

## TRAINING UPDATE

**Lab Location:** SGMC, WOMC, FWMC  
**Department:** Non-Technical  
**Date Implemented:** 11/15/23  
**Due Date:** 11/30/23

### DESCRIPTION OF PROCEDURE REVISION

#### Name of procedure:

Non-Technical Career Ladder

#### Description of change(s):

We have updated the Non-Technical Career Ladder

- 1. The requirements to be promoted to PSR Rep II have changed.**  
You are no longer required to be trained in 2 non-technical areas. Requirements now are that you demonstrate proficiency in at least 1 area. Proficiency includes working independently, arriving on time without attendance issues, keeping up to date with mandatory training/competency assignments, proactively communicating concerns, completing work in a timely manner without errors, answering phones and assisting callers, demonstrating problem solving abilities, and consistently serving our customers.
- 2. We added a PSR Rep III Float position.** The PSR Rep III Float will be proficient in both phlebotomy and processing and willing to go to any site as needed for staffing. You can request promotion into this position. Staff that float will get 1 hour of login pay and mileage when they work at a site other than their primary site.



Fort Washington Medical Center  
 Shady Grove Medical Center  
 White Oak Medical Center

### Request for Promotion via the Non-Technical Career Ladder

<b>Part I: To be completed by the employee</b>	
Employee Name:	Employee ID:
Current Job Code: <input type="radio"/> PSR Rep I (204428) <input type="radio"/> PSR Rep II (204430) <input type="radio"/> PSR Rep III (204446)	New Job Code: <input type="radio"/> PSR Rep II (204430) <input type="radio"/> PSR Rep III--Float (204444) <input type="radio"/> PSR Rep III (204446)* <input type="radio"/> PSR Rep IV (204447)*  *Promotion requires supervisor recommendation
Signature:	Date:
<b>Part II: To be completed by the supervisor</b>	
Current Position Number:	Newly Created Position Number:
1. Disciplinary action for preceding 12 months <input type="radio"/> None <input type="radio"/> List: 2. Last performance evaluation score: _____ 3. Training and competency documents on file for the following departments: <input type="radio"/> Phlebotomy <input type="radio"/> Client Services <input type="radio"/> Specimen Processing 4. Demonstrates requirements of new position. <input type="radio"/> Currently demonstrates <input type="radio"/> Will demonstrate in the future <input type="radio"/> Does not demonstrate	
<input type="radio"/> Approved <input type="radio"/> Denied	
Pay Raise Evaluation:	
Current pay rate:	
New pay rate:	
Supervisor Signature:	Date:
Lab Manager/Director Signature:	Date:

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Title: Non-Technical Career Ladder

Non-Technical SOP

<b>Title</b>	<b>Non-Technical Career Ladder</b>	
<b>Prepared by</b>	Leslie Barrett	Date: 7/10/2014
<b>Owner</b>	Robert SanLuis, Stephanie Codina	Date: 7/3/2017

<b>Laboratory Approval</b>		
<b>Print Name and Title</b>	<b>Signature</b>	<b>Date</b>
<i>Refer to the electronic signature page for approval and approval dates.</i>		
<b>Local Issue Date:</b>		<b>Local Effective Date:</b>

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**1. PURPOSE**

To define a structured job classification process for non-technical employees that will:

- Outline accountabilities and role expectations associated with jobs at different organizational levels within the non-technical laboratory.
- Provide career paths for individuals to advance.

**2. SCOPE**

This procedure applies to non-technical staff members wishing to progress their careers in the non-technical areas of the laboratory.

**3. RESPONSIBILITY**

All non-technical staff members should understand the steps required for career progression.

**4. DEFINITIONS**

**Career Ladder:** A process designed to formally progress an employee to a higher level of job responsibility within his/her current position. The employee and supervisor / manager work together to progressively advance the employee to the higher level of responsibility.

**Benefits of a career ladder:**

- Employees can develop new skills and competencies in their current jobs.
- Employees can advance to a higher level of responsibility
- Employees can demonstrate initiative and willingness to work to further departmental and corporate goals.
- The employer can retain valued employees who are motivated to advance their careers.
- The employer can attract high quality employees and provide the employees an opportunity to advance within their positions.
- The employer can develop well-trained employees who have high morale.
- The employer can provide a higher level of quality and service to clients.

**Non-Technical Career Path:** The normal growth of an employee within the organization.

**5. PROCEDURE**

**A. Position Titles, Requirements and Grade**

Position	Requirements
PS Rep I (Phlebotomist I)  Grade: 27 Job Code: 204428	<ul style="list-style-type: none"> <li>• Staff members beginning employment in the field operations department.</li> <li>• Minimum qualifications apply.</li> </ul>
PS Rep II (Phlebotomist II)  Grade: 28 Job Code: 204430	<ul style="list-style-type: none"> <li>• Staff members who have completed training and demonstrate competency in at least one field operations departments (phlebotomy, client services, or specimen processing).</li> <li>• Staff members who demonstrate the mission, vision, and values of the organization by putting the patients first. These staff members are consistent and reliable and:                             <ul style="list-style-type: none"> <li>○ Work independently.</li> <li>○ Arrive to work on time without attendance or tardiness issues.</li> <li>○ Complete mandatory training and competency assignments before the due date without reminders.</li> <li>○ Proactively communicate issues/concerns.</li> <li>○ Make minimal errors.</li> <li>○ Complete work in a timely manner.</li> <li>○ Answer phones when ringing and assist callers.</li> <li>○ Demonstrate problem solving abilities.</li> <li>○ Consistently serve our customers.</li> </ul> </li> </ul>

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Position	Requirements
<p>PS Rep III, Float                      (Phlebotomist III                      Float)</p> <p>Grade: 29                      Job Code: 204444</p>	<ul style="list-style-type: none"> <li>• Staff members who demonstrate competency in both phlebotomy and processing and possesses reliable transportation.</li> <li>• Staff members who are flexible and willing to be assigned to different sites and shifts to assist with staffing needs. A person in this position should plan on traveling to other sites in excess of 75% of the time.</li> </ul>
<p>PS Rep III                      (Phlebotomist III)</p> <p>Grade: 29                      Job Code: 204446</p>	<ul style="list-style-type: none"> <li>• Staff members who serve as a subject matter expert in at least two field operations departments.</li> <li>• Staff members must assume responsibility for at least one recurring project within the department as assigned by the supervisor/manager.</li> <li>• Must demonstrate the following characteristics.                             <ul style="list-style-type: none"> <li>○ Leadership skills in problem solving.</li> <li>○ Ability to develop and implement a quality management system.</li> <li>○ Mentor for other staff members</li> <li>○ Participant in organization-wide activities, committees, and process improvement projects</li> <li>○ Involved in the development of new techniques/procedures</li> <li>○ Develops, reviews, and validates departmental procedures</li> </ul> </li> <li>• Must be recommended for this position by the Field Operations Supervisor/Manager and approved by the Laboratory Manager or Director.</li> </ul>

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Position	Requirements
<p>Group Lead, PS Rep IV (Phlebotomist IV)</p> <p>Grade: 29 Job Code: 204447</p>	<ul style="list-style-type: none"> <li>• Staff members who serve as people leaders in the department.</li> <li>• Demonstrate proficiency in all three field operations departments.</li> <li>• Must demonstrate the following characteristics:                             <ul style="list-style-type: none"> <li>○ Provides work direction on a daily basis</li> <li>○ Leadership skills in problem solving and conflict resolution</li> <li>○ Provides feedback to the supervisor regarding performance management and staff performance reviews</li> <li>○ Provides input in the hiring process</li> <li>○ Performs supervisory functions in the absence of a supervisor</li> <li>○ Mentors other staff members</li> <li>○ Trains and assesses competency for other staff members</li> </ul> </li> <li>• Must be recommended for this position by the Field Operations Supervisor/Manager and approved by the Laboratory Manager or Director.</li> </ul>

**B. Requirements for Reclassification**

Step	Action
1	<p>Any employee wishing to advance via the career ladder, must meet the following conditions:</p> <ul style="list-style-type: none"> <li>A. No disciplinary action for the 12 months preceding promotion</li> <li>B. A score of “meets expectations” or better on the previous evaluation (if evaluation exists)</li> <li>C. Confirmation of training and competency</li> <li>D. Recommendation or approval from supervisor where applicable</li> <li>E. Demonstrates requirements of position as listed above</li> </ul>
2	<p>The employee must complete part I of the request for promotion form and submit the form to the supervisor to be considered for promotion. This applies for promotion to PS Rep II and PS Rep III-Float.</p> <p>Note: Supervisor recommendation is required for promotion to positions of PS Rep III and PS Rep IV. An employee cannot request promotion to these positions prior to obtaining recommendation from the supervisor.</p>

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Step	Action
3	<p>The supervisor will verify whether the employee meets requirements of the new position by completing part II of the request for promotion form within 30 days.</p> <p>A. If the promotion request is denied, the supervisor will notify the employee. The supervisor will document the reason for denial on the form. The supervisor will identify actions the employee needs to take to meet the requirement of promotion in the future.</p> <p>B. If the promotion request is approved, the supervisor will generate a status change form to promote the employee and generate a pay raise. Lab manager/director approval is required.</p> <p>a. An increase of 5 % may be given without special approval.</p> <p>b. Higher increases must be approved by the HR Business Partner.</p> <p>c. Retroactive pay increases will not be given.</p> <p>The supervisor will notify the employee that the request was approved and the effective date of the pay increase.</p>
4	<p>The completed promotion request form will be placed in the employee's personnel file.</p>
5	<p>The supervisor will ensure a promoted employee signs his/her new job description. A copy of the signed job description will be forwarded to the HRSC. The original signed copy of the job description will be maintained in the employee's personnel file.</p>

**C. Demotion Via the Career Ladder**

Step	Action
1	<p>An employee may be demoted via the career ladder at any point where he/she no longer meets the requirements of the job. This may be done at the request of the employee, due to a change of status (decrease of hours from fulltime to part-time), or at the request of a supervisor based on performance.</p>
2	<p>Demotion will include a pay decrease of 5% for EACH step of the career ladder the employee regresses. For example, if an employee goes from Senior Field Operations representative to Field Operations Representative II, that employee will receive a 5% decrease for the first step and a 5% decrease for the second step. If an employee is demoted within 6 months of promotion, he/she will return to the pre-promotion pay rate.</p>

**6. RELATED DOCUMENTS**

Form: Request for Promotion via the Non-Technical Career Ladder (AG.F383)

**7. REFERENCES**

N/A

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**8. REVISION HISTORY**

<b>Version</b>	<b>Date</b>	<b>Reason for Revision</b>	<b>Revised By</b>	<b>Approved By</b>
0	7.3.17	Updated owner Header: Added WAH Section 5: Updated requirements of career ladder; added Field Ops Rep II trainer to career ladder; added demotion section. Section 6: Added new request for promotion form	SCodina	NCacciabeve
1	7.15.19	Section 5: Updated pay increase amount and added approval	LBarrett	RSanLuis
2	7.6.21	Header: Changed WAH to WOMC, added FWMC	LBarrett	RSanLuis
3	7/29/22	Updated career ladder to reflect the change from Field Ops Reps to PS Reps. Added allowance to promote staff from PSRI to PSRII with training in one area if they have a special project and supervisor recommendation.	SCodina	NCacciabeve
4	7/29/22	Footer: Changed prefix to AHC	D Collier	NCacciabeve
5	10/26/23	Changed the criteria to be promoted to Rep II. Removed the requirement to be trained in 2 departments and added requirement to demonstrate values of the organization. Added promotion step to PS Rep III Float.	SCodina	NCacciabeve

**9. ADDENDA AND APPENDICES**

None