



JOB DESCRIPTION

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship with Van Buren County Hospital.

An Affiliate of **MERCYONE**

POSITION: Laboratory Manager	STATUS: Non-Exempt
DEPARTMENT: Laboratory	DATE EFFECTIVE:
DIRECTLY REPORTS TO: CEO INDIRECTLY REPORTS TO:	REVISED: 04/29/2024
SUPERVISES: Medical Lab Technician, Medical Technologist, and Phlebotomists	SECURITY LEVEL: Medium

PRIMARY FUNCTION & POSITIONAL PURPOSE

This position is responsible for the general oversight and control of all operations of the clinical laboratory to include supervision of staff, budgeting, monitoring policies and procedures, and ensuring the quality of results through quality control, quality assurance, and proficiency testing, and timely compliance reporting. Requires advanced technical knowledge and supervisory experience.

POSITIONAL ESSENTIAL FUNCTIONS

Essential functions are those tasks, duties, and responsibilities that comprise the means of accomplishing the job’s purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the major functions for which the person in the job is held accountable.

- Adheres to all CLIA, AABB, and CLSI Regulatory guidelines at all times in the laboratory under the direction of the medical lab director/pathologist and their technical staff.
- Performs and/or oversees daily, weekly, monthly, quarterly, bi-annual, and annual maintenance on all applicable equipment according to manufactures guidelines.
- Performs and/or oversees daily, weekly, monthly, quarterly, bi-annual, and annual compliance reports.
- Oversees all lab personnel including staff whom perform moderate and high complexity testing.
- Monitor and adjust charges to patients as necessary.
- Review instrument Quality Control reports and corrective action logs.
- Review monthly bills and invoices for accuracy and payment approval.
- Enrolls the laboratory in the appropriate proficiency testing programs to meet CLIA “88” requirements.
- Complete monthly reports as required by administration, quality assurance, and various other committees.
- Monitor department policies and procedures by reviewing and revising as needed. Develop new policies and procedures for new tests as added in collaboration with lab medical director/pathologist.
- Perform tasks without supervision such as: sample collection, processing, testing, and appropriate reporting of all test results including critical results.
- Perform preventative maintenance and troubleshooting procedures according to manufacturer manuals and technical support.
- Ensure that an appropriate Quality Assurance Plan is developed and implemented.
- Ensure completion of Quality Improvement Process/Reports for the laboratory department.
- Respond to comments or complaints regarding laboratory services.
- Correct problems identified by quality control materials or proficient testing.
- Complete competencies for all lab staff in concordance with CLIA regulations.
- Requires occasional shift rotations including but not limited to ON CALL hours which requires a 30-minute response time.

MANAGERIAL ESSENTIAL FUNCTIONS

Managerial Essential Functions are those tasks, duties, and responsibilities that are necessary for every VBCH manager to utilize in order to accomplish the organization's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the expectations for which every person is held accountable.

- Please see attached addendum for managerial essentials

ALL EMPLOYEE ESSENTIAL FUNCTIONS

All Employee Essential Functions are those tasks, duties, and responsibilities that are necessary for every VBCH position to accomplish the organization's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the expectations for which every person is held accountable.

- Attendance at work on a regular and reliable basis.
- Maintains patient, hospital and, employee confidentiality in all aspects of the job.
- Meets with supervisor concerning policies and procedures, work assignments, financials and other functional problems. Keeps supervisor informed of department activities and needs.
- Complies with all established policies and procedures of the hospital and of the department, to include the Code of Conduct and the Code of Ethics and Compliance.
- Must be able to safely work in an environment where latex is prevalent.
- Complete annual education requirements. Stays up-to-date with industry matters.
- Attend meetings as appropriate.
- Meets standards of hospital infection control.
- Maintains all applicable regulatory requirements, including licensure requirements when applicable.
- Commits to being diligent about safety policies and practices within the organization and assigned department.
- Accepts additional duties as assigned when they are deemed appropriate by the employee's supervisor

ONE CULTURE BEHAVIORS – ALL EMPLOYEES

All employees of VBCH are expected to display the cultural values and competencies of VBCH. This is an essential function of each employee's job and all positions will be held accountable for demonstrating these behaviors.

1. Be One - I benefit from and strengthen VBCH.

- **Think TEAM, not self.**
 - Have a shared sense of purpose and clear goals and understand that we all make a difference
 - Appreciate diversity, recognize each individual has value and we can accomplish more together.
- **Ask for help. Give help.**
 - Make time for everyone. No one is an interruption. Each person is my reason for being at VBCH.
 - Be honest and open in all relationships, interactions, and in providing care.
- **Communicate like your life depends upon it.**
 - Take time to explain and communicate what to expect.
 - Respectfully and effectively communicate within your department and within the organization.

2. Personalize Care – Your experience. My responsibility.

- **Bring energy and passion every day.**
 - Ensure consistent care by committing 100% to each individual patient, family and staff member.

- Deliver the best outcome and excellent service through the dedicated effort of every team member.
- **Serve the patient or support someone who does.**
 - Look beyond assigned tasks and job duties and focus on your purpose.
 - Embrace supporting one another as a way of achieving greatness.
- **Invest the time to listen, care and connect.**
 - Treat others as you would like to be treated – with dignity, respect, care and sensitivity to privacy.
 - Reassure the patient and their family that you know the importance of your job in relation to the care.

3. Own It – I own my actions to deliver Key Results.

- **Step up or step aside.**
 - Lead by example; be honest and trustworthy, while always maintaining confidentiality.
 - If unable to meet a request, find someone who can.
- **Take responsibility for your attitude and impact.**
 - Accept personal responsibility to always do the right thing even when no one is looking.
 - Take the time to do things right the first time.
- **Make excellence happen.**
 - Follow through when you tell someone you will do something for them. Make contact with them throughout the process as well as after the task is completed.
 - Realize what we do is a reflection of ourselves and our organizations.

4. Improve Daily - I make improvements every day for those we serve including each other.

- **Have a “get better” mindset.**
 - Strive to be the best at what we do. Seek ways to continually improve patient and employee satisfaction.
 - Seek out opportunities to improve skills for personal and professional growth; supporting common goals of the organization.
- **Be coachable.**
 - Sincerely acknowledge and take corrective action when expectations are not met.
 - Commit to professional and personal development.
- **Seek solutions. No blaming, complaining or defending.**
 - Problem solve with input from each individual. Maintain a positive attitude and focus on solutions by working through challenges and conflict together.
 - Focus on process when seeking solutions, not on people.

5. Innovate - I imagine and embrace bold new ideas to revolutionize health.

- **Challenge the status quo. Create new possibilities.**
 - Look for opportunities to improve the patient, family and staff experience through innovative thinking and process improvement.
 - Be an active participant in organization activities and community events.
- **Be proactive and embrace change.**
 - Be receptive to different ideas and responses from fellow coworkers.
 - Be open and willing to change to improve outcomes.
- **Be curious – don’t be afraid to fail.**
 - Be willing to go the extra mile and do what is necessary, even if that means to do things differently, to not only meet but exceed expectations.
 - If you or the team fails, grow from the experience and try again.

EDUCATION, CERTIFICATION, & EXPERIENCE REQUIREMENTS

1. High school graduate or equivalent and have also completed an accredited Laboratory certification program receiving a minimum of an AAS degree, or have a BA in either science or biology and qualified under one of the governing bodies of Laboratory to perform High Complexity Tests.
2. Must have certification as a laboratory technologist or laboratory technician, and maintain CEU requirements for certification as required by the certifying body.
3. 5+ years of experience required

WORKING ENVIRONMENT

Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.

Conditions	Never 0%	Occasionally 1 - 33%	Frequent 45 – 66%	Continuous 67 – 100%
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Computer Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoor exposure to extreme cold or extreme heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to wet and/or humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive Noise including patient call lights, buzzers and alarms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dusty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to Latex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity and/or Electric Shock	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals and fumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High, exposed places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving mechanical parts	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power or impact tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lift/Carry				
1 – 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21 – 50 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull				
1 – 10 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 – 50 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Movement				
Sitting for long periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend/Stoop/Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crouch/Squat	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above the shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below the shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Motion (arms, wrists, hands)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb Stairs/Ladder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Uneven Walking Surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Even Walking Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Finger usage (feeling for pulse, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communication (talking and hearing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual Acuity for reading and computer usage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual Acuity for drawing measurements	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Visual Acuity to distinguish colors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Perceive attributes of objects through touch including size, shape, temperature, and texture	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

EMPLOYEE HEALTH REQUIREMENTS

Must follow all employee health requirements including, but not limited to, the following:

- Employee Health screenings every 4 years after hire as required by State Law
- Yearly flu shots and initial Covid shot. If flu shots are denied or proof of initial Covid shot is not provided, you will be required to follow current employee health policy. At time of job description revision, the current policy is those not receiving flu or initial Covid will wear a mask at ALL times while on duty during the respiratory illness season.

SIGNATURES

I have read this job description and understand the physical requirements and essential job functions. I am able to perform these essential job functions with/without reasonable accommodations. Required accommodations are explained below:

Employee Signature

Date

Department Head Signature

Date

DISCLAIMERS

Van Buren County Hospital has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. A review of this job description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions. Employees will be required to follow any other job-related instructions and to perform any other job related duties requested by his/her manager. Requirements are representative of the minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Non-Discrimination Policy: It is the policy of Van Buren County Hospital not to discriminate in its services, programs, or employment on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity. Van Buren County Hospital reasonably accommodates those persons with disabilities to allow for the performance of essential job functions or who may require alternative means for access. Any concerns or requests for accommodations should be directed to Lindsey Countryman, lindsey.countryman@vbch.org or 319-293-8754.