

**Summary:**

Under the supervision of the Laboratory Manager, participates in specimen collection from all patients including neonates to elderly. This may require travel to other locations as well as to patients' residence within the city. Provides instruction to patients regarding specimen collection. Must follow established laboratory procedures for collection, labeling and processing specimens throughout the entire testing process. Must utilize the Laboratory Information System (LIS) to order testing, receive specimens and similar functions. Able to work in different locations and Saturdays. May be required to perform waived (CLIA) testing using a variety of specimens. Perform related duties incidental to the work described herein. Actively participates in quality improvement for department efficiency.

**All employees will exhibit the following behavioral traits:**

*Integrity and Trust*

Individual is widely trusted and can present information and discuss situations in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain. Is respectful in action and communication with clients, patients and staff.

*Mission Integration*

Adheres to the organization's mission during times of ease or challenge, is dedicated to the expectations and requirements of the mission and vision, acts in line with the values identified by Alluvion Health.

*Team Relations*

Understands and supports the team approach and integrated model of Alluvion Health. Is seen as a team player, cooperative and supportive of his/her coworkers, practices what he/she preaches. Can be candid with peers and fosters open dialogue. Creates a feeling of belonging on the team and holds self and team accountable to those behaviors.

**Essential Job Responsibilities:**

1. Creates and maintains respectful rapport with patients.
2. Provides excellent customer service.
3. Preparing patients before drawing blood. Explaining blood draw procedures to patients as needed and answering any questions.
4. Ability to successfully draw blood from patients of all ages with minimal or no complications.
5. Detail orientated and committed to ensuring patient confidentiality.
6. Computer skills, familiar with EMR and LIS systems, accurate Data entry.
7. Maintains confidentiality of sensitive information according to HIPAA.
8. Establishes and maintains productive working relationships with fellow employees, supervisors.
9. Participates in quality improvement programs and activities.
10. Performs duties efficiently and effectively.
11. Follows organization policies and procedures.
12. Responsible for general clerical duties of the lab.
13. Responsible for completing various special projects as assigned/events, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports.
14. Performs a variety of other duties as assigned; which may include but are not limited to: participating in special projects and events, conducting research, representing Alluvion Health at meetings and conferences, and attending continuing education and training events.

## **Knowledge, Skills and Abilities:**

### *Knowledge and understanding of:*

- Phlebotomy procedures
- Medical terminology and Lab tests
- Basic Telephone
- Basic computer data entry;
- Knowledge of safety and infection control regulations;
- General Laboratory practices;
- Community resources;
- Cultural sensitivity;
- HIPAA Privacy and Security Rules;
- Safety policies and procedures.

### *Skills in:*

- Customer service;
- Written and verbal communication;
- Time management and organization;
- Computer use to manage data to meet essential job requirements;
- Microsoft Excel, Word, Outlook, Windows, Internet;

### *Ability to:*

- Ability to read, write, speak, analyze, interpret and understand the English language with sufficient proficiency to understand:
  - Procedure manuals giving directions to completed tasks
  - Specimen processing instructions
  - Handbooks, policy and related documents;
- Ability to discriminate color;
- Ability to demonstrate manual dexterity to handle devices and specimens in a rapid **but safe** manner;
- Ability to remain calm, cheerful and maintain a positive manner and attitude during stressful periods;
- Ability to organize workload to optimize productivity;
- Adapt to changes in the work environment;
- Deal with frequent change, delays and or unexpected events;
- Adhere to a high degree of confidentiality and sensitivity;
- Maintain confidentiality and compliance with HIPAA privacy and security rules;
- Work with families with diverse social economic and cultural backgrounds in an empathic, non-judgmental, respectful and professional manner;
- Work with people from all walks of life, such as individuals with various social and emotional histories, high risk, unemployed, and homeless, abused and people with mental health conditions;
- Work independently with little direction but also with a team;
- Occasionally lift up to 30 pounds;
- Pass a criminal background check;
- Communicate effectively orally and in writing;
- Demonstrate punctuality;
- Meet established timelines and/or deadlines;
- Utilize proper chain of command
- Identify problems that adversely affect the organization and its functions;
- Offer suggestions for improvements.

**Education/Experience/Qualifications:**

*Education/Training:*

- Minimum of High School Diploma, GED.
- Minimum 6 months previous work experience in a clinical setting performing venipuncture.

*Certifications:*

- Certified as a PBT (ASCP) or similar registry is preferred but not required;
- Must possess a valid driver’s license issued by the State of Montana.

**Language Skills:**

Fluent in the English language. Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

**Physical Requirements:**

- Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions;
- The employee is regularly required to sit and use hands and fingers to provide care to patients and operate computer;
- Frequently is required to reach with hands and arms;
- Must occasionally lift and/or move up to 40 pounds while transporting equipment and supplies;
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, and to produce and review a wide variety of documents, correspondence, reports and related materials in both electronic and printed form;
- Clarity of speech and hearing that permits the employee to communicate well with others;
- Mobility that permits the employee to move about in a variety of building settings; Personal mobility that permits the employee to enter, operate and exit motor vehicles and travel to other clinic sites.

**Working Conditions:**

- Work indoors in heat-controlled environment 95% of the time;
- OSHA Exposure Category #1 (The normal work routine involves exposure to blood, body fluids, or tissues, but exposure or potential exposure may be required as a condition of employment.)

**Comments:**

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date