

## MEDICAL LABORATORY SUPERVISOR IV

This is supervisory and administrative work in directing a large, diversified, and procedurally extensive and complex medical laboratory at North Carolina Memorial Hospital or in the Division of Health Services.

These laboratories vary in size, scope, technical complexity, and consequence, but each has its specific work dynamics. These can be characterized by either the sophisticated and changing equipment, diversity and broad variety of procedures as found in the clinical chemistry laboratory at North Carolina Memorial Hospital; or the identification of unknown organisms as found in microbiology; or the consequence and technical reference panels associated with blood banking; or research and consultation inherent in the Virology/Serology laboratory at Health Services.

Employees are responsible for coordinating, compiling, and evaluating projected long-range goals and objectives; developing and implementing policies and procedures; organizing laboratory manpower equipment and space; coordinating all personnel functions; evaluating and developing all aspects of new services, inservice training; and formal instruction of students in the allied health and medical fields. Employees work with the implementation of laboratory computerization, quality control, and accreditation standards. This level of work is distinguished from the Medical Laboratory Supervisor III by the larger size and scope of the laboratory, the diversity and complexity of procedures, and managerial and administrative accountability. Work may include other related duties as determined by management. Work is supervised by an administrative and/or medical director.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees meet with subordinate supervisors and staff to discuss work and organizational plans, and then establish priorities, present, and justify annual laboratory goals and objectives to management. Employees meet with management and/or medical directors to discuss goals and objectives as they affect new services and available resources. Employees participate with management in planning the laboratory activities for a five-year period. Employees must remain abreast of the field and changing instrumentation in order to plan for capital equipment expenditures. Employees plan laboratory work flow systems as it impacts on overall medical services, and plan for space and manpower utilization as reorganization occurs.

Organizing and Directing - Employees set priorities and make work assignments utilizing input from various supervisors to whom the responsibility is delegated. Employees coordinate requests for supplies, equipment, and personnel from laboratory supervisors, and establish needed priorities and laboratory service schedules. Employees review existing organizational and laboratory system structures, and may suggest alterations to enhance efficiency of the overall laboratory services.

Budgeting - Employees compile and review submitted budgets from the various laboratory supervisors, and make a final compilation and recommendation on a fiscal budget for space, equipment, and supplies to management.

Training - Employees establish staff training needs through input from laboratory supervisors, observation of reports and work area, changes in program design and make the necessary arrangements for obtaining the training through available resources. Employees are accountable for coordinating the medical technology clinical rotation and any other training necessary for clinicians.

Setting Work Standards - Employees write the internal laboratory policies and procedures in concert with subordinate laboratory supervisors and monitor adherence to the policies. They ensure procedure manuals are kept updated and quality control reports and accreditation standards are maintained. Employees establish standards on quality and quantity of administrative and technical work. Employees review existing application of policies and procedures in dealing with unusual situations.

Reviewing Work - Employees provide overall administrative and technical review and assistance on any problems encountered by the subordinate laboratory supervisors and clinical staff. Work involves being responsible for the overall quality and quantity of work on a daily basis through the laboratory supervisors, and through weekly meetings are written reports.

Counseling and Disciplining - Employees counsel and support laboratory supervisors in making recommendations for disciplinary actions according to standards and procedures established by the governing agency. All final disciplinary actions are reviewed and discussed with management and medical directors.

Performing Other Personnel Functions - Employees review the performance evaluations submitted by laboratory supervisors, make final recommendations to management on staff merit raises, and position and salary changes. Employees interview and select employees based on input from other staff and submit final selections to management.

## II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Work is dynamic, requiring frequent response to additional laboratory services reflective of the medical environment needs and federal mandated programs, changing accreditation standards, and the technological changes in the work field.

Variety of Work Supervised - Work is predominantly administrative over a large, diverse laboratory providing a variety of technical procedures. The diversity of the laboratory can be characterized in the realm of the science of medical technology even though there may be several subunits within the laboratory.

Number of Employees Responsible For - Twenty to 85 employees.

III. EXTENT OF SUPERVISION RECEIVED: Employees proceed independently on a daily basis in approving and assigning staff and workloads, reviewing laboratory activities, and coordinating intra/inter-laboratory services with the appropriate personnel. However, employees meet periodically with management for informational purposes and obtaining approval for making major changes.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Some employees, due to the nature of the institution, are responsible for a twenty-four hour, seven-day-a-week operation. Work force is basically stable, and staff and services may be located throughout the institution.

## V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of laboratory operational systems. Considerable knowledge of laboratory instrumentation. Considerable knowledge of professional and accreditation standards. Thorough knowledge of the assigned area of medical technology. Knowledge of supervisory and management functions. Ability to establish rapport and communicate effectively with staff and medical personnel. Ability to analyze and resolve administrative and technical problems.

Minimum Education and Experience - Bachelor's degree in medical technology, chemistry, or biological science from an appropriately accredited institution and six years of laboratory experience in the assigned area, three of which is in a supervisory capacity; or an equivalent combination of education and experience.