

# Cross Road Medical Center

## Job Description

**Job Title:** Laboratory Supervisor  
**Department:** Laboratory  
**Supervisor:** Medical Director and Lab Director  
**FLSA Status:** Full-Time, Part-Time, Exempt  
**Approval:** By: DRD Date: 4/7/2016  
**Work Hours:** Regular office hours; nights, holidays and weekends as scheduled and as needed.

**Position Summary:** In cooperation with the overall health care and spiritual goals of CRMC's practice and under the supervision of its Medical Director and the Lab Director, to be responsible for the provision of quality laboratory services to CRMC's providers and patients.

### Essential Duties and Responsibilities:

- In cooperation with the Medical Director and Lab Director, develop and modify in-house test menu that meets the needs of CRMC's medical practice. Investigate test and equipment availability and make recommendations regarding potential purchases to meet new testing needs or replace existing methods.
- Under the supervision of the Medical Director and Lab Director, be responsible for the performance of all laboratory procedures, by:
  - Being present at CRMC during normal office hours and available for duty on an on-call basis at all other times.
  - Performing tests as requested by providers.
  - Being responsible for the collection and quality of all lab samples, including those collected by non-laboratory personnel.
  - Delegating only such tasks as can be performed by non-laboratory staff without loss of quality.
  - Maintaining equipment in readiness for use at all times.
  - Demonstrating quality of results by exercising uniform care in testing all samples and by performing internal quality control and external proficiency testing.
  - For tests not performed in-house, sending out samples and completing test request forms for appropriate referral laboratories.
  - Notifying the ordering provider of all test results in a timely fashion, including charting of reports.
  - Supervising any additional lab personnel.
  - Setting work and on-call schedules for lab personnel.
  - Visiting other CRMC labs to make sure personnel needs are being met and lab policies are being followed.
- Assist providers by maintaining up-to-date resource material needed for interpretation of laboratory tests (library, files). Utilize outside consultants as needed.
- Maintain education and skills at highest level possible by:
  - Completing required continuing education.
  - Participating in appropriate CRMC in-services and CE sessions.
  - Maintaining membership in appropriate professional associations.
- In cooperation with the Administrator and office staff, be responsible to:
  - Order such supplies and equipment as are needed to perform tests.
  - Assign/update charges for lab procedures.
  - Provide input for the budget.
- Perform training as requested to:
  - Nursing Staff/Students

- Patients
- Attend required meetings as scheduled
- Maintain a current laboratory manual.
- Develop and review an Individualized Quality Control Plan for all non-waived tests.
- Perform Quality Assessment reviews and maintain adequate records.
- Schedule patient laboratory appointments and instructing patients and/or other staff to ensure quality samples are obtained.
- Follow the laboratory's procedures for specimen collection, handling, and processing
- Follow the laboratory's procedures for test analyses, report, and maintain records of patient results
- Accurately complete send-out test request forms for appropriate referral laboratories and prepare specimens for transport
- Notify the ordering physician of all test results in a timely fashion.
- Demonstrating proficiency by successfully participating in each Proficiency Testing event
- Adhere to the laboratory's quality control policies by performing and documenting all required QC activities, calibrations, and instrument maintenance
- Follow the laboratory's policies and documenting all corrective actions taken whenever test systems are not within the laboratory's established acceptable levels of performance
- Identify problems that may adversely affect test performance or reporting of test results and either correct the problem or contact the appropriate maintenance personnel
- Maintain a level of cleanliness and orderliness in the lab to ensure a safe and healthy environment for staff and patients
- Comply with all applicable CRMC policies (HIPAA, OSHA, Infection Control, Personnel Handbook, et al)
- Present at CRMC during office hours and available for duty on an on-call basis, as scheduled
- Assist with infection control questions as requested.
- Comply with all applicable CRMC policies as well as HIPAA, OSHA, Infection Control.
- Comply with COLA requirements for technical supervisors as follows:
  - The clinical laboratory supervisor is responsible for technical and scientific oversight of the laboratory. This person is not required to be on-site at all times, but must be available to provide consultation either on-site, by telephone, or electronically.
  - Selects test methodologies appropriate for the clinical use of the test menu
  - Verifies test procedures performed and establishes the laboratory's performance criteria, including accuracy and precision of each test and test system
  - Enrolls the laboratory in an approved PT program commensurate with services offered
  - Establishes a quality control program appropriate for the testing performed
  - Establishes the acceptable levels of analytic performance, and ensures these levels are maintained throughout the testing process
  - Resolves technical problems and ensures remedial actions are taken whenever test systems deviate from the laboratory's established performance specifications
  - Ensures patient test results are not reported until all corrective action has been taken and the test system is functioning properly
  - Identifies training needs and ensures testing personnel receive regular in-service training
  - Evaluates the competency of all testing personnel on an ongoing basis
  - Evaluates and documents performance of individuals responsible for testing at six months and twelve months in the first year of employment and yearly thereafter, unless test methodology or instrumentation changes, in which case, prior to reporting patient test results, the individual's performance must be reevaluated for the new test methodology or instrumentation.

**Skills/Qualifications:**

- Physical, mental and emotional stamina adequate to work under the demands of the position.
- Flexibility and willingness to cooperate fully with all staff.
- Valid driver's license

- Experience of adequate duration, scope and currency, to qualify the individual to assume responsibility for all areas in a small, multi-site, multi-disciplinary laboratory.
- Willingness to travel to other office locations
- Excellent phlebotomy skills
- Reads, writes, and speaks English

**Education/Experience:**

- Graduate from an approved program in Medical Lab Science.
- Experience of adequate duration, scope and currency, to qualify the individual to assume responsibility for all areas in a small multi-disciplinary laboratory.
- Certification with a laboratory professional organization (ASCP, NCA, etc.)

**Other Skills:** Subscribes to the purpose, objectives and Doctrinal Statement as stated in the Personnel Handbook.

**Physical Demands/Work Environment:** The physical demands described here are representative of those that must be met by an office 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 use hands to finger, grasp, handle or feel and to reach with hands and arms. The employee is frequently required to use and operate medical instruments or devices, sit, stand, walk, see, speak, and hear. The employee is occasionally required to kneel, climb stairs, climb or balance. The employee is regularly required to lift up to 10 pounds, occasionally lift up to 25 pounds, and rarely lift more than 50 pounds (ie moving or positioning a patient). This is an OSHA Category 1 job, which requires safe practices in the handling and exposure to blood, body fluids, infectious diseases or tissues.

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job.

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This Job Description reflects Cross Road Medical Center’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. ***This is not intended to be a contract.***

**Your signature indicates you have read this Job Description and understand the essential qualifications and functions of the job.**

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Employee Signature: _____	
Employee Printed Name: _____	Date: _____
HRD Signature: _____	Date: _____