

# MEDICAL LABORATORY SUPERVISOR

Schematic Code 14602 (31000102)

## I. DESCRIPTION OF WORK

Positions in this banded class direct the activities of a medical laboratory where a variety of laboratory tests are performed in order to aid in the diagnosis of disease and treatment of patients\*. Duties performed include planning laboratory services, organizing work flow and work schedules, preparing and monitoring budgetary allocations, managing the quality control program, administrative and personnel functions, physician and clinical support, and coordination of laboratory aspects of medical research.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
Positions at this level are responsible for planning laboratory services, organizing the workflow and work schedules, projecting budgetary needs, and participating in personnel functions. Positions may serve as working supervisors and/or the technical resource in the areas of quality control, test interpretation, equipment and procedure troubleshooting. Positions may serve as liaison between technical and clinical staff.	Positions at this level are responsible for planning laboratory goals and objectives, staffing, projecting and maintaining budgetary allocations, and assisting in human resources functions in a laboratory of moderate scope and complexity of laboratory services. Positions may research and develop new test procedures; establish and ensure the maintenance of quality control standards; review abnormal test results; troubleshoot unusual equipment or procedure malfunctions; and provide an interpretative interface with clinicians.	Positions at this level are responsible for planning laboratory goals and objectives, staffing, projecting and maintaining budgetary allocations, and assisting in human resources functions in a laboratory of broad scope and high complexity of laboratory services. Positions develop laboratory operating procedures and standards and conduct cost and feasibility studies for future laboratory services. Positions at this level are responsible for administrative and human resources functions, inter/intra-laboratory coordination, interpretation of abnormal test results and problem solving, and evaluation and implementation of new methods and procedures.

\* human or animal

**III. COMPETENCIES**

<b>Competency</b>	<b>Definition</b>
<b>Knowledge – Professional</b>	Possession of a designated level of professional skill and/or knowledge in specific area(s) and the ability to keep up with current developments and trends in area(s) of expertise, usually acquired through post-secondary education.
<b>Planning and Organizing Work</b>	Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission-driven organizational goals.
<b>Budgeting</b>	Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance; ability to prepare budget documents and reports; ability to systematically plan and monitor research project expenditures.
<b>Laboratory Management</b>	Ability to provide oversight of technical programs and administrative activities in a laboratory setting - implements quality assurance and safety programs; ability to coordinate and manage facilities, equipment, supplies and related resources; ability to monitor environmental risks and quality control; ability to understand and comply with safety standards to maintain a safe environment.
<b>Human Resources Management</b>	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

#### IV. COMPETENCY STATEMENTS BY LEVEL

##### Knowledge – Professional

Possession of a designated level of professional skill and/or knowledge in specific area(s) and the ability to keep up with current developments and trends in area(s) of expertise, usually acquired through post-secondary education.

Contributing	Journey	Advanced
<p>Knowledge of a variety of laboratory procedures and techniques applicable to the areas(s) of work.</p> <p>Knowledge of laboratory equipment, instrumentation, and terminology.</p> <p>Knowledge of the basic pathophysiological processes being monitored and how medical laboratory science is applied.</p>	<p>Considerable knowledge of a variety of laboratory procedures and techniques applicable to the areas(s) of work.</p> <p>Considerable knowledge of laboratory equipment, instrumentation, and terminology.</p> <p>General knowledge of the basic pathophysiological processes being monitored and how medical laboratory science is applied.</p>	<p>Specialized knowledge to a variety of complex laboratory procedures and techniques applicable to the areas(s) of work.</p> <p>In-depth theoretical knowledge of laboratory equipment, instrumentation, and terminology.</p> <p>Considerable knowledge of pathophysiological processes being monitored and how medical laboratory science is applied.</p>

##### Planning and Organizing Work

Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission-driven organizational goals.

Contributing	Journey	Advanced
<p>Ability to assign and maintain workload balance to enhance laboratory productivity; ability to review laboratory procedures and workflow. Ability to research and recommend new laboratory procedures in response to new and existing medical services; ability to assist in planning for new clinical assay offerings to faculty and staff.</p> <p>Ability to establish methods of reporting results and recording quality control data; ability to follow established methodology, standards and procedures.</p>	<p>Ability to establish new laboratory procedures and workflows; ability to coordinate work with other medical services; ability to set priorities for laboratory operations.</p> <p>Ability to evaluate the feasibility of new procedures and services as they impact existing resources; ability to recommend establishment and modification of procedures.</p> <p>Ability to follow and modify established methodology, standards and procedures.</p>	<p>Ability to assess the long term needs of the laboratory; ability to make changes in procedures, workflow and manpower assignments.</p> <p>Ability to plan for and implements new laboratory procedures including feasibility studies, cost analyses, and project plans; ability to participate in long range planning and organizational problem-solving with management.</p> <p>Ability to modify and develop new methodology, standards and procedures.</p>

## Budgeting

Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance; ability to prepare budget documents and reports; ability to systematically plan and monitor research project expenditures.

Contributing	Journey	Advanced
Ability to operate within assigned budget; identify potential cost savings. May require ability to monitor expenditures.	Ability to monitor expenditures and identify potential budget issues. Ability to prepare budget(s) for research proposals; ability to recommend needed expenditures and revisions to the project budget(s).	Ability to research, recommend, and approve major expenditures.

## Laboratory Management

Ability to provide oversight of technical programs and administrative activities in a laboratory setting - implements quality assurance and safety programs; ability to coordinate and manage facilities, equipment, supplies and related resources; ability to monitor environmental risks and quality control; ability to understand and comply with safety standards to maintain a safe environment.

Contributing	Journey	Advanced
<p>Ability to monitor resources needed to operate the laboratory; ability to maintain inventory control; coordinate equipment and supplies; may require ability to monitor expenditures.</p> <p>Ability to understand and execute quality assurance program.</p> <p>Ability to ensure adherence to procedures and work standards; ability to maintain procedure manuals. Ability to monitor compliance with federal, state, and agency regulations.</p> <p>Ability to meet with surveying and inspecting officials from accrediting agencies.</p>	<p>Ability to manage laboratory resources including budget and personnel; ability to establish priorities in the use of resources including space, equipment and supplies; ability to monitor expenditures.</p> <p>Ability to evaluate quality assurance program for effectiveness.</p> <p>Ability to manage adherence to procedures and work standards; ability to recommend changes; ability to implement adjustments or changes to work standards; ability to serve as a technical resource.</p> <p>Ability to coordinate preparation and review activities for accreditation agencies.</p>	<p>Ability to manage and monitor multiple and/or complex laboratory resources including budget and personnel.</p> <p>Ability to manage quality assurance program(s); ability to modify as needed.</p> <p>Ability to establish procedures, standards, and policies; ability to interpret policy and procedures for laboratory staff.</p> <p>Ability to lead and ensure accreditation program.</p>

## Human Resources Management

Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Contributing	Journey	Advanced
<p>Ability to review the work of others; ability to implement work plans; ability to identify problems and bring to the attention to appropriate people; ability to resolve minor problems and complaints on an informal basis.</p> <p>Ability to model work/job duties for employees.</p> <p>Ability to review and approve routine human resources policies questions and requests; may require ability to participate in recruitment and selection process and/or performance assessment.</p> <p>Ability to identify and recommend career development opportunities with employees.</p>	<p>Ability to develop and implement work plans; conduct performance reviews; ability to participate in the disciplinary and grievance processes, as needed.</p> <p>Ability to plan for and deliver on-the-job training.</p> <p>Ability to participate in recruitment and selection process; ability to conduct performance management; ability to ensure human resources policies and related information is shared with employees.</p> <p>Ability to ensure employees have access to tools and information for career development opportunities.</p>	<p>Ability to ensure compliance with performance management policies and procedures; ability to recommend resolution of disciplinary and grievance issues, as needed.</p> <p>Ability to determine training needs and provide training to specific employees; ability to develop training programs.</p> <p>Ability to determine work unit design; ability to apply policies to execute operational needs.</p> <p>Ability to plan and coordinate career development opportunities.</p>

## V. MINIMUM TRAINING & EXPERIENCE

Bachelor's degree in medical technology, chemistry, or a biological science and three years of laboratory experience related to the area of assignment; or equivalent combination of training and experience. Some positions may require compliance with current Clinical Laboratory Improvement Amendments (CLIA) regulations.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.