



Job Description

Position Title: Group Lead, PS IV (Phlebotomist IV)	Job Family: Patient Services
Reports To: Field Operations Supervisor	Grade Level: 29
FLSA Status: Non-Exempt	Job Code: 204447
Location: Shady Grove Medical Center White Oak Medical Center Fort Washington Medical Center	Department: Managed Labs
	Work Schedule: As Scheduled
	Date Written: 7/28/2022

Job Summary

The Group Lead, Phlebotomist IV represents the face of our company to our patients, both as part of their health routine or for insights into life-defining health decisions. The PSR IV must have a deep understanding and knowledge of established practices and procedures and create an atmosphere of trust and confidence to our patients, customers, and leadership team. The PSR IV must ensure the daily work in phlebotomy and processing is completed accurately and on time. The PSR IV must function as a backup to the supervisor and carry out duties in his/her absence.

The PSR IV demonstrates Quest Leadership Behaviors while focusing on process excellence skills and sensitivity to confidentiality and accuracy of patient information. This role is held accountable for all activities in the Field Operations department. PSR IV's will be required to act as a coach, mentor, instructor and resource advisor for new employees. They will also act as a point of contact to staff in the region and provide regular input to the Supervisor and Manager. In addition, the PSR IV must portray leadership capabilities and a higher level of customer facing skills including verbal and written communications, problem solving, and collaboration with multiple functions. The PSR IV must be capable of handling multiple priorities in a high-volume setting.

Job Accountabilities (Responsibilities)

1. Collect specimens according to established procedures.
2. Administer oral solutions according to established training.
3. Research test information and confirm and verify all written and electronic orders by utilizing lab technology systems.
4. Complete all data entry requirements accurately.
5. Process specimens accurately including: labeling, centrifuging, aliquoting, and freezing as required by test order.
6. Utilize personal protective equipment, engineering controls, and work practice controls as directed by management.
7. Monitor pending and unreceived logs and resolves all identified issues.
8. Communicate unusual problems and deviations from procedure to the group lead, supervisor, or manager.
9. Perform departmental-related clerical duties when assigned such as data entry, inventory, stock supplies, and answer phones.
10. Read, understand, and comply with departmental policies, protocols, and procedures (i.e. procedure manuals, safety manual, compliance manual, employee handbook, quality assurance manual) and ensure that all staff follow instructions.
11. Perform patient identification including comparing labeled patient specimens to the patient wristband before leaving the patient room.
12. Assist with compilation and submission of monthly statistics and data.
13. Maintain all appropriate phlebotomy logs in a timely manner and based on frequency, such as maintenance logs and temperature logs.
14. Complete training courses and keep up-to-date with the latest phlebotomy techniques.
15. Participate on special projects and teams.
16. Stay up-to-date on company communications.

17. Protect patient confidentiality at all times.
18. Ensure staff members are following all safety precautions by wearing a clean, button lab coat, gloves, and face shield when required.
19. Assist supervisors with the implementation of SOPs for phlebotomy services in accordance with guidelines.
20. Ensure facilities are neat, clean, and in good repair; take appropriate actions to advise Group Leader or Supervisor of required repairs and maintenance.
21. Act as a coach, mentor, instructor, and resource advisor for new employees, as well as be the point of contact to staff on site and provide regular input to the group lead or supervisor.
22. Demonstrate proficiency and act as a subject matter expert for phlebotomy and/or processing.
23. Participate in organization-wide activities, committees, and process improvement projects.
24. Assist in the development of new techniques and procedures.
25. Develops, reviews, and validates department procedures.
26. Completes special projects as assigned by the supervisor or manager.
27. Clearly explains tasks and procedures and breaks down complex ideas to explain them thoroughly.
28. Trains employees on techniques, procedures, and company policy.
29. Successfully coaches, critiques, and mentors staff members throughout the training process.
30. Effectively recommends changes to procedures and policies.
31. Coordinates competency assessment and documentation.
32. Assist in the preparation of scheduled for the assigned work group.

Job Requirements

1. Ability to provide quality, error free work in a fast-paced environment.
2. Ability to work independently with minimal supervision.
3. Excellent phlebotomy skills to include pediatric, geriatric, and capillary.
4. Flexible and available based on staffing needs, which includes weekends, holidays, on-call, and overtime.
5. Committed to all Quest Diagnostics and Adventist Healthcare policies and procedures including company dress code, employee health and safety, mission, vision, values, and Bridging the Gap behaviors.
6. Must be able to make decisions based on established procedures and exercise good judgement.
7. Must have reliable transportation.
8. Capable of handling multiple priorities in a high-volume setting.
9. Must demonstrate superior customer focus; ability to communicate openly and transparently with peers, supervisors, and patients; ability to accelerate and embrace change; and knowledge of our business.

Physical Requirements

1. Lift light to moderately heavy objects. The normal performic of duties may require lifting and carrying objects. Objects in the weight range of 1 to 15 pounds are lifted and carried frequently; objects in the weight range of 26 to 40 pounds are seldom lifted and carried. Objects exceeding 41 pounds are not to be lifted or carried without assistance.
2. Must be able to sit or stand for long periods of time; requires long hours of eye and hand coordination.
3. Must be able to perform repetitive tasks with dominant hand frequently to constantly throughout the day.
4. Position requires travel.
5. Extensive use of phone and PC.
6. Fine dexterity with hands/steadiness.
7. Talking.
8. Walking.
9. Balancing.
10. Bending/kneeling.
11. Pushing/pulling.
12. Reaching/twisting.

13. Color vision may be required for some tasks.

[All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. All duties and requirements are essential job functions.]

Required Education

1. High school diploma or equivalent.
2. Medical training: medical assistant or paramedic training preferred.
3. Phlebotomy certification preferred.

Work Experience

1. Five years phlebotomy experience preferred.
2. Supervisor recommendation required.
3. Customer service in a retail or service environment preferred.
4. Keyboard/data entry experience.

Employee Signature: _____ Date: _____