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## Supervisor, Clinical Laboratories

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|--------------------|-------------------------------|
| <b>Department:</b> | Complement Laboratory         |
| <b>Schedule:</b>   | Full Time (40 hours per week) |
| <b>Shift:</b>      | Day Shift: Monday - Friday    |
| <b>Hours:</b>      | 8 am - 5 pm                   |

### Job Details:

#### General Summary

National Jewish Health Advanced Diagnostic Laboratories provides unparalleled immune and respiratory disease expertise to our clinical, biotech, pharmaceutical, public health, and diagnostic partners. Our high-complexity, CLIA-certified laboratory has decades of experience developing immunology, complement, infectious disease and molecular genomic tests. Our world-renowned scientists are committed to providing the highest quality specialized laboratory services.

The Complement Laboratory is a specialized clinical immunology laboratory within National Jewish Health Advanced Diagnostic Laboratories that offers a comprehensive menu of diagnostic tests that help clinicians determine whether complement defects or deficiencies are factors in patients with recurrent severe infections or symptoms of autoimmune disease. These tests are also utilized by biopharma or medical device companies to assess if their products can cause off-target complement activation that leads to destructive inflammation in the pre-clinical and clinical trial setting.

The Complement Laboratory Clinical Laboratory Supervisor provides leadership and direction to staff, collaborates with Director of Operations, Medical Director(s), Laboratory Director(s), medical staff, and all applicable departments within National Jewish Health to ensure quality patient care delivery in compliance with laboratory accreditation requirements. Directs continuous operational improvement efforts of staff, processes, systems that are in place and facilitates the R&D resource needs for Laboratory Director(s).

#### Essential Responsibilities

1. Determines staff qualifications and competency: recruits,

- selects, hires, trains, orients, mentors and rewards.
2. Manages/supervises and develops an effective staff: providing effective communication, leadership, guidance and resources. Directs in-service and continuing education activities for staff. Monitors staff safety compliance and use of Personal Protective Equipment (PPE), as needed.
  3. Evaluates staff performance regularly and determines merit increases, promotions and disciplinary actions.
  4. Functions as technical supervisor, general supervisor and/or testing personnel (per CLIA and CAP) as needed.
  5. Collaborates with the Director of Laboratory Operations, Medical Director(s) and Laboratory Director of the area(s) and multidisciplinary health care team to develop and provide a quality, cost-effective, patient-care delivery system that is consistent with national standards and guidelines.
  6. Assists with the formulation of policies and procedures for the respective sections in the Clinical Laboratories and institution for relevant issues.
  7. Ensures clinical services are in accordance with local, state and national regulations. Ensures compliance with major credentialing bodies including The Joint Commission, College of American Pathologists (CAP), CLIA and Proficiency testing requirements.
  8. Supervises, maintains and documents legal operation of the laboratory to ensure compliance to: safety regulations; lab accreditation; federal regulations; quality control; instrument usage and preventive maintenance; and over-all laboratory standards of operation. Checks all test results for feasibility and accuracy before releasing results.
  9. Assists Director(s) with managing specific cost centers including personnel, capital, space and operational expenses. Monitors the revenue and expenses of the assigned areas and makes appropriate adjustments as necessary.
  10. Assists in the preparation of the annual budget and financial/revenue reports as required or requested; monitors expenses and cost reduction and prepares short/long-term business plans to meet institutional goals and objectives
  11. Develops, implements and guides competency assessments (including age-specific competencies) as identified through the departmental competency program. Implements care and services that recognize age-specific needs and issues for the customer served.
  12. Monitors the revenue and expenses of the laboratory: reports on current status and/or projection of expenditures versus revenues to supervisor; reviews monthly expense/revenue reports for errors and budget status; and monitors departmental expenditures for reagents, instrumentation, and other expenditures, as directed. Helps prepare yearly budget and analyzes expense/revenues on a

continuous basis.

13. Ensures effective use of institutional information systems including training staff, monitoring quality and maximizing use of system in department. Ensures installation of LIS/LIMS components where applicable.

14. Participates in ADx process improvement projects such as LEAN Six-Sigma. Prepares ROI reports for these projects.

15. Monitors use of equipment, reagents/supplies, and orders/stocks inventory to maintain adequate levels ensuring uninterrupted service. Supervises staff in inventory maintenance procedures.

16. Attends continuing education programs sponsored by National Jewish, manufacturer in-services and/or professional society programs. Completes 15 hours of continuing education.

17. Responsible for utilization of HIS/LIS system in department, including training staff, monitoring quality of order/reports/charging and maximizing use of system in department operation.

18. Develops new procedures as directed and approved by manager. Reviews and/or performs the appropriate validation studies to verify the new procedure according to federal regulations. Reviews existing procedures for validity and appropriate methodology, accuracy, completeness, and quality measures.

19. Performs all other duties as assigned.

### **General Responsibilities**

1. Performs, as directed, safety compliance and uses Personal Protective Equipment (PPE), as needed.

2. Participates in Quality Assessment (QA) and Quality Improvement (QI) programs, as directed.

3. Ensures compliance with The Joint Commission and all other Federal, State and Regulatory Agencies.

4. Responds promptly and sincerely to customer's needs, requests and concerns via all communication forms using easily understood language and refraining from using inappropriate language and non-verbal gestures.

5. Maintains positive working relationships as a team player through problem solving issues, speaking positively about others, listening attentively and observing the Patient Bill of Rights and Confidentiality.

6. Increases customer service knowledge, skill and ability by participating in department and institution-wide specific programs.

7. Incorporates National Jewish's identity (Science Transforming Life®) into daily functions. Speaks positively about the institution, provides customers with prompt service, maintains a clean and safe working environment, dresses appropriately based upon National Jewish safety standards, and departmental policies and wears an ID badge visibly.

### **Knowledge and Skills**

A demonstrated working knowledge of testing procedures, and excellent mathematical, interpersonal, communication, organizational and supervisory skills.

### **Education**

Bachelors Degree in Medical Technology, Biology, or related field required. Master's degree in scientific field preferred.

### **Certification and Licensure**

MT from ASCP, or equivalent preferred.

### **Work Experience**

A minimum of five (5) years of recent and related experience including performing as a medical/clinical laboratory technologist, or comparable experience required.

- or - Any equivalent combination of Education and/or Experience

### **Working Conditions**

Position is in a laboratory. Frequent requirements may include: manual dexterity; normal color vision; long periods of standing and sitting, and frequent periods of bending, crouching or stooping; work with radioactive materials, toxic chemicals, biomedical wastes and research animals; potential exposure to infectious disease; work around electrical/explosive hazards; work with laboratory equipment/machinery; and lifting objects weighing 10 to 50 pounds; and extensive repetitive motion of the fingers, arm and wrist. Occasional requirements may include: sitting while completing paperwork, kneeling, and squatting. Incumbent may be scheduled to work an alternate schedule to accommodate essential business needs routine travel by foot or automobile to alternate work/meeting locations, possibly during inclement weather.

### **Environmental Conditions**

Inside environmental conditions may include: working in laboratories with odors, chemicals and animals; extreme temperatures; electrical; working around hazardous and

radioactive substances; working under dirty and dusty conditions. Personal Protective Equipment (PPE) will be provided to each employee when needed as determined by policy. Utilization of PPE is mandatory. Estimated 1700 employees in the worksite.

**Management/Supervisory Responsibilities**

Supervises 20-25 employees

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