

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612

COOK COUNTY HEALTH
& HOSPITALS SYSTEM
CCHHS

Job Code: 5402
Grade: 20
FLSA: Exempt

Standard Job Description

<u>Job Title</u>	<u>Department</u>
Clinical Laboratory Pre-Analytical (Phlebotomy) Supervisor I	Laboratory

Job Summary

Accounts for the overall operation of Phlebotomy and Specimen Receiving. Provides technical and administrative supervision and direction to a large specialized contingent of professional and entry level staff. Participates as necessary in patient flow and procedures requiring skills and knowledge in patient satisfaction, patient flow, phlebotomy, and specimen integrity. Assumes primary responsibility for special tasks and projects as assigned. Intervenes on behalf of upper management in a variety of matters as directed. Works proactively with Division Chairmen and Pathologists to maintain operational quality. Oversees planning, operations and personnel issues, including training and development of staff. Analyzes and recommends changes to budget, cost efficiencies, and equipment purchases.

This position is exempt from Career Service under the CCHHS Personnel Rules.

General Administrative Responsibilities

Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses independent judgment to identify operational staffing issues and needs and performs the following functions as necessary: hires, transfers, suspends, layoffs, recalls, promotes, discharges, assigns, directs or disciplines employees pursuant to applicable Collective Bargaining Agreements

Supervision

- Directs and effectuates CCHHS management policies and practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

General Administrative Responsibilities continued

Employee Engagement

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements

Typical Duties

- Assures day to day responsibility for overall operations, activities, and staff within the Pre-analytical Laboratory (Phlebotomy).
- Supervises and directs professional and support staff engaged in the performance of highly complex laboratory tests and procedures
- Maintains section quality, monitors quality, instrumentation, staff, purchasing, and all aspects of the section operation. Consults with leadership.
- Represents the department in disciplinary and grievance matters and at hearings and may otherwise assist in assessing and interpreting employee issues in connection with hospital rules and policies and other labor contract language.
- Participates in the overall planning, development and implementation of administrative and technical programs and policies covering the laboratory section.
- Performs or directs the execution of diverse and highly complex tests and procedures. Establishes criteria, formulates standards, assesses program effectiveness and investigates and analyzes unusual conditions, problems or issues.
- Resolves critical problems and brings them to the attention of upper management.
- Recommends personnel actions and staffing which may impact on the department.
- Maintains personal contacts with other managers and staff within the laboratories and hospital in order to discuss and formulate approaches to common needs and concerns.
- Functions as a member of the management staff to confer and meet in all matters pertaining to accreditation standards and regulatory guidelines and requirements.
- Exercises sound judgment in carrying out the directives of the CCHHS Laboratory Director or designee.
- Represents the Department at professional seminars or on hospital committees.
- Performs all administrative and technical responsibilities with high efficiency and integrity.
- Analyzes and recommends changes to budget, cost efficiencies, equipment purchases, and personnel actions including hires, transfers and promotions.

Reporting Relationships

Reports to the CCHHS Laboratory Director

Minimum Qualifications

- Bachelor's degree in a Scientific Field such as Medical Technology, Biology, Chemistry, or Microbiology
- Must qualify as a MEDICAL TECHNOLOGIST* as defined by the Illinois Clinical Laboratories Code (111. Adm. Code 450)
- Six (6) years of fulltime professional work experience of a highly responsible nature in pre-analytical services (Phlebotomy) with at least two (2) years of which must include administrative, technical and/or supervisory oversight for the delivery of clinical laboratory services of a highly complex or specialized nature, or as otherwise related to area of assignment.

Minimum Qualifications continued

- Must be certified by a nationally recognized organization such as the American Society of Clinical Pathologists (ASCP), Clinical Laboratory Scientists (CLS), or American Medical Technologist (AMT)

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and ability to perform clinical testing, troubleshooting, and in-services for staff.
- Thorough and extensive knowledge of professional, safety, governmental and other regulatory requirements applicable to the clinical laboratories. Skill in assisting at a highly responsible level with preparation for various regulatory agencies and in meeting prescribed standards associated therewith.
- Thorough knowledge of phlebotomy and/or specimen receiving principles, practices and methodology involved and a mastery of subject matter sufficient to effectively provide testimony or other expert opinion under a variety of circumstances.
- Knowledge and ability to perform clinical testing, troubleshooting, and in-services for staff.
- Supervisory skills to support the training and development of technologists
- Demonstrates willingness and ability to write policies and procedures.
- Skill and ability to communicate verbally and in writing with supervisors, medical staff and other personnel within, as well as outside laboratories; ability to discuss in technical terms, new approaches to common needs and interests concerning delivery of services to patients and other departments.
- Ability to supervise and direct professional and support staff engaged in the performance of highly complex laboratory tests and procedures requiring a thorough and extensive knowledge specific to chemistry and hematology.
- Ability to oversee a large or complex laboratory operation by assuming responsibility for addressing unknown conditions, resolving critical problems, formulating standards and writing procedures for the section.
- Ability to work within broad guidelines requiring independent decision-making, complimented by sound judgment in determining when to bring difficult or unsolvable problems to other senior staff or supervisors as necessary.
- Ability to perform effectively in carrying out duties of a predominantly administrative and supervisory nature on behalf of the Cook County Health and Hospital System Laboratory Director, where applicable, or other senior management. Ability to preside over operations, services, and activities of a critical nature and exercise skill and professional discretion in resolving problems and contingencies which may arise. Ability to intervene as necessary in a variety of matters and take charge as circumstances require.
- Ability to investigate and render opinions in disciplinary matters and represent the Department in disciplinary or grievance hearings.
- Ability to understand and apply hospital policy and contract language as may apply to the laboratory.
- Ability to maintain the confidentiality of patient related materials in compliance with HIPPA requirements.
- Ability to supervise and coordinate laboratory information systems services, or the use of PCs and other devices as needed.
- This position occasionally requires various types of physical exertion including, but not limited to climbing, lifting, pulling, pushing, prolonged standing, operating laboratory equipment and other devised, or moving moderate to heavy weight.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Joanne Dulski 2/17/16
[Legibly Print Name & Title of Person Approving the JD] Date

Approval: Joanne Dulski 2/17/16
[Signature of Person Approving the JD] Date

Approval: _____ Date
Gladys Lopez
Chief of Human Resources