

UW HEALTH JOB DESCRIPTION

LABORATORY RESEARCH COORDINATOR

Job Code: 530004	FLSA Status: Exempt	Mgt. Approval: K. Lehman	Date: March 2024
Department: Laboratory Services		HR Approval: S. Whitlock	Date: March 2024

JOB SUMMARY

The Laboratory Research Coordinator is a lead position whose duties are performed with minimal supervision. The Research Coordinator has primary responsibility for achieving the goals and targets of the research business initiatives of the Clinical Laboratory. Additionally, the incumbent functions as the operational and contractual liaison between internal contacts (Clinical Laboratories administration and Clinical Laboratories departments) and external contacts with research organizations such as the Institute for Clinical and Translational Research (ICTR), Office of Clinical Trials (OCT), the Clinical Research Unit (CRU) and other clinical research organizations (CROs).

The position requires impeccable organizational skills due to the scope, complexity and dynamics of the Clinical Laboratory and its research business clients. A broad knowledge base of clinical laboratory operations, clinical science issues, research study protocols and grant process activities including quality assurance monitoring requirements is required. Problems encountered in this position will be of moderate complexity, will be encountered frequently and will require fact finding and data collection, process troubleshooting and collaboration with multiple internal and external contacts.

The functions performed by the incumbent must be carried out in accordance with the procedures and policies of the Clinical Laboratory and UW Health. However, as it pertains to new program implementation, this position will require creativity and innovative thinking in developing and evaluating the Clinical Laboratory research business initiatives.

The confidential status of this position pertains to information received from research business clients and other contracted monitoring groups, as well as the relevant Institutional Review Boards (IRB). Examples of confidential information include Clinical Laboratory research study contracts, patient treatment assignments, investigational protocols and protocol violations or investigator non-compliance.

MAJOR RESPONSIBILITIES

- Develop and maintain teaching / training materials needed for execution of research studies and protocols. Assist managers in assessing training and recommend in-service training.
- Assist managers with coordinating and maintaining employee competency and compliance with policies and procedures.
- Assist with leadership of the department to maintain operations.
- Participate in inspection readiness for appropriate regulatory and accreditation agencies.
- Serve as a liaison between staff and management. Solicit input about possible changes that would improve the efficiency and quality of service. Implement simple process improvements as appropriate.
- Responsible for staying current with new technologies and methodologies. Participate in Service Team activities as necessary to evaluate the Laboratories ability to participate in research projects and protocols.
- Write and maintain current procedure manual(s) in approved accreditation format. Assist with development, maintenance and control of laboratory policies and procedures.
- Serve as a mentor to other lab staff.
- Participate in the development of presentations about lab activities/projects for department staff meetings, University of Wisconsin - Madison or Madison Area Technical College classes, lab-wide meetings, etc.
- Assist with the billing process, including ensuring appropriate use of Current Procedural Terminology coding and capturing of charges.
- Serve as operational and contractual liaison to the University of Wisconsin Institute for Clinical and Translational Research and other clinical research clients.
- Develop and implement clinical laboratory service marketing programs for clients including but not limited to promotional materials, client market assessments, research client business plans and client business monitoring.
- Perform initial feasibility assessments of research protocols as it relates to laboratory operations.
- Present to Clinical Laboratory leadership regarding project scope, client expectations and laboratory operational and revenue impacts.
- Negotiate research client contract terms including general and specific client services, expectations and pricing.
- Provide or coordinate manager and staff in-service of research project specifics.
- Create and maintain research project database to maintain timelines, and determine efficient utilization of laboratory resources, remaining capacity and future business planning.
- Assist management in assessing, coordinating, documenting and scheduling research project activities.
- Assist with the development of process procedures to facilitate accurate handling of testing to ensure integrity of research protocols.

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- Communicate regularly with managers to relay problems or concerns. Act as spokesperson for the client in recommending changes in workflow or procedures.
- Monitor and coordinate client billing information and activities.
- Verify and evaluate client satisfaction.
- Monitor and report to laboratory leadership individual project status and overall research client business.
- Provide managers with budgetary preparation information as appropriate.
- Assist with identifying inventory and supplies for the operations of the laboratory related to research client business, as necessary.
- Provide leadership for the testing, interpretation and reporting of results.
- Serve as the first contact for client technical resources.
- Consult with faculty and other program administrators as necessary to assure research client satisfaction.
- Partner with other UW Health research areas to provide consistent and complete service to research clients across the organization.
- Other duties as requested.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in a chemical, physical, biological, clinical laboratory science, medical technology, or a related field.
	Preferred	Master's degree in the health care field or a lab specialty area.
Work Experience	Minimum	Three (3) years of experience in a clinical laboratory with emphasis on skills related to work area.
	Preferred	Five (5) years of experience in a clinical laboratory and participation in research activities
Licenses & Certifications	Minimum	
	Preferred	American Society for Clinical Pathology registered as Medical Laboratory Scientist, Medical Technologist, Medical Laboratory Technician, Cytotechnologist, Specialist in Cytotechnology, Histotechnician, Histotechnologist, Technologist in Blood Bank, Specialist in Blood Bank, Phlebotomist, Diplomate in Laboratory Management or certification appropriate for Clinical Laboratories department(s) managed
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated problem-solving skills • Demonstrated analytical skills • Demonstrated organizational skills • Demonstrated leadership skills • Strong communication skills • Strong attention to detail • Knowledge of client services marketing & contracting • Knowledge of general business principles • Knowledge of Joint Commission on the Accreditation of Healthcare Organizations, College of American Pathologists and Clinical Laboratory Improvement Amendments regulations related to work area • Knowledge of quality control and quality assurance principles and laboratory processes • Knowledge of adult training methods and teaching skills

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

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PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.