

UW HEALTH JOB DESCRIPTION

SUPERVISOR, LAB SERVICES

Job Code: 532001	FLSA Status: Exempt	Mgt. Approval: M Marggi	Date: June 2022
Department: Laboratory Services		HR Approval: A Phelps Revolinski	Date: June 2022

JOB SUMMARY

Under the direction of the Manager, the Supervisor, Lab Services is responsible for daily operations and maintaining quality patient services in all patient settings. Responsibilities include personnel management, employee schedules, biweekly payroll maintenance, and working in collaboration with the Manager to ensure regulatory compliance to maintain accreditation. The Supervisor assists with the development, annual review and implementation of department policies and procedures. Additional responsibilities include collaboration with the Manager for the development and completion of annual goals and quality plans, consulting with medical staff and faculty, and resolving patient/testing problems.

The Supervisor has primary oversight for new employee training and competency evaluation. This includes ensuring training procedures, checklists and training tools are accurate and meet safety and regulatory requirements. The Supervisor assists with new employee orientation and ensures new employees are mentored appropriately.

A variety of relationships are involved in the performance of this position. Internal contacts include, but are not limited to, laboratory staff, nurses, physicians, medical directors, lab administration, purchasing agents, and Employee Relations. External contacts include manufacturing and sales representatives, outside laboratory representatives, regulatory inspectors and peers from other healthcare institutions.

Extensive communication, organization, time management, initiative, and technical skills are needed for successful performance.

MAJOR RESPONSIBILITIES

A. Performs duties related to management of employees.

1. Initiates human resource related actions, including interviews, reclassifications and leaves of absence. Hiring, promotions and discharges are handled by the Supervisor with Manager collaboration and approval.
2. Handles disciplinary and other work-related problems, including resolving informal appeals and work complaints. Bring all work-related problems to the attention of the Manager as needed.
3. Monitors employee competency and compliance with policy, procedure, and standards. Review performance with assigned employees during probationary period and at least annually thereafter.
4. Assists with the development and implementation of appropriate in-service training programs as laboratory procedures, methods, and policies are added or changed.
5. Documents training of employees and supervise the implementation of appropriate continuing education for technical staff. Review and sign employees training checklists on a regular basis. Any discrepancies in training will be brought to the attention of the Manager.
6. Maintains personnel records, including documentation for each employee that includes education, work experience, performance evaluations, in-service training and continuing education, special problems, references, etc. as required for regulatory, accreditation, or legal purposes.
7. Ensures accurate payroll records are maintained.
8. Maintains current and accurate employee work assignments for each shift, weekends, and holidays. Employee contact lists, seniority lists, force lists and other tools used in the scheduling process are maintained. Schedules are posted and/or sent to employees in a timely manner.
9. Maintains staffing and service levels. Utilize on-call, scheduled overtime and open shift policies as needed.

B. Provides technical and workflow supervision.

1. Monitors laboratory activity throughout the day. Maintain visible supervision of employees and direct ~~work-flow~~ [workflow](#) to maximize efficiency.
2. Supervisor will work closely with Employee Relations (ER) and the laboratory management team in personnel actions.
3. Shares on-call supervisory support for off-hours, weekends and holidays as needed
4. Ensures checklists and/or logs are completed for required activities for all shifts.
5. Determines appropriate staffing levels with adequate skill mix and make appropriate scheduling adjustments.
6. Responds by telephone or pager as needed to answer questions from the laboratory and clinical staff for their area of expertise.
7. Oversees that proper inventory and purchasing protocols are in place, so resources are readily available. Collaborate with Manager on value management initiatives.
8. Assists with updating policy, protocol, and procedure manuals as assigned.
9. Oversees the use of laboratory information systems programs and equipment and assists in training and use of down time protocols.
10. Supervises the coordination and scheduling of instrument maintenance.
11. In collaboration with the Manager, supervises the validation of new methods and instrumentation that aligns with regulatory requirements.

C. Supports quality improvement, customer service, patient and family centered care and strategic planning activities in the UW Health Laboratories.

1. Performs and documents assigned quality activities. Participates in service team meetings and activities including working with the

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Manager and Faculty Director on the development of annual goals.

2. Seeks opportunities to gain customer feedback by developing ongoing relationships with UWH departments or external clients that are high users of laboratory services within their areas.
3. Models and supports the performance standards and hold employees accountable for same.
4. Supports employee engagement through active participation in related activities.
5. Communicates often with staff through routine staff meetings, newsletters, rounding and/or other means of contact.
6. Looks for opportunities to control costs and improve operating efficiencies.

D. Develops and supports compliance and regulatory activities.

1. Ensures a safe environment is in place for employees, visitors, and patients of UW Health.
2. Maintains knowledge of accreditation activities for area of responsibility.

E. Participates in professional development activities to develop own skills as a leader and technical expert in an area.

1. Participates in continuing education activities to develop skills in leadership, management and technical skills related to the laboratory profession.
2. Networks through professional organizations.

F. Performs additional duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in chemical physical, biological or clinical laboratory science. An associate degree and two years of relevant experience, in addition to the required work experience below, may be considered in lieu of a bachelor's degree.
	Preferred	Bachelor's degree in chemical physical, biological or clinical laboratory science.
Work Experience	Minimum	Three years of relevant laboratory experience.
	Preferred	One year experience in a leadership capacity.
Licenses & Certifications	Minimum	
	Preferred	American Society for Clinical Pathology registered as Medical Laboratory Scientist, Medical Technologist, Medical Laboratory Technician, Cytotechnologist, Specialist in Cytotechnology, Histotechnician, Histotechnologist, Technologist in Blood Bank, Specialist in Blood Bank, Phlebotomist, Diplomate in Laboratory Management, or certification appropriate for Clinical Lab department(s) managed.
Required Skills, Knowledge, and Abilities		<p>Effective organizational, scheduling, planning, and communication skills.</p> <p>Effective leadership skills:</p> <ul style="list-style-type: none"> • Ability to develop and motivate staff • Ability to problem solve in a complex, multi-functional group • Ability to create a trusting, positive, and supportive work environment

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#

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	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.