical Laboratory Science or advanced knowledge in the field (e.g. Advanced Registered Technologist or equivalent) is an asset.

EXPERIENCE:

1. Six (6) years of combined recent clinical experience in a core lab setting and progressive leadership responsibility with clinical technical experience relevant to a medical laboratory.
2. Three (3) years leadership experience, preferably in a hospital environment.

KNOWLEDGE/SKILLS/ABILITIES:

1. Knowledge of, and willingness to support SJGHEL's Mission, Vision & Values of Compassion, Humility and Harmony, Respect, Integrity, Social Responsibility and The Sacredness of Life
2. Comprehensive understanding of all aspects of Medical Laboratory Technology
3. Proven capability to independently identify issues, plan improvements, measure success and continue improvement
4. Experience or application of Lean methodology for process improvement
5. Strong team building, time management, prioritization, organization and problem-solving skills.
6. Sound judgement in handling technical and confidential material
7. Proficiency in interpreting and applying hospital and departmental policies
8. Commitment to delivering a customer-focused approach to service delivery
9. Proven ability to develop, monitor, administer and report on budgets.
10. Knowledge of relevant legislation and principles of management, hospital committee structure, conflict management and resolution, system needs analysis and organizational assessment.
11. Excellent computer proficiency, including Microsoft Office software (e.g. Word, Excel, PowerPoint and Outlook) and patient information systems.
12. Exceptional interpersonal and communication skills, both written and verbal
13. Commitment to maintaining the safety of co-workers and patients.

PERSONAL SUITABILITY:

JOB DESCRIPTION

1. Capacity to build partnerships and foster collaboration across the organization.
2. Initiative in resolving workplace issues and challenges appropriately.
3. Commitment to ongoing professional development.
4. Professionalism in dealing with confidential and sensitive issues.
5. Consistently positive work and attendance record.
6. Meets the physical and sensory demands of the job.
7. Willingness and flexibility to travel between local sites.

OTHER:

1. Bilingualism is an asset