



JOB DESCRIPTION

TITLE: Laboratory Supervisor
DEPARTMENT: Laboratory
REPORTS TO: Laboratory Director
FLSA: Exempt

SUMMARY OF JOB:

The Laboratory Supervisor assists the Laboratory Director in the daily operations of the Laboratory. The Laboratory Supervisor is a Registered Technologist who is capable of fulfilling the job requirements of a Medical Technologist, has extensive knowledge of general laboratory operations, and has good interpersonal skills.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Certain tasks may be delegated to qualified individuals at the Supervisor's discretion but the Supervisor retains responsibility. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Duties that make this department a great place to work (the People domain):
 - a. Oversees daily operations and assists in personnel management of the department.
 - b. Schedules employees to work based on customer need, productivity goals and employee talents and availability.
 - c. Monitors employee timecards / payroll and ensures accuracy and timely submission of timecards for each pay period.
 - d. Acts as a resource for problem solving in the department.
 - e. Creates an environment of high employee satisfaction. Retains employees and meets employee turn-over rate as agreed upon annually.
 - f. Provides training / in-service opportunities based on identified competence needs, regulatory requirements and employee interest.
 - g. Must be able to successfully build and lead teams.
 - h. Assists with interviewing and hiring of new employees.
 - i. Coordinates orientation for technical employees new to the department.
 - j. Assesses competence – 90 day and annual competencies completed on time.
 - k. Identifies employee conduct in need of improvement, counsels employees, applies discipline, documents efforts
 - l. Assists in planning and executing activities intended to improve employee morale in the department.

2. Duties that make this a great department to get care in (patient satisfaction, quality domain):
 - a. Serves as Technical Consultant for regulatory purposes and Point of Care activities
 - b. Serves as Chemistry Lead overseeing activities, quality and test menu within the section.
 - c. Assures clinical quality by conducting quality monitoring assessing performance. Monitors, assesses and directs department Quality Management dashboard.
 - d. Completes work orders, recommends service contracts and capital expenditures.
 - e. Responsible for section document control of the Lucidoc system.
 - f. Creates an environment of high patient satisfaction. Patient satisfaction scores improve as agreed with Senior Leader.
 - g. Department is compliant with regulatory requirements (Joint Commission and CAP). Deficiencies are addressed and corrected within specified timeframes.
 - h. Ensures CAP compliance for the Laboratory: Proficiency testing ordering, assigning, reporting and evaluating received results. Maintain CAP activity menu.
 - i. Ensures department-specific Meditech build or updates are completed in an accurate and timely manner.
 - j. Assists in ensuring the laboratory maintains CAP inspection readiness at all times.

3. Duties that make the department and organization financially sound (growth and financial domains).
 - a. Assures efficient service-oriented operation.
 - b. Provides bench coverage as needed to augment staffing needs.
 - c. Participates in the development of a department capital equipment plan.
 - d. Interacts with client accounts for resolution of complaints, problems and questions.
 - e. Maintains department expenses within 10% of budget (adjusted for volume).
 - f. Reviews invoices received for accuracy. Ensures charges are correct and that they are signed and routed to Accounts Payable for timely processing.
 - g. Department goals reached as agreed with Senior Leader.

4. Cooperation with external departments to achieve Hospital Goals:
 - a. Works with other hospital departments to improve the quality of patient care, as needed (eg., IT projects, reference labs etc.,)
 - b. Works with other hospital departments to improve internal efficiencies of the hospital (eg., Nursing in-services, billing departments, etc.)
 - c. Assists with the creation and maintenance of laboratory resources (ie. Lab Services Manual, OP requisitions, Nursing Manual, QHN, Optio, etc.) for our clients.

5. Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

ASCP Medical Technologist (MLS or equivalent) certification required. Bachelor's degree in biological sciences preferred. Previous experience in a supervisory or leadership role in a diagnostic laboratory. Must meet the necessary educational and experience requirements for a Technical Consultant as defined by CLIA.

OR

equivalent combination of education and experience

SPECIAL SKILLS:

10-key (by touch)

CERTIFICATES/LICENSES:

ASCP (MLS) certification required.

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date