

# BENTON COUNTY POSITION DESCRIPTION

<b>CLASSIFICATION</b>		<b>BAND</b>	<b>GRADE</b>	<b>SUBGRADE</b>	<b>FLSA STATUS</b>
Health Care Technician		B	2	4	Non-Exempt
<b>POSITION TITLE:</b> Laboratory Coordinator			<b>POSITION#:</b>		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised		<b>Date:</b>			
<b>SERVICE TYPE:</b>		AFSCME			
<b>Employee Name:</b>		<b>Department:</b>	Health Center	<b>Supervisor:</b>	Health Center Manager
<b>FTE:</b>	1.0	<b>Employment Status:</b>	Regular Full Time		

## Position Summary:

The Laboratory Coordinator is responsible for the coordination and oversight of clinical laboratory services for the Benton County Health Department and the Community Health Centers of Benton and Linn Counties. This role ensures that all laboratory testing services are accurate, timely, confidential, and fully compliant with CLIA (Clinical Laboratory Improvement Amendments), HIPAA, FQHC requirements, and applicable federal and state regulations. Key responsibilities include specimen collection and processing, standardized tracking and documentation of laboratory orders, timely communication of normal, abnormal, and critical results to providers and patients, and the continuous maintenance of quality control measures and laboratory safety standards.

## Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	<b>MFA: Laboratory &amp; Specimen Coordination:</b> <b>Essential Duties:</b> <ul style="list-style-type: none"> <li>Perform phlebotomy and specimen collection, including venipuncture, capillary sticks, throat swabs, skin swabs, and urine collection.</li> <li>Process and prepare specimens for in-house and reference laboratory testing, ensuring proper labeling, test ordering, and documentation.</li> <li>Perform point-of-care (POCT), FIT, and other specialized tests, ensuring accurate collection, processing, and timely entry of results into the EHR.</li> <li>Prepare and ship specimens to external laboratories, ensuring proper handling, documentation, and transport requirements.</li> <li>Track, monitor, and follow up on all lab orders, including critical, abnormal, normal, and overdue results.</li> </ul>	40%
2	<b>MFA: Quality Assurance &amp; Laboratory Compliance:</b> <b>Essential Duties:</b> <ul style="list-style-type: none"> <li>Maintain laboratory licensure, certifications, and compliance with CLIA, HIPAA, FQHC, and all applicable federal and state regulations.</li> <li>Oversee quality control processes and ensure the accuracy and reliability of laboratory testing methods and equipment.</li> <li>Monitor and maintain proper specimen storage conditions, addressing temperature excursions as needed.</li> <li>Develop, maintain, and update laboratory policies and procedures in collaboration with the Laboratory Director.</li> <li>Participate in regulatory inspections, audits, and reviews, ensuring compliance across all laboratory sites.</li> <li>Train staff on laboratory compliance, specimen processing, and testing procedures; maintain competency records in accordance with state and federal requirements.</li> <li>Provide oversight of all laboratory sites, including quarterly visits and compliance record maintenance.</li> </ul>	30%

3	<b>MFA: Lab Result Management &amp; Data Processing:</b> <b>Essential Duties:</b> <ul style="list-style-type: none"> <li>Track, monitor, and document laboratory results in the EHR, including missing specimens, overdue labs, un-resulted tests, interface errors, and other reporting issues; maintain the Lab Log for all specimens collected.</li> <li>Ensure providers review results promptly and that patients are notified in accordance with established protocols and standards.</li> <li>Investigate and report laboratory errors and coordinate corrective actions; and provide support to the billing department for laboratory billing issues.</li> <li>Monitor and maintain laboratory inventory, order supplies, and maintain adequate stock to minimize waste from expired items.</li> <li>Maintain and update laboratory test preference lists, monitor changes from vendors and reference laboratories.</li> </ul>	20%
4	<b>MFA: Laboratory Coordination &amp; Support:</b> <b>Essential Duties:</b> <ul style="list-style-type: none"> <li>Provide laboratory support to all providers and laboratory sites.</li> <li>Serve as the primary contact for contracted and state reference laboratories to facilitate testing and resolve issues.</li> <li>Support staff with troubleshooting and provide guidance on laboratory procedures.</li> <li>Collaborate with the care team during staff absences or call-offs to maintain continuity of laboratory services and patient care.</li> <li>Perform additional tasks as assigned to ensure effective laboratory operations, expand access to laboratory services for teams and patients, and achieve organizational objectives.</li> </ul>	10%
	<b>MFA: Other Duties As Assigned</b>	
<b>Percentages should total 100%</b>		<b>100%</b>

**Special Requirements:**

**Physical Requirements:**

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

**Work Environment:**

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. **Check the following that applies to this position:** The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☒ work with toxic substances and biohazards, and ☒ exposure to infectious illnesses.

**Emergency Preparedness:**

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

**Quality Improvement Participation:**

Employees are expected to participate in improving BCHS performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

**NOTE:** The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_