



**Job Code:** 9791

**Grade:** 19

**HCWR:** N

**Job Title**

Phlebotomy Supervisor

**Department**

Phlebotomy and Laboratory Services

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

**Job Summary**

The Phlebotomy Supervisor accounts for the overall operations of Phlebotomy Services. Provides technical and administrative supervision and direction to a large, specialized contingent of professional and entry level staff. Participates as necessary in workflow 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 Laboratory Management 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.

**General Administrative Responsibilities**

*Collective Bargaining*

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

*Discipline*

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

*Supervision*

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



**General Administrative Responsibilities**

*Management*

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

**Typical Duties**

- Assures day to day responsibility for overall operations, activities, and staff within Phlebotomy Services.
- Supervises and directs professional and support staff engaged in the collection of patient specimens
- Monitors and regulates workflow to ensure tasks are completed on time.
- Assists in preparing work schedules to ensure assignments are adequately covered.
- Maintains and monitors section quality, staff, purchasing, and all aspects of the section operation. Consults with leadership as needed.
- 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 Phlebotomy Services.
- Performs or directs the execution of patient specimen collection. 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.
- Exercises sound judgment in carrying out the directives of CCH Laboratory Leadership or designee.
- Participates in all phlebotomy related matters pertaining to accreditation standards and regulatory guidelines and requirements. 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.
- Performs other duties as assigned.

**Minimum Qualifications**

- Phlebotomy Certification through a nationally recognized body
- Five (5) years of phlebotomy experience
- Experience in a lead or supervisory capacity



**Preferred Qualifications**

- Associate's degree from an accredited college or university

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge and ability to perform phlebotomy related procedures and handle troubleshooting issues, and provide in-services for staff.
- Thorough and extensive knowledge of professional, safety, governmental and other regulatory requirements applicable to the specimen collected for 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 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.
- Supervisory skills to support the training and development of staff
- 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 phlebotomy procedures requiring a thorough and extensive knowledge of policies and procedures.
- Ability to oversee a large or complex team 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 contact 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.



**Knowledge, Skills, Abilities and Other Characteristics**

- 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.**