Clinical Supervisor
Full-Time

Position Description
Responsible for the overall operation and administration of the clinical laboratory, tissue processing, and distribution for transplantation. Accountable for providing supervisory and technical support along with ensuring qualified handling of blood specimen processing. Supports service, quality, and financial metrics/initiatives as identified by the executive leadership team. Actively promotes employee engagement, process improvement initiatives, and surgeon satisfaction.

Essential Duties of the Position
1. Ensures high quality and cost-effective operations through a well-trained technical staff.
2. Supervise from onset to completion all lab staff in every aspect of eye tissue recovery, processing, and distribution for use in transplant, research, education, and forensic investigation.
3. Responsible for interviewing and selection of staff and ensuring appropriate staff skill sets to provide the level of service.
4. Schedules staff in a cost-effective manner to maintain high levels of quality and productivity while maximizing tissue placement.
5. Oversees and coordinates technical and support responsibilities to provide high quality services that aligns with LEBW initiatives.
6. Demonstrates teamwork, initiative, fairness, and flexibility in providing support and leadership for all shifts.
7. Develops a team focus interdepartmentally. Builds and maintains effective working relationships.
8. Responsible for resolving personnel issues in alignment with LEBW, policies, mission, and values.
9. Responsible for accurate and objective performance evaluations, feedback, training, and competencies.
10. Encourages and promotes development for department personnel and develops a long-term succession plan.
11. Conducts routine meetings and updates with department staff.
12. Actively seeks out feedback and continually works on employee engagement initiatives.
13. Functions as a resource for surgeons, researchers, and medical director(s) as appropriate and ensures customer service excellence.

Quality and Regulatory Responsibilities
1. Develops, implements, and aligns operating policies and procedures in accordance with both organization policies and requirements of regulatory agencies.
2. Ensures compliance with regulatory agencies and appropriate licensing/accrediting agencies in areas of service, personnel, and laboratory department.
3. Works with Quality and Donor Support Center to establish, monitor, and maintain standards of quality, productivity, and performance.
4. Implements and monitors LEBW’s comprehensive and effective laboratory quality assurance program including quality control, preventive maintenance, safety program, data, material management and quality of service with emphasis on process improvement.
5. Implements and monitors appropriate data collection and input in information systems
6. Evaluates and implements new products for quality, effectiveness, safety, and cost containment.

Organizational Growth and Strategic Planning Responsibilities
1. Works collaboratively with the executive team, Medical Director(s), and related board committees to identify new products and services and analyze market viability, costs, and return on investment.
2. Projects future needs for service, space, equipment, material, revenue, and human resources.
3. Works collaboratively with Executive team, Medical Director(s) and Surgical Services Liaison to maximize Wet Lab educational offerings and maintain a cost-effective laboratory learning environment.

Financial and Budgetary Responsibilities
1. Responsible for cost containment of laboratory equipment, human resources, and supplies.
2. Monitors, analyzes, and corrects variances against budget on an ongoing basis.
3. Analyzes fiscal needs and prepares justification as necessary.
4. Ensures that staff provides accurate data, reporting, and billing.
5. Determines, establishes, implements, and evaluates short- and long-range financial management.

Minimum Education and Experience Requirements
- BS Degree and/or equivalent of education and experience.
- Experience in scientific or medical field.
- Prefer expertise, skills, and knowledge of Ophthalmology or eye bank procedures.
- Prefer two to four years' experience in similar technical position.
- Experience within situ, enucleation, and posterior pole technique.
- CEBT certification required.

Knowledge, Skills, and Abilities Necessary to Perform Essential Functions
- Keen supervisory skills and excellent communication skills (written and verbal).
- Recovery-specific operations, LEBW SOPs, EBAA, FDA and OSHA regulations.
- In-depth knowledge of ocular tissue recovery and sterile technique.
- Computer literacy including Word processing and database software.
- Requires travel with use of personal car with valid operator's permit and proof of automobile liability insurance.
- Compassionate demeanor when dealing with grieving families.
- Flexible work schedule required including nights and weekend hours.
- Fine motor skills and dexterity.
- Ability to effectively work with, motivate, retain, and mentor field recovery staff.
Physical/Environmental Demands of the Position

- Physical Activities: Sitting and standing, sometimes for extended periods of time, driving, kneeling, walking, stair climbing.
- Level of Physical Requirements: Sedentary to moderate work. Includes carrying supplies and lab equipment.
- Environmental Conditions: Inside environment, exposure to clinical/hospital setting, morgue, or office environment. May be exposed to computer screen and other office equipment to include telephone and lab equipment. Exposure to storage media chemicals.
- Ability to perform and effectively communicate under stressful conditions.

Signing bonus available
Pay Range: $65,000 – $95,000

Please submit your resume to careers@lebw.org.