

Section Supervisor at Norwood Hospital – Full Time, 40 hours per week, 7:30am – 4:00pm, working every 3rd weekend.

If you are interested in this position, please click on the following link: [Section Supervisor Blood Bank](#)

POSITION SUMMARY

Under the direction of the laboratory site manager and Chief of Pathology, is responsible for maintaining a functional Blood Bank to meet the needs of patient care. Upholds the policies of the lab services, ensures the quality of the work while maintaining a pleasant and efficient work atmosphere.

ACCOUNTABILITY

Reports to the Laboratory Site Manager and Chief of Pathology/Blood Bank Medical Director.

QUALIFICATIONS

B.S. Degree in Medical Technology or equivalent baccalaureate degree, training, and experience. Minimum 5 years of experience in a clinical laboratory with at least 3 years in the Blood Bank.

PERFORMANCE CRITERIA

TEAM WORK

- Involves other departments in project planning and implementation.
- Supports others in the department and provides help and assistance when possible.
- Regularly attends and participates in team and/or departmental meetings and activities.
- Keeps others in the department informed of relevant information.
- Regularly offers and requests constructive feedback and coaching.
- Establishes and maintains effective working relations.

SERVICE EXCELLENCE (both internal and external)

- Welcomes patients/customers/employees in a warm, friendly manner.
- Actively listens and constructively responds to questions and concerns in a timely manner.
- Ensures that the dignity of the patient/customer/employee is maintained at all times.
- Abides by and upholds the hospital's service excellence standards.
- Respects the diversity of the patient/customer/employee population.
- Demonstrates safe and effective use of equipment.

RESPONSIBILITIES

- Prepares work schedules and assignments to provide adequate coverage and efficient use of personnel.
- Evaluates job performance of personnel on a periodic basis. Counsels employees and maintains appropriate documentation.
- Is responsible for the orientation and training of new employees.
- Ensures that policies and procedures are followed.
- Develops, maintains, and monitors instrument maintenance programs, quality control programs, and quality assurance/improvement programs.
- Maintains current written procedure manuals, revises as needed, and reviews at least once per year.
- Assists the technologists in "troubleshooting" procedures.
- Demonstrates proficiency in performing all computer related activities required of supervisory personnel.
- Conducts section staff meetings on a regular basis.
- Maintains inventory control and orders supplies.
- Adheres to and enforces safety and infection control policies.
- Keeps current with new methods and instrumentation, evaluates and makes recommendations for purchase or lease.
- Performs timely review of all test results performed in the section.
- Attends and participates in hospital and laboratory supervisor meetings.
- Communicates with physicians and other appropriate hospital staff to provide information regarding patient data, interpretation and appropriateness of testing. Consults with Chief of Pathology/Blood Bank Medical Director and Laboratory Site Manager as needed.
- Develops and maintains a good rapport with the entire staff. Demonstrates leadership, professionalism and cooperative spirit. Consistently displays a commitment toward meeting the lab's and the hospital's vision as stated in the Department of Pathology and Clinical Laboratories Mission Statement, while maintaining a pleasant and efficient work atmosphere.
- Performs routine bench work as needed.
- Performs other related duties as assigned by the Laboratory Site Manager.
- Hours: Generally Monday - Friday, 7:30 a.m. to 4:00 p.m., or as determined by the needs of the Blood Bank. Weekend and holiday needed.