

TemperJOB TITLE: Laboratory Technical Supervisor	DEPARTMENT: Lab	POSITION OF SUPERVISOR: Laboratory Administrative Manager
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

**Position Summary:** Supervises all clinical aspects / activities of the Laboratory. Works cooperatively with the Laboratory Medical Director and the Laboratory Administrative Manager. Must be able to oversee the work of others and make fair judgment about work skills and behaviors. Directs and/or supervises the clinical training of others. Ensures the Lab meets established Quality measurements. Aware of workload and plans accordingly. Supports clinical Lab functions if staff is unavailable. Performs all work in accord to the mission, vision and values of Pagosa Springs Medical Center.

**Qualifications:** *At all times, the employee shall possess the following qualifications set forth below.*

<b>Education/Training:</b>	Doctorate, Master's, Bachelor's or Associate's degree in Laboratory Sciences with completion of approved internship in Medical Technology.
<b>Experience:</b>	Minimum of 5 years lab training or experience AND minimum of 2 years of supervisory, consultation and/or teaching experience. MLS (ASCP) or equivalent required.
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge.
<b>Language Skills:</b>	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time. Additional languages preferred. Demonstrates ability to listen. Demonstrates ability to clearly convey thoughts in speech and written word.
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.

**Standard Job Requirements:** *At all times, employee shall satisfy the following requirements:*

1. Adheres to and support PSMC's Code of Conduct and WISER values.
2. Complies with **all** PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
3. Complies with all PSMC and department procedures, rules and directives.
4. Establishes and maintains effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
5. Is courteous, respectful, honest, and solution-oriented in dealing with others.

6. Communicates accurately, clearly, and effectively both orally and in writing.
7. Possesses excellent organizational skills and the ability to multi-task.
8. Works independently and perform the job with minimum supervision.
9. Checks email at least once daily when on shift.
10. Works effectively on PSMC/department team matters and recognize situations which require teamwork.
11. Maintains strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
12. Respects the importance of compliance and quality programs and support the same.
13. Possesses computer knowledge/skills and the ability to learn and adapt to new programs and software.
14. Participates in employee training, Disaster Preparedness and emergency events.
15. Performs other job duties, as assigned by a supervisor.

**Essential Qualities, Characteristics, Duties, Functions and Responsibilities: *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.***

**Leadership:**

1. Fosters a participatory organizational climate that is open, positive, reinforcing and supportive to employees.
2. Promotes a culture of high performance and continuous improvement that values learning, commitment to quality and collaboration.
3. Serves as an advocate for the department utilizing honest, transparent, and consistent communication.
4. Works effectively with others to achieve shared goals with others in a tactful and respectful manner.
5. Demonstrates leadership, integrity and courage by making and supporting decisions that support the organization's mission and goals.

**Accountability:**

1. Establishes standards and clear expectations in all areas – job performance, training, continuing education, certifications, conduct and adherence to district values.
2. Holds self and staff accountable in a consistent, respectful manner.
3. Completes multiple projects while keeping focus on constant improvement to current programs.

**Interpersonal Skills:**

1. Empowers employees to achieve their highest success through fostering a team environment where respect and appreciation are promoted and valued.
2. Effectively communicates with a high level of trustworthiness, diplomacy, courtesy and tact at all times.
3. Treats people with respect and individuality and is fair and equitable in all interactions.
4. Exhibits excellent problem-solving and conflict management skills using sound and fair judgment in a calm and professional manner.
5. Demonstrates adaptability and flexibility in relationships, situational issues and when new information becomes available.
6. Is able to work productively in a high-pressure, unpredictable and stressful work environment, bringing a positive attitude and approach.

**Vision:**

1. Clearly articulates and demonstrates the departments / organization's vision, mission and goals in every day actions.
2. Supports strategic goals that are clearly aligned with the mission and values of the organization.
3. Promotes organizational change in a positive and productive manner.
4. In coordination with the Laboratory Administrative Manager, actively seeks out ways to implement programs to better meet the Lab needs within our community.

#### **Lab Operations:**

1. Assures excellent patient care, safe operations and outstanding customer service / customer satisfaction.
2. Evaluates clinical performance data to ensure overall quality and effectiveness for the department.
3. Looks for and considers current trends, advances in patient care and constant improvement of processes, equipment and services.
4. Implements changes designed to improve patient care and program performance through effective communication, collaboration and interdisciplinary problem solving.
5. Works collaboratively with the Program Medical Director and the Laboratory Administrative Manager to ensure adherence to the clinical aspects of patient care policies, procedures and protocols.
6. Demonstrates proficiency in phlebotomy and specimen collection using appropriate collection techniques and devices as appropriate.
7. Demonstrates proficiency in ordering and collecting the appropriately ordered tests. Reviews order prior to specimen collection to make sure adequate specimen is obtained and correct specimen type.
8. Demonstrates safe handling and proper collection techniques to maintain integrity and quality of specimens.
9. Demonstrates correct procedure for labeling, accessioning and delivering specimens to the proper department.
10. Responds promptly to phlebotomy requests for STATs and outpatients with a supportive and cooperative attitude.
11. Greets and receives patients in a friendly manner, demonstrating sensitivity to patient's needs.
12. Communicates information to appropriate areas, departments and individuals. Alerts appropriate staff concerning STAT orders.
13. Educates patients and documents appropriately.
14. Restocks phlebotomy trays and procurement areas after use and at end of shift.
15. Demonstrates ability to process patient samples for testing. Evaluates specimen quality and integrity and follows criteria for specimen rejection if indicated.
16. Demonstrates ability to process unusual test requests for reference laboratory.
17. Performs and records all required quality control testing, reviews and records violations, completes corrective action if necessary.
18. This position does have the authority to manually enter results in the LIS
19. Performs required API proficiency testing.
20. Performs patient testing according to established policies and procedures.
21. Responds promptly to STATs. Organizes and prioritizes workload appropriately.
22. Evaluates, analyzes and verifies results. Confirms abnormal results. Follows procedure for reporting critical values.
23. Completes all documentation necessary for final release of test results.
24. Demonstrates LIS proficiency when resulting, cancelling, adding or editing tests.
25. Generates corrected reports when errors are detected.
26. Performs LIS functions including charging and ordering.
27. Demonstrates age appropriate care for Infant/Neonate, Pediatric, Adolescent, Adult and Geriatric.
28. Performs maintenance and/or troubleshooting procedures. Takes steps to resolve equipment or procedural problems.
29. Inventories reagents and supplies as directed, keeping working supplies stocked, notifies Laboratory Administrative Manager when supplies are low.
30. Completes departmental training and competency exams on an ongoing basis.
31. Assists with new employee training and bench orientation.

- 32. Demonstrates sound judgment, critical analysis, logical reasoning and problem solving skills.
- 33. Notifies Laboratory Administrative Manager of any department issues.
- 34. Participates in department QI activities.
- 35. Keeps department clean, neat and organized.
- 36. Assists other laboratory departments when workload permits.
- 37. Assists medical staff and hospital departments with requested laboratory records and test results.
- 38. Prints, faxes and distributes patient reports per laboratory policy
- 39. Performs other duties as assigned.

**Human Resource Management:**

- 1. Fosters a culture of creativity, integrity and progressiveness where all members of the department have an equal opportunity to succeed.
- 2. Provides input to assist Administrative Laboratory Administrative Manager with the development of personnel reviews and/or disciplinary action.

**Approved by:**

	<b>Laboratory Administrative Manager</b>	
(Supervisor – Signature)	(Title)	(Date)
	<b>Human Resources Manager</b>	
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)