State Hygienic Laboratory
Diagnostic and Clinical Division
Newborn Screening Program Coordinator
Ankeny Iowa Facility

University Classification: Program Coordinator
Job Code: PAD1 Pay Level: 4A
Position #: 00115441 Org/Dept/Sub-dept #: 90-9170
Position Reports to: Tate Kappell Name 00041075

Position Specific Summary:
The State Hygienic Laboratory (Iowa’s Environmental and Public Health Laboratory), at the University of Iowa, has an exciting full-time opportunity for a Newborn Screening Program Coordinator position at our branch laboratory located in Ankeny, Iowa. The primary responsibilities of this role will be to coordinate and/or administer the operational and/or financial activities associated with the client services provided by the Newborn Screening Laboratory, which supports four state newborn screening programs.

Location: Ankeny, Iowa

Key Areas of Responsibilities and Specific Job Tasks

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<tr>
<th>Classification Key Areas of Responsibility</th>
<th>Specific Job Duties and Tasks</th>
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<tr>
<td><strong>Operational and Financial Management</strong></td>
<td>• Coordinate the operational and financial activities associated with the Newborn Screening Program (NBS) services.</td>
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<td>• Monitor status of projects. Analyze program data, develop reports, oversee activities.</td>
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<td>• Monitor accounts/expenditures; reconcile statements.</td>
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<td>• Advise management on budgetary needs or discrepancies.</td>
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<td><strong>Strategic Planning</strong></td>
<td>• Assist in the coordination/preparation of strategic plans in support of the NBS Program services.</td>
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<td><strong>Communication and Outreach</strong></td>
<td>• Counsel and provide liaison with appropriate individuals/agencies regarding program and services.</td>
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<td><strong>Compliance</strong></td>
<td>• Coordinate applicable compliance standards.</td>
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<td><strong>Quality Improvement</strong></td>
<td>• Evaluate program and services. Analyze data for quality improvement initiatives</td>
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<td><strong>Leadership / Supervision</strong></td>
<td>• Provide functional and administrative supervision of client services staff.</td>
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<td>• Provide direction, assignments, feedback, coaching and counseling to assure outcomes are achieved.</td>
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<td>• May hire, develop, and manage the performance of staff, assure staff is compliant with UI policies and procedures.</td>
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Universal Competencies

| Collaboration/Positive Impact | Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs. |
| Diversity, Equity and Inclusion | Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences. |
Service Excellence/Customer Focus | Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.

Technical Competencies

Operational Functions (Working) | • Carries out assigned responsibilities that contribute to dept's function within the organization.
• Seeks guidance when assigned goals seem in conflict with other departments or overall strategy.
• Works with awareness of own department key operating issues and its key players.
• Is open to guidance regarding impact of own department work on other units in organization.
• Seeks advice regarding relevant regulatory and reporting environments.

Planning: Tactical, Strategic (Working) | • Contributes to short-term operational plans.
• Monitors progress of work against plan as required to meet objectives.
• Reports variances and makes agreed-upon corrections.
• Under guidance, develops tactical plan for own direct responsibility.
• Anticipates and adapts to plan changes.

Process Management (Basic) | • Explains differences between a process and a project.
• Describes key business processes in own area.
• Identifies process management initiatives in own area.
• Interprets process flow diagrams.

Promotion (Working) | • Collaborates with other NBS Program partners when promoting a product or service.
• Participates in the development of educational materials related to NBS services.
• Summarizes plans for the promotion of a specific product or service.
• Assists in researching local community events which create promotional opportunities.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the University Operations Manual.

Proficiency levels are defined as:

Basic Application - Uses basic understanding of the field to perform job duties; may need some guidance on job duties; applies learning to recommend options to address unusual situations.

Working Experience - Successfully completes diverse tasks of the job; applies and enhances knowledge and skill in both usual and unusual issues; needs minimal guidance in addressing unusual situations.

Extensive Experience - Performs without assistance; recognized as a resource to others; able to translate complex nuances to others; able to improve processes; focus on broad issues.

Expert/Leader - Seen as an expert and/or leader; guides, troubleshoots; has strategic focus; applies knowledge and skill across or in leading multiple projects/orgs; demonstrates knowledge of trends in field; leads in developing new processes.
Position Qualifications

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<th>Education or Equivalency Required</th>
<th>A bachelor’s degree in business operations, healthcare administration, public health administration, or related field or an equivalent combination of education and experience is required.</th>
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| Required Qualification            | ● A minimum of 1 year of experience in a professional setting, related to program coordination.  
• Demonstrated experience managing projects.  
• Demonstrated experience in customer service.  
• Experience with use of LIMS in a clinical or laboratory setting. |
| Highly Desirable Qualification    | ● A minimum of 1 yr of Supervisory experience.  
• Demonstrated ability to manage multiple projects.  
• Demonstrated experience within a quality system or regulated environment.  
• Demonstrated experience with process improvement.  
• Experience with data entry in LIMS.  
• Experience managing remote staff. |
| Desirable Qualification           | ● Prior experience with implementation of new LIMS system.  
• HL7 messaging experience.  
• Experience in a NBS Program or NBS laboratory. |

See requisition # 22004107 at https://jobs.uiowa.edu  
Applicable background checks will be conducted.

The University of Iowa is an equal opportunity/affirmative action employer. All qualified applicants are encouraged to apply and will receive consideration for employment free from discrimination on the basis of race, creed, color, national origin, age, sex, pregnancy, sexual orientation, gender identity, genetic information, religion, associational preference, status as a qualified individual with a disability, or status as a protected veteran.