**P1: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Assignments tend to be reoccurring and work outputs generally are delivered in a prescribed form/format.
* May alter the order in which work or a procedure is performed to improve efficiency and effectiveness.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under supervision.
* Progress and outcomes are reviewed for consistency with instructions and established procedures.

*🡪 Context of Decisions*

* Determines the process of how work is to be done based on precedent, practice, and existing policy at the unit/office level.

*🡪 Job Controls*

* Receives some instructions with respect to details of most work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Course of Resolution*

* Resolutions are typically generated by utilizing existing procedures or practice.
* Typically, problems can be quickly and relatively easily resolved.

*🡪 Measure of Creativity*

* Tasks or activities are reoccurring with emphasis typically on precision and timeliness of execution.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

**Job Template**

**GENERAL SUMMARY**

Performs phlebotomy, specimen processing, quality assurance, and inventory management.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Draws blood from patients and completes specimen processing of blood samples.
* Engages in specimen processing of urine, feces, and other bodily fluids and tissues.
* Reviews test orders for accuracy and recommends test selection when appropriate.
* Obtains results from referral labs.
* Maintains inventory for specimen collection and point of care testing.
* Ensures appropriate maintenance and calibration of all instruments used for specimen processing; monitors the currency of service records of all instruments as required by regulatory agencies.
* Ensures the proper disposal of bio-hazardous waste generated by the clinical drawing station, including collection, packaging, labeling, handling, tracking, and documentation in accordance with OSHA standards.
* Assists in quality control and other required tests to meet state certification and standards; records quality control and quality assurance activities.
* Participates in quality improvement projects and initiatives.
* Assists in patient appointment scheduling and instruction when appropriate.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Associate’s degree in related field.
* Two to four years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Proper disposal of hazardous wastes
* Proper specimen handling and processing
* Phlebotomy
* Microsoft Office and related software applications

**Skill in:**

* Inventory management
* Planning and organization
* Understanding students and fostering student success
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Conduct research on laboratory tests
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Maintain the confidentiality of information and professional boundaries
* Work on projects and initiatives related to process improvement