

Job Summary – Lab Supervisor – Clinical Hematology

Family: Technical

Grade: 12

Department: Hematology

Last Updated: Tue, May 11, 2010

Job Information

Job Summary

Demonstrate knowledge and understanding of established procedures and protocols according to established departmental policies and procedures; prepare requisitions for the replenishment of needed supplies; maintain policies, procedures and quality requirements within her/his respective section. Responsible for the direct supervision of the work and attendance of laboratory technologists, technicians and other support staff.

Support the mission and vision of the American University of Beirut Medical Center (AUBMC) and that of the department.

Essential Functions / Task Groups

Administrative Issues:

- Conduct performance appraisal and competency assessment for shift personnel within the administrative process of the laboratory and according to established guidelines and policies
- Supervise or actively participate in the instruction and clinical supervision of student
- Maintain CME and training records of laboratory staff conduct on job training
- Orient new employees
- Identify the training needs of staff and plan, provide and evaluate the effectiveness of an on-the job training program
- Schedule time for seminars and workshops
- Meet regularly with section staff for effective communication
- Communicate between management and employees
- Determine work flow priorities when necessary to ensure the lowest turnaround time for completion of tests
- Assist administrative manager in preparing operational budget by recommending manpower, supplies or equipment needed and prepares supplies/equipment requisitions
- Participate in inter-and intradepartmental committees
- Planning and updating daily schedules, week-ends, holidays and vacations
- Counseling staff and taking disciplinary measures
- Supervise methods/personnel in the performance of tests and procedures according to protocols contained in the procedure manual and manufacturer instructions
- Supervise the work of support personnel in the performance of their duties according to protocols in the procedure manuals
- Oversee adherence by section staff to general hospital and laboratory policies concerning dress codes, professional conduct, attendance directives as issued
- Participate in the initial screening of applicants and in interview and jointly recommend applicants
- Work cooperatively and communicate effectively within the department and with other departments
- Endeavor to make others' jobs easier
- Address conflicts within the team in a positive and open manner
- Create new opportunities for individual to work together
- May perform independent projects as approved directed at development of new technologies or procedures
- Recommend short term priorities of his/her section within established goals and objectives
- Advise and collaborate with other section supervisors, laboratory directors and administrative manager on the preparation of policy and procedure manuals. This includes selection of equipment/instrumentation and work punctuality, documentation, performance criteria and other space organization of the laboratory

Testing Management:

- Demonstrate expertise and understanding of established testing procedures and protocol by remaining abreast of procedure manual and updates
- Perform non-routine and specialized tests and procedures in an organized and efficient manner and according to established standard methods, guidelines and manufacturers protocols
- Demonstrate a high level of skill to solve very complex problems/procedures that require frequent modifications
- Resolve unusual operational/personnel problems that arise during hours of responsibility within the guidelines, policies and procedures established by the department

- Troubleshoot and work on improving lab procedures
- Identify ways in which laboratory procedures and activities can be modified to improve upon current methodologies
- Perform competency and proficiency challenges in a timely and acceptable manner
- Ensure implementation of quality control procedures; the performance of accreditation practices related to test methodology
- Evaluate Quality Control and Quality Assurance statistics and modify/ update manuals as needed
- Ensure monthly quality controls are presented to the Director on monthly basis or immediately when obvious deviations from acceptable standards occur
- Ability to revise, modify established guidelines, evaluate standard methods, set up/validate and implement new procedures
- Ensure CME for all subordinate is complete

Data Entry & Specimen Receipt:

- Ensure specimen integrity by adhering to the laboratory's procedures
- Follow lab procedures for specimen handling and processing, test analysis, reporting and maintaining records of patient results
- Ensure relevant information is on the requisition received with the test request
- Utilize job knowledge, judgment and problem solving skills to ensure quality by following established policies and procedures for quality control performance, quality assurance documentations and safety
- Summarize test results and may write case reports
- Participate in statistical data gathering and reporting

Equipment & Supplies management:

- Utilize responsible practices which contribute to the cost-effective use of health care resources
- Responsible for the performance and completion of defined equipment and instrument maintenance protocols; follow the recommended manufacturer and/ or department defined instrument set up procedures prior to testing
- Effectively troubleshoots and resolve instrument malfunctions to assure the real time availability of equipment
- Perform and document scheduled and unscheduled preventive maintenance
- Operate general laboratory equipment, including but not limited to: telephones, computers, keyboards, automated analyzers, centrifuges, microscopes, manual and automated pipettes

Critical Competencies

Problem Solving, Technical Expertise, Team Skills, Planning & Organizing, Human Resources Management, Information & Records Administration, Quality Management, Accountability, Safety and Health Management, Developing Others, Resource Management, Client Focus, Initiative, Communication Skills, Applied Technology, Organizational Awareness, Computer Skills, English Comprehension.

KNOWLEDGE / KNOW-HOW

Knowledge:

Expertise in Clinical Hematology

Extensive knowledge of laboratory safety and infection control procedures and practices including standard precautions and hazardous chemical handling

Knowledge of CAP Standards

Nature of work is highly specialized requiring comprehensive theoretical and practical knowledge pertaining to Clinical Hematology operations

Education:

Minimum Education: Bachelor's Degree in Medical laboratory Technology or related science and specialized certification in Clinical Hematology

Preferred Education: Master's degree in Public Health or related field

Experience:

Minimum Experience: 5 years working experience as a lab scientist in Clinical Hematology

Preferred Experience: Laboratory related operation

Languages:

Minimum Languages: Arabic and English (IET score \geq 500)

Computer Skills:

Proficient in the use of Microsoft applications

Demonstrate in-depth 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

IMPACT OF ACTIONS/DECISIONS

Error in conducting test analyses or in reviewing work would probably be caught by review within the laboratory or by review of test results and reports. All results are technically rechecked by the Lab Director in order to ensure accurate and reliable diagnosis of diseases. Facilitate the work of others within the immediate organizational unit and provides timely services.

Contribute to the accuracy, reliability and timeliness of services performed by assigned section staff as well as efficient management of laboratory resources e.g. supplies, reagents, instruments, etc.

JOB STRUCTURE

The work environment is usually relatively stable with only occasional changes in methods, procedures, equipment, policies and regulations.

Responsible for one broad functional area within one section work field that include routine , non-routine and specialized testing procedures for which there are established standard methods, procedures and guidelines that apply to most situations encountered and can be carried out with minor modifications

MANAGERIAL / SUPERVISORY RESPONSIBILITY

Technical and administrative supervisory of at least 15 section staff

Job Characteristics:

Physical Effort: Occasional Physical Effort

Work Schedule: Regular Weekdays

Working Conditions: Hazardous working conditions