
Clinical Floor Supervisor

SPAULDING CLINICAL aims to be the clinical research organization by which all others are measured. Pioneering in our approach to redefining how the industry perceives and achieves success; passionate in our pursuit of ingenious solutions that mitigate risk; loving in our care for our volunteers, customers and employees; and heroic in our ambitions to ensure the health and safety of people around the globe - Spaulding Clinical is taking *research beyond results* to create a marketplace of safer drugs.

Original Date: 04 Aug 2020

Revision Date:

Job Summary:

Responsible for the day to day oversight, management, and professional development of assigned staff in Spaulding's Clinical Operations Department. This individual will work closely with the Manager of Clinical Operations to ensure appropriate levels of trained staff to meet organizational needs. Will provide direction, solutions, coaching, and mentoring to direct reports (CRT's, CRN's, CRP's, and Charge Staff) to ensure a professional environment and successful execution of study events. Will assist with ensuring staff availability, ensuring staff is trained for assigned events, and may QC the staff schedules prior to release. Organizes and facilitates on-the-job training for new hires, ensures competency assessments (CA's) are being completed timely and communicated internally to appropriate stakeholders.

Clinical Floor Supervisor is assigned to each shift (AM, PM, NOC) and coverage for absences is expected to occur between the three colleagues, as necessary. CFC- NOC will be dual-rolled as Charge Staff also; this is to ensure that overnight events are staffed appropriately.

Essential Duties and Responsibilities:

- Keeps abreast of SOP's, ICH/GCP guidelines, NIH guidelines, as well as state and national regulatory requirements.
- Monitors staff throughout training period and makes recommendations regarding progress of the individual.
- Is active and visible on all staffed study floors during their shift. Personally checks in with staff on events and supports Charge Staff on duty to address floor/staff issues.
- Evaluates clinical employees for compliance with SOPs and regulatory requirements; works with Clinical Continuous Improvement Process Engineer on process monitoring and improvements, as needed.

- Keeps employees updated on important issues and company objectives through appropriate communications, emails, staff meetings (Staffing Meetings, Training Meetings, etc.) to meet business goals and objectives.
- Works closely with the Manager of Clinical Operations to ensure consistency between all roles, all shifts in regards to communication to all floor staff.
- Monitors training of new procedures and study specific events to ensure they are being followed correctly and clinical staff is demonstrating competence.
- Holds 1:1 Meetings with all PT and FTCC reports on regular basis (monthly) for oversight, feedback, and career development purposes. Pool employees will have quarterly 1:1's.
- Follows-up with any staff who are non-compliant with procedures and documents the non-compliance and action taken (Occurrence Forms, Incident Action Forms, etc.)
- Responds with appropriate level of urgency to issues raised by staff, prioritize importance, and resolve issue or delegate as appropriate.
- Maintains all clinical operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures are followed correctly.
- Mentors, trains, and supervises clinical staff in order to promote growth of each individual, whether in job progression or mastering a set of skills.
- Reviews Charge Study Binder to ensure tasks are being completed and all documentation is accurate and timely. Provides feedback to Charge Staff regarding review.
- Ensures that staff is using downtime appropriately. If float shifts are required, ensures that all staff are assigned, and tasks are completed as planned.
- Interprets individual staff competencies to appropriately assign them to tasks that they can perform according to their training and facilitates continued training and further progression on assigned CA's.
- Collaborate with Quality Department to own, develop, maintain, and ensure training and compliance with departmental SOPs and Work Instructions.
- May assist in timely investigations and completion of CAPA's and COPE's.
- May assist in departmental internal audits.
- Supervise departmental employees: responsible for directing and scheduling workload, completing performance appraisals, administering employee related policies, and ensuring compliance with company policies.
- Collaborate with HR Department on departmental staffing (hiring/transfers/promotions)

The Statements made in the job description are intended to describe the general nature and level of work being performed by people assigned to this job. These statements are not intended to be an exhaustive list of all responsibilities, duties and skills required of people assigned to this job.

Skills/Qualifications:

- Ability to read, write, and interpret the English language.

- Excellent time management skills.
 - Demonstrates strong analytical, problem solving skills.
 - Strong written and verbal communication skills.
 - Self-motivated. Able to work independently.
 - Must be results oriented, proficient at multi-tasking, quick learner, respond to the urgent needs of the team and show a strong track record of meeting deadlines.
 - Proficient in Microsoft Excel and Outlook, in addition to overall good computer skills; inclination to adopt technology to maximize efficiency
 - Good computer and skills; inclination to adopt technology to maximize efficiency.
 - Detail oriented, good organizational traits.
 - Basic knowledge and understanding of Quality Systems (SOPs, WI's, CAPAs, and internal audits).
 - Basic knowledge and understanding of Employment Laws (FLSA, FMLA, ADA, hiring, termination, and harassment)
 - Ability to coach and create a positive culture for direct reports.
 - Ability to carry oneself professionally, and lead by example.
 - A strong desire to mentor staff.
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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, walk, reach with hands and arms, and use hands along with fingers, to handle or feel.
 - Ability to lift and/or move up to 25 pounds.
 - Specific vision abilities required by this job include clarity of vision both near and far.
 - Ability to identify and distinguish colors.
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Hazards:

- Potential for exposure to toxic or caustic chemicals
 - Potential for exposure to blood borne pathogens
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Education and Experience:

- Associate's or Bachelor's Degree preferred

Job Description

- Experience managing and developing multiple employees, preferably in a healthcare environment
 - Experience in creating a positive culture amongst employees.
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Spaulding Clinical Research management has the discretion to hire personnel with a combination of experience and education which may vary from the above listed skills and qualifications.

This is to acknowledge that I have read and understand the above job description. This copy supersedes any others previously distributed. I further understand that Spaulding Clinical may change, add or delete any essential duties and responsibilities described at its discretion with or without prior notice.

Employee Name (Printed)

Date

Employee Signature