

Preferred Management Corporation Position Description

Job Title: Laboratory Manager/Technical Supervisor (**High Complexity Lab**)
Department: Laboratory
Reports To: Administrator and/or Laboratory Director or Pathologist
FLSA Status: Exempt

SUMMARY: Responsible for the overall operation of the lab and the competency of all laboratory personnel. Under the direction of the Laboratory Director (Pathologist) maintain compliance with State, Federal and accrediting regulatory requirements, conduct Performance Improvement, Quality Control and supervision of the Laboratory Department.

QUALIFICATIONS:

- Manager of a High Complexity Laboratory under the direction of the Laboratory Director and/or Pathologist.
- Required to demonstrate knowledge of laboratory expertise in multiple departments and to demonstrate ability to coordinate multiple tasks with precision and flexibility to provide accurate results within the minimum turnaround time established for the laboratory.
- Knowledgeable of the principles and skills necessary to provide care relative to the age-specific needs of the patients served as described in the department's policies and procedures.
- Support the Administrator as part of the leadership team.
- Participates in strategy formulation, strategic plans execution, strategic process improvements, and communication of strategies to all stakeholders.
- Ability to evaluate department performance, trends, existing or new regulatory requirements and their impact on department operations.
- Knowledgeable in how to develop, review, revise and enforce policies, procedures, in accordance with all hospital, state and other regulatory requirements pertaining to laboratory operations.
- Knowledgeable of laboratory policy and procedures for pre-analytical, analytical, post-analytical evaluation and reporting and maintaining records of patient test results.
- Knowledgeable of laboratory's quality control policies.
- Knowledgeable about state and federal regulations of laboratory.
- Supports and enforces infection control policies and procedures.
- Liaison between Lab, patients, all Departments, Administration, Providers and the community.
- Maintain discretion and confidentiality in communications.
- Knowledgeable about policies and procedures regarding reporting and release of protected health information (PHI).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Demonstrates a knowledge and understanding of established procedures and protocol by remaining abreast of procedure manual and updates.

- Responsible for the performance patient testing in an organized and efficient manner through accuracy of reporting, timeliness of analyses, and cost-effective processes.
- Responsible for the performance of quality control protocol an evaluation of the quality control data including following established protocols, documentation, and recognizing and resolving out of control scenarios.
- Follows the established guidelines and protocols for test reporting that includes: proper handling of critical values, proper reporting of stat values, recognition and resolution of problem scenarios in a professional manner, and reviewing departmental testing logs for completeness of testing requests.
- Demonstrates a knowledge and ability to interact with laboratory information system (LIS) and/or hospital information system (HIS) computer functions as it relates to the testing and reporting area if such systems are in place.
- Demonstrates a positive change attitude toward testing in the development of a team approach to work volume and flow.
- Participates in the departmental quality assurance initiatives in pursuit of quality services.
- Demonstrates competence in: Phlebotomy with special emphasis on age and clinical statues of the patient; chemistry; hematology/coagulation/serology; transfusion medicine, if applicable; microbiology, if applicable; and other disciplines.
- Responsible for the performance and completion of defined equipment and instrument maintenance protocols.
- Follows the recommended manufacturer's and/or department defined instrument set up procedures prior to testing.
- Effectively troubleshoots and resolves instrument malfunctions to assure the real time availability of equipment.
- Responsible for the efficient and cost effective use of supplies and reagents inventory and routine stocking as per the defined department schedule.
- Assures that adequate supplies are available in the assigned work areas by performing inventory and routine stocking as per the defined departmental schedule.
- Develops staff to maintain the knowledge and skills necessary to provide care appropriate to the age of the patient serviced.
- Complies with all hospital and laboratory department policies and procedures.
- Follows laboratory polices and guideline regarding waste management.
- Interview, hire, evaluate, and counsel laboratory staff.
- Operate and maintain the clinical analyzers.
- Input patient orders from requisitions received.
- Monitor Quality Control of patient testing, and to generate and distribute patient test result forms.
- Adhere to laboratory's quality control requirements on all patients testing to ensure accuracy.
- Identify problems and factors that adversely affect test performance and follow the laboratory's established corrective action policies and procedures whenever test systems are not within the laboratory's established acceptance levels of performance.
- Assess and verify the validity of patient test results through the evaluation of quality sample values prior to reporting patient results.
- Procures, stores, and routes supplies.

- Participate in various committees, meetings, in-service training as required.
- Participate actively in quality improvement programs.
- Reviews all results of tests done for completeness and accuracy.
- Assist and perform all necessary laboratory tests.
- Reviews and transmits patient charges for department in compliance with policies and procedures.
- Participates as an active member of the hospital and departmental team to support special projects and activities.
- Maintain acceptable standards of patient treatment.
- Perform laboratory results on patients in a timely and professional manner.
- Must be able to relate to and work with ill, disabled, elderly, emotionally upset, and at times, hostile people within the facility.
- Accurately and promptly implements provider's orders.
- Maintains a professional approach with confidential hospital and patient information and ensures safe patient environment.
- Responsible for the implementation of and compliance with all safety policies and procedures within the department.
- Maintain certifications and continuing education requirements needed to perform job.
- Miscellaneous duties as assigned requested or required.

EDUCATION and/or EXPERIENCE:

- HHS Clinical Laboratory Scientist
- Bachelor's degree or Associate in Applied Science with an emphasis in Medical Technology. Must be registered by a national registry (AMT, ASCP, AABB).
- 2 years lab training or experience.
- 2 years supervisory experience, preferred.
- Basic Life Support (BLS) certificate

LANGUAGE/READING SKILLS:

- Communicate verbally and technically in writing in English. Legible hand writing is required.

MATHEMATICAL SKILLS:

- Advanced statistical concepts in laboratory medicine.

REASONING ABILITY: Responds to unusual or varied situations that are not covered by existing standards, procedures and precedents.

WORK ENVIRONMENT: Regularly required to stand, walk, sit, ascend and descend stairs, possess ability to handle, finger or feel objects, tools or controls; reach with hands and arms.

Must be able to lift 25 pounds from the floor to waist. Specific vision abilities include close vision and the ability to clearly focus vision.

I have received and read a copy of this position description and acknowledge that I am able to perform the duties described.

Signature

Printed Name

Date