



Our mission at *Apicha Community Health Center* is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health, and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life. We advocate for and provide a welcoming environment for underserved and vulnerable people, especially Asians and Pacific Islanders, the LGBT Community and individuals living with and affected by HIV/AIDS.

Position Title: Lab Supervisor
Reports to: Chief Medical Officer
FSLA Status: Non - Exempt
Location: Manhattan

Position Summary :

The Lab Supervisor is responsible for coordinating lab activities and promoting the effective and efficient allocation of Apicha laboratory resources in order to ensure that the laboratories operate in a smooth and safe manner.

The major duties of the position include, but not limited to:

Laboratory Operations

- Oversees the operations of Apicha laboratories include, but not limited to directing any outside laboratory company, laboratory equipment, employees, supplies, software and documentation
- Establish and implement lab policies, procedures and protocols.
- Evaluates laboratory information, monitors quality assurance and performance improvement as it relates to laboratory functions
- Reports laboratory results to guarantee the highest quality of results
- Report results as per the procedures/protocols mandated and Apicha and applicable regulatory authorities and results, such as Clinical Laboratory Improvement Amendments (CLIA).
- Coordinates Apicha lab activities and programs in all Apicha locations, including laboratory functions undertaken by its public health/community outreach personnel, in compliance with applicable regulations, procedures and protocols.
- Maintains medical laboratory information by identifying information needs and problems; recommend improvements,; establish priorities; testing; writing user manuals; and maintaining the security and confidentiality of information, especially protected health information.
- Maintains medical laboratory productivity by monitoring workload of functional areas; identifying peak periods; making operations or staffing adjustment.
- Maintains medical laboratory supplies inventory by checking stock to determine inventory level.
- Maintains medical laboratory equipment performance by establishing quality standards, scheduling and performing routine maintenance and troubleshooting for laboratory instrumentation; and ensuring staff compliance with appropriate equipment use, cleaning and testing.

Direct Care

- Serves as the primary point of contact with patients to provide information pertaining to billing questions and lab questions.
- Performs phlebotomy and other diagnostic tests as needed.
- Processes blood and other specimens, ensuring all specimens are properly labelled and packaged for lab pick-up.

- Demonstrates respect and regard for the dignity of all patients, families, visitors and fellow employees to ensure a professional, responsible and courteous environment.

Staff Management

- Supervise lab work to ensure timely completion of lab services
- Mentors, trains and manages personnel on laboratory regulations, procedures, and protocols, including quality controls while making sure the personnel follow industry standards and safety regulations for handling and disposing of test samples.
- Advises in hiring and supervises laboratory training; and regularly observes and evaluates lab staff on lab skills, behaviors, and working knowledge of laboratory-related policies and procedures.
- Hold regular schedule in-service sessions for laboratory personnel.

Compliance

- Assists with programs associated with OSHA laboratory-related compliance and training
- Participates in and develops clinic-specific quality standards to assure compliance with CLIA regulations/requirements.
- Manages CLIA certificates to ensure they are accurate and updated.
- Develops and updates and audit tool and reporting forms to be used in routine assessments of clinic laboratory personnel.
- Attends all required safety training programs and can describe his/her responsibilities related to general safety, department/service safety, specific job-related hazards.

QI/QA

- Manages laboratory quality by developing and participating in quality improvement programs, collection and review of laboratory data, creation of laboratory quality manuals, and evaluation of laboratory control tests.

Collaboration

- Resolves laboratory-related problems and issues by consulting with Apicha and/or clinic leadership, and laboratories.
- Reports critical lab values and any needed re-collections to providers, coordinates the patient's return to clinic and documents, when appropriate, in the clinical record.
- Promotes effective working relations and works effectively as part of a team to facilitate the laboratory's ability to meet its goals and objectives
- Works to promote the primary care medical home care model, applying team-based care coordination in partnership with patients/families to promote: timely access to care, understanding of patient care that is culturally sensitive and language appropriate, continuity of care, and the improvement of the whole-person through the teaching of appropriate self-care-management skills.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks.

Qualifications:

- Bachelor's degree in related field required (public health, healthcare)
- Minimum of 5 years of satisfactory experience serving as a phlebotomist in healthcare
- 2 years leadership experience
- Experience using eClinicalWorks HER, population health systems and Microsoft Office applications.