



Position Title: Lab Supervisor
Manager Position: Lead Medical Assistant

Result Statement:

To effectively oversee all activities within the lab in order to ensure that all duties performed are recorded accurately and all patients receive dignified, quality Full-Circle healthcare.

Reporting Positions: These positions report directly to you and are accountable for producing the indicated results:

- **Medical Assistants assigned to the lab:** To fulfill your clinical team's roles and responsibilities and give all patients dignified, quality Full-Circle healthcare.

Strategic Work Responsibilities:

1. _____ Supervise all lab workers to ensure accurate performance of duties.
2. _____ Inspire fellow team members to fulfill Carousel's mission of dignified Full-Circle healthcare for all children.
3. _____ Promote a positive work environment in which team members willingly serve each other and refuse to tolerate unacceptable treatment of others.
4. _____ Train MAs to continually improve performance and skill level.

Tactical Work Responsibilities:

1. _____ Assist providers and clinical staff with all requests for patients.
2. _____ Participate in daily pre-shift huddle.
3. _____ Make eye contact and greet every patient by name with a smile.
4. _____ Perform lab procedures, record results, and inform provider.
5. _____ Maintain all lab compliance materials.
6. _____ Review lab reports and lab logs to ensure all documentation is precise, legible, and current.
7. _____ Run CBC reports quarterly.
8. _____ Assist lab consultant with audits.
9. _____ Record all vaccine administration accurately.

10. _____ Maintain all equipment for quality control in or pertaining to the lab for daily use, safekeeping, and functionality.
11. _____ Understand and recognize the need for stat lab tests, act accordingly, and train others to do the same.
12. _____ Maintain inventory and request supplies as needed.
13. _____ Monitor and document the temperature of the refrigerator and the freezer at the designated times required.
14. _____ Ensure accurate CPL tracking by printing the daily CPL lab sent orders, place in the CPL Lab Send Out binder, and check against the incoming/expected lab results.
15. _____ Update/organize lab (including ordering new office supplies to maintain logs).
16. _____ Document all vaccines removed from the main vaccine supply refrigerator.
17. _____ Document supply inventory and all specimens received on the lab sign-in sheet log.
18. _____ Dispose of biohazard waste in the proper biohazard container and document on the designated list.
19. _____ If bilingual, translate.
20. _____ Resolve patient issues.
21. _____ Document all procedures and verbal/visual advice given to the patient or patient representative (required by law and Carousel policy).
22. _____ Practice HIPAA compliance at work and off duty.
23. _____ All other duties as assigned.

Company-wide Standards

1. _____ All OSHA, HIPAA, and other government regulations will be followed.
2. _____ All work will be performed according to company policies, procedures, and standards inherent in all position contracts, employee handbooks, and ongoing policy changes. The information included in these documents is proprietary.

3. _____ You will hold all team members to a high standard of performance.
4. _____ All duties will be performed diligently and efficiently.
5. _____ Carousel will be a safe, fun workplace in which every team member is valued, respected, and given an opportunity to fulfill their aspirations.
6. _____ Employees will be committed to living out Carousel's mission and be proud to come to work everyday.
7. _____ World-class customer service standards will be performed at all times.
8. _____ A smile and cheerful attitude will be part of your uniform.
9. _____ Employee dress code including name badges above the waist will be worn at all times
10. _____ You will take responsibility for keeping the appearance of the offices clean and organized. Facilities problems will be addressed immediately.
11. _____ Attendance, punctuality, and other employee policies as recorded in the employee handbook will be adhered to.
12. _____ Company email only will be read twice a day and responded to within 24 hours.
13. _____ Legal and company policy violations will be reported to your manager.
14. _____ Other assigned duties will be performed without complaint.

Position Specific Standards

1. _____ All lab specimens processed in the lab will be addressed as soon as possible in accordance with the urgency of the test.
2. _____ All documentation will be legible, dated, and contain the staff member's initials.
3. _____ When in doubt, questions will be asked before proceeding with any procedure in the lab.
4. _____ You will take personal responsibility and ownership of your work.
5. _____ Each patient will receive quality healthcare and will be treated with dignity and compassion.
6. _____ Extreme confidentiality will be used when receiving lab test results for patients and employees.

