

Recovery Services Supervisor:

Position Objective:

This position is responsible for all aspects of the Recovery Services department. This includes scheduling, hiring and termination of recovery staff, ensuring that all recovery staff are appropriately trained, perform their job duties proficiently and in accordance with applicable regulations/medical standards, maintain their skills and flourish in their role as Recovery Technicians.

Essential Duties of the Position:

- Provides regular oversight and guidance for Recovery Services to ensure that donation is maximized.
- Develops and maintains a highly effective and efficient teams.
- Demonstrates knowledge of applicable FDA regulations, EBAA Medical Standards, Wisconsin Statutes, and LEBW SOPs; remains current with updates to these regulations, standards, and SOPs.
- Responsible for compliance with regulatory requirements within the department and oversees the development, implementation, and proper use of related policies, procedures, and related forms
- Responsible for participating in and carrying out proper investigation of issues, CAPA's, variance reporting and other quality issues relating to the Recovery Services issues. Ensures proper follow up and correction actions are implemented, assists in effectiveness check monitoring as needed.
- Carries out initiatives to increase efficiency and effectiveness of departments.
- Hires, trains supervises, counsels, evaluates, disciplines, and terminates recovery staff, with manager's approval
- Responsible for participating in and implementing employee motivation and retention efforts as well as progressive disciplinary action when required.
- Responsible for the department work schedule, proactively identifies gaps and ensures 24/7/365 coverage.
- Ensures employee timecards are accurate and complete. Approves employee timecards, mileage and expenses.
- Ensures recovery related supply inventory is accurate and compliant.
- Ensures compliance with all applicable laws and regulations, reviews quality assurance reports, reviews applicable policies and procedures, and consults with Medical Director regarding significant issues.
- Maintains proficiency and serves as the subject matter expert for recovery functions and techniques.
- Take initiative to identify needs for policy revisions, training materials, procedures and process improvement and work collaboratively with Technical Trainer(s), Manager, Quality Services and Medical Director to develop and implement changes.
- Ensures Recovery Technicians are up to date with training, relevant information and SOP revisions as required.

- Provides after hours consultation and Recovery Technician back up coverage in support of the recovery functions when needed.
- Serves as Administrator on Call (AOC) when scheduled and as needed.
- Builds positive relationships with external partners such as Organ and Tissue Procurement organizations, hospitals, funeral homes, medical examiners and coroner offices. Manages complaints and concerns with applicable, ensuring Manager is updated.
- Holds routine meetings with all staff and department meetings to discuss post recovery feedback, case studies, provides additional training, listen and address employee concerns and build team cohesiveness.
- Performs regular field audits/observation for recovery technicians.
- Conducts and documents annual competency assessments for recovery technicians when due
- If not previously attained, expected to achieve and maintain technical trainer status with 6 months of hire
- Proactively seeks feedback on tissue quality related to recovery technique from lab staff and provides regular and timely follow-up and training with recovery staff and contracted recovery services providers.
- Works collaboratively with other departments and LEBW staff to understand challenges affecting recovery or other departments and strives to find outcomes that benefit LEBW and its employees.
- Maintains professional and technical knowledge by attending educational workshops and reviewing professional publications.
- Attains and maintains CEBT status. Non-CEBT have to attain CEBT status within 6 months.
- Other duties as assigned.

Minimum Education and Experience Requirements:

- High School Diploma or equivalent required; Associate's degree or Bachelor's degree preferred.
- At least 2 years of experience as a human tissue recovery technician.
- Expertise, skills, and knowledge in eye bank, tissue bank or organ procurement procedures.
- Valid driver's license and insured motor vehicle.
- CEBT or CTBS certification required

Knowledge, Skills and Abilities Necessary to Perform Essential Functions:

- Astute supervisory skills and excellent verbal and written communication skills.
- 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 drivers license and vehicle insurance coverage.

- Flexible work schedule, including nights and weekends

Benefits:

- 403(b)
- 403(b) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Parental leave
- Retirement plan
- Vision insurance

Schedule:

- Day shift
- Evening shift
- Holidays
- Monday to Friday
- Night shift
- On call
- Overnight shift
- Weekends

Work Location: In person