



## Lab Manager

MEDCAN HEALTH MANAGEMENT INC.

### About us:

Established 30 years ago, Medcan is a global leader in assessing clients' overall well-being and inspiring them to live well. Medcan has a comprehensive range of diagnostic assessments, which, in combination with innovative programs tailored to specific needs, are designed to successfully reach improved health outcomes. Over 65 physicians and specialists, alongside a broad roster of complementary health care disciplines, provide health and lifestyle management services on site and by video consult for individuals, families and organizations. Our team of 350 staff see clients physically and virtually from our downtown Toronto location.

### The Role:

We are recruiting for an experienced Technologist to lead our growing Lab and Medical Testing teams. Exceptional people leadership, operational excellence and superior clinical skills are the primary requirements for this hands-on role.

Key capabilities for this role will include:

**Entrepreneurial leadership** – A self-starter who can develop client service improvement ideas and initiatives and then lead their implementation;

**Team communication, development and coaching** – Consistently communicating to and ensuring buy in from the teams in meeting and exceeding goals, developing and mentoring talent, and effective performance management and metrics tracking;

**Cross-team and Clinic relationship building** – Working to build strong relationships between the team, staff and physicians across the organization;

**Demonstrating client service excellence** – Leading by example in managing client service issues in a way which increases client loyalty to Medcan, and coaching every team member in a way which encourages and empowers them to proactively solve client service issues;

**Going the extra mile** – Being there for Medcan during challenging times, ability to work effectively in all business environments;

**Positive attitude** – Ability to take feedback and to remain positive under varying business conditions

### Lab Operations:

- Managing the lab budget, supplies and inventory as well as working with external suppliers;
- Monitoring and performing quality control audits;

- implementing, reporting and managing Lab metrics and ensuring compliance to goals
- Communicating lab performance and activities to clinic staff and physicians;
- Participating on cross functional teams within the organization
- Performing daily management of lab procedures (chemistry, immunoassay and hematology);
- Maintaining appropriate policy and procedure documentation; and
- Ensuring the lab operates according to Ontario Lab Accreditation standards

Other desired attributes include:

- The ability to independently research, deliver and manage initiatives with minimal supervision;
- Strong organization, discipline and prioritization skills; and
- A sense of urgency

#### **The Requirements:**

- MLT certification with 10+ years of relevant lab work experience;
- CMLTO registered;
- Skilled in phlebotomy;
- Experienced people manager
- Strong organization skills and the ability to deal with multiple demands
- Excellent written and verbal communication skills; and

Medcan has a strategic objective to grow substantially over the next 5 years. If you are looking to apply your enthusiasm to learn and entrepreneurial acumen then Medcan may be the right environment for you

This full time role reports to the Chief Risk Officer. The position is scheduled for 5 days per week between Monday-Friday with 1-2 Saturday's per month required on rotation.

The position offers an attractive total compensation package including a base salary, performance incentives, a comprehensive benefits plan and a genuine opportunity to grow at one of Canada's 50 Best Managed Companies. The position also offers outstanding health and wellness benefits through Medcan's Live Well program.

We can offer you a great working environment and an opportunity to let your excellence shine. In your cover letter please include why you wish to align yourself with Medcan and how you believe you can add value to our organization.

Qualified applicants are invited to apply to [hr@medcan.com](mailto:hr@medcan.com).

We thank all applicants for their interest; however only those selected for an initial Skype Video interview will be contacted. No phone calls and no agencies please.

The deadline for applications is **June 23, 2017**.