THE University of Vermont MEDICAL CENTER

Phlebotomy Apprenticeship Program

- Guaranteed, paid employment on day one of training
- Direct patient care
- Team environment
- Full Benefits
- Dedicated support during the 5-week program
- Paid Certified Phlebotomy Technician Exam

INVEST IN YOURSELF

Our apprenticeship program is a paid opportunity to become a phlebotomist with no experience required.

APPLY NOW

www.jobforward.org/phlebotomy

REGISTRATION DEADLINE

Wednesday, September 17th, 2025

$2,000 SIGN-ON BONUS

External candidates are eligible for a one-time sign-on bonus paid over 3 installments. Amounts reflect gross pay, prior to applicable tax withholdings and deductions required by law. Current University of Vermont Health Network employees are excluded and additional terms and conditions apply.

Questions?

Call: 802-399-8243

Email: lida.hope@jobforward.org

Job Forward

VERMONT DEPARTMENT OF LABOR

The University of Vermont Medical Center ("UVMMC") will not discriminate against apprenticeship applicants or apprentices based upon their age (40 and older), ancestry, color, disability, gender identity, marital status, national origin, place of birth, race, religion, genetic information, sex, and sexual orientation. UVMMC will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required by Title 29 of the Code of Federal Regulations, part 30; Title 21 Vermont Statutes Annotated, Labor, Ch. 13, Apprenticeship, and the Vermont State EEO Plan.

Welcome Potential Applicant!

Are you searching for meaningful work, but lack the time, money for education, or experience to progress in a career? If so, we invite you to learn more about an exciting opportunity called *The UVM Medical Center* Phlebotomy Apprenticeship Program, a collaborative effort involving the *US Department of Labor, Vermont Department of Labor*, *JobForward*, and *The UVM Medical Center*.

We are now accepting applications! No experience is required. Selected applicants will be immediately employed and participate in our 5-week training program. There are up to eight (8) full-time positions being offered this session.

This program is a highly successful model that provides:

- *Career training, mentoring, and guaranteed employment opportunity with The UVM Medical Center*
- *Superior quality education and professional development*
- *Student-centered learning in small cohorts of up to 8 participants*
- *Accelerated "boot camp" style format, just 5 weeks of training*

Application and Selection Process

1. *All interested applicants must apply online and follow instructions to submit their resumes by* ***Wednesday, September 17th.***
2. *Candidates must also attend an Information Session on* ***Thursday, September 18th****. The Information Session will provide you with detailed information about participation in the program. Attendance at this one-and-a-half-hour event is mandatory for those interested in participating.*
3. *All candidates who are interested in moving forward with the selection process will be invited to take several online basic aptitude assessments. These assessments will take approximately 1 hour, and the link will be sent out following confirmation of attendance at the Information Session. The assessments must be completed by* ***Monday, September 22nd****, at noon.*
4. *Based on the completed application, resume, attendance at the Information Session, and completed aptitude assessments, a group of applicants will be invited back for the first round of interviews with JobForward on* ***Wednesday, September 24th, and Thursday, September25th****. The first-round interviews last approximately 40 minutes.*
5. *Based on the results of first-round interviews, application, resume, and aptitude assessment scores, a select number of applicants will be invited back for a second (final) round of interviews with the sponsoring employer, The UVM Medical Center, on* ***Tuesday, September 30th, and Wednesday, October 1st.***
6. *Selected employees will begin the training and the apprenticeship on* ***Monday, October 27th.***

Final selections are based on a candidate's overall desire and potential for success in the program. Selected candidates will be notified by **Thursday, October 2nd, 2025**. The first day of training and employment will be **Monday, October 27th, 2025.**

If you are interested in pursuing this opportunity, you must fill out an online application at www.jobforward.org/phlebotomy to receive instructions on attending the mandatory Information Session. **Remember, the deadline for applying is Wednesday, September 17th, 2025.** Thank you for considering *The UVM Medical Center* Phlebotomy Apprenticeship Program. We are pleased to provide Vermont residents with the opportunity to obtain exciting careers in healthcare, and we wish you the very best of luck in the selection process.

Lida Hope

Lida Hope
Project Leader & Mentor
JobForward

Important Dates and Reminders

PLEASE READ CAREFULLY IMPORTANT DATES

Event	Date(s)	Time	Details
Information Session In-person UVM Medical Center Davis Auditorium	Thursday, September 18th	6:00pm-7:30pm	Meet employer and previous participants. Ask questions. In-person at Davis Auditorium, directions will be sent before the event.
Aptitude Assessment Online Assessment	Must be completed by Monday, September 22nd	12:00 Noon deadline	See Aptitude Assessment Overview for details. A link will be emailed to all applicants who attend the Information Session.
First-Round Interview DOL 63 Pearl St. Burlington	Wednesday, September 24th or Thursday, September 25th	Times available: 8:00am - 5:00pm	If selected, candidates will receive an email on Monday afternoon with a Calendly link to schedule an interview; these must be scheduled by 7:00PM on Tuesday, September 23rd.
Second-Round Interview DOL 63 Pearl St. Burlington	Tuesday, September 30th or Wednesday, October 1st	Times available: 8:00am - 5:00pm	If selected, candidates will receive an email on Thursday with a Calendly link to schedule an interview; these must be scheduled by 7:00PM on Monday, September 29th. One-hour interview with employer Managers and Human Resources.
Final Candidate Notification Phone Call	Thursday, October 2nd	During business hours	Only selected candidates will receive a call. Alternates may be selected and called. **Be by your phone.**
Phlebotomy Apprenticeship Program In-Class Instruction	Monday, October 27th through Monday, December 1st	**SHARP** **7:30am - 4:00pm**	In-class instruction days: 7:30am - 4:00pm.

You will also be required to participate in health and background screenings at UVMMC before the start of employment and training.

IMPORTANT REMINDERS

- **Complete online Aptitude Assessments:**
  - Following confirmation of attendance at the mandatory Information Session, you will receive a link to complete the mandatory online Aptitude Assessments. These will take approximately one hour to complete and must be completed by Monday, September 22nd at 12:00 Noon.

- **You must be available to receive telephone calls:**
  - You should make yourself available via telephone at the times listed on the previous page.
  - If you are unable to be at your phone, you must provide an alternate number of an individual who can speak on your behalf.
  - Missed calls may disqualify you from participating in the selection process.

- **Interview Preparation:**
  - You should read carefully all materials in the information packet as you will be asked questions regarding the information provided.
  - You should visit the employer's website to review information about the company.
  - You should carefully review the employer's benefits sheet.

- **First- and Second-Round Interviews will last approximately one hour**
  - You should ask any and all questions prior to the end of your interviews.

- **Selected Candidates must decide when contacted:**
  - If selected to participate, you must **be prepared to make your decision about participation immediately upon notification of selection.**
  - Alternates will be contacted shortly thereafter, if appropriate.

Work Hours

THE University of Vermont MEDICAL CENTER

The UVM Medical Center Phlebotomy department provides services in many locations throughout the community. The following information provides the names and locations of our Inpatient and Outpatient Facilities and their hours of operation.

The UVMMC Phlebotomists are trained at all locations.
The day shift role requires availability to rotate between the hours of 0500 to 1700
to provide adequate coverage for hours of operation at all locations.
All shifts/positions have a holiday and weekend rotation.

Medical Center Campus – Inpatient (IP) Phlebotomy Room Baird 220 111 Colchester Ave., Burlington VT Hours of Operations: 24 hours/day Shifts: Day: 0500 to 1330 Eve: 1330 to 2200 Night: 2200 to 0830	**Medical Center Campus – Outpatient** (ACC) Main Pavilion, Level 2 111 Colchester Ave., Burlington VT Hours of Operation Monday – Friday: 0830 to 1700 Saturday & Sunday: 0700 to 1530
Fanny Allen Campus - Inpatient & Outpatient Medical Office Building (MOB) 792 College Parkway, Colchester VT Hours of Operation Monday – Friday: 0700 to 1530	**University Health Center (UHC) - Outpatient** 1 Prospect Street, Burlington VT Hours of Operation Monday – Friday: 0800 to 1630
Nursing Homes University of Vermont Medical Center Phlebotomy Department also performs duties at various Long Term Care Facilities around the community. Schedule may vary: Hours: 0600 to 1200	

Job Overview

JOB CODE: C116

POSITION DESCRIPTION

Position Title: Phlebotomist **Date: 12/01/2016**

Department: Pathology and Laboratory Medicine **Written By: Antell, Baker, Sullivan**

I. JOB SUMMARY:

The Phlebotomist properly obtains blood specimens using venipuncture and capillary collection from patients of all ages from newborn to child, adolescent, adult, and geriatric. Able to work in multiple healthcare settings such as inpatient and outpatient settings. Chooses the proper tools and techniques for each age group and situation in order to obtain optimum specimens while minimizing discomfort and hazards for the patient. Acts as frontline support in complex technological and clinical environment. Provides factual information concerning laboratory tests according to standard procedure. Organizes work to efficiently obtain specimens at optimum times. Detailed knowledge in the use of relevant computer applications including but not limited to: shared drive, Sunquest, PRISM, Atlas and internet. Serves as a liaison between the laboratory, patients, nurses, and physicians. Maintains professional demeanor when placed in stressful situations.

II. REPORTING RELATIONSHIPS:

Supervisor, Laboratory

III. FREEDOM TO ACT/ACCOUNTABILITY:

The Phlebotomist uses judgment and acts independently while following established guidelines to complete the daily workload. Unusual situations are brought to the attention of the Phlebotomist II, Lead Phlebotomist, Technical Specialist/Phlebotomy or Supervisor, Laboratory.

IV. WORKING RELATIONSHIPS/CONTACTS:

Works directly with peers, laboratory coworkers, nurses, physicians, and other UVMMC staff, outside clients and patients.

V. DIMENSIONS:

Direct reports **Indeterminate FTE's** *(Number of full-time employees directly supervised)*
Indirect reports **Indeterminate FTE's** *(Number indirectly supervised)*
Budget revenue **$Indeterminate** *(Amount of income generated by this position)*
Budget expense **$Indeterminate** *(Authorized amount of spending by this position)*
Other:

VI. JOB REQUIREMENTS:

Education*:*

- Minimum of high school diploma or equivalent
- Current CPR certification or will be obtained within 6 months of hire
- Current ASCP Phlebotomy Certification or will be obtained within 18 months of hire

Experience:

- Ability to perform successful venipunctures is desired.
- Prior experience in a medical setting is preferred.
- Previous experience working in a fast paced potentially stressful work environment is helpful.
- Extensive computer skills required.

Knowledge/Special Skills:

- Valid driver's license is required.
- Excellent communication and customer relation skills, sound organizational skills, empathy, maturity, and flexibility required.
- May be required to know Medical Terminology and Basic Human Anatomy.

VII. CAREER LADDER:
Phlebotomist II; Phlebotomist Lead; Phlebotomist Technical Specialist

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VIII. OSHA EXPOSURE, PHYSICAL DEMANDS AND WORKING CONDITIONS:

Refer to Attachments I and II

IX. OTHER INFORMATION:

Confidentiality: It is an expectation that all employees at UVMMC will protect the confidentiality of all patient care, personnel, and business/financial information. Employees will demonstrate their confidentiality knowledge through the use of a self-study information package and test.

Compliance: Employees will complete required competencies, annual mandatory training requirements and adhere to the code of conduct as described in the UVMMC Compliance Plan and brochure. In addition, the individual in this position can provide care and support to all age groups or patients in his/her assigned practice/work area based on physical/psychosocial, educational, safety and related criteria.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

X. Principle Accountabilities:

University of Vermont Medical Center Accountabilities on Mission, Vision and Values

1. Demonstrates integrity, compassion and respect when working with patients, families and staff.
2. Protects the privacy and confidentiality of patients, families, staff and the proprietary business and/or financial information of University of Vermont Medical Center by creating and maintaining a secure, respectful, and trusting environment.
3. Demonstrates a commitment to patients, families and staff by meeting University of Vermont Medical Center's attendance expectations as outline in University of Vermont Medical Center's Time and Attendance Policy and departmental standards (reports to work on time, manages unscheduled time off, etc.).
4. Adheres to the University of Vermont Medical Center Professional Appearance Policy and maintains a neat and well organized work area.
5. Appropriately wears an identification badge at all times.
6. Demonstrates knowledge and understanding of job responsibilities, focuses on customer needs, and strives to do the job right the first time.
7. Demonstrates appropriate use of University of Vermont Medical Center's resources (phones, e-mails, Internet, photocopies, supplies, etc.).
8. Supports and contributes to a culture that allows staff to feel appreciated, included and valued.
9. Displays a positive attitude and image to our patients, visitors, co-workers and community.
10. Promotes diversity and respects co-workers, patients and their families regardless of race, gender, sexual orientation, ethnicity, religious belief, age and/or disability.

XI. JOB ACCOUNTABILITIES:

1. **Follows UVMMC and Laboratory Procedures and Policies**
   a) Schedules vacation and personal time off in advance according to department policy
   b) Uses personal protective equipment and follows universal protection policy when handling specimens
   c) Follows all written procedures
   d) Adheres to Divisional break and lunch policies
   e) Uses written resources and supervisors to solve problems
   f) Acts in accordance with UVMMC compliance policies
   g) Understands that weekend and holiday shift work is required
   h) Understands the requirement to work different shifts depending upon staffing levels

2. **Communicates Effectively**
   a) Demonstrates a professional demeanor
   b) Voluntarily, promptly and pleasantly answers the telephone; records and communicates messages accurately
   c) Helps other team members; seeks help when appropriate
   d) Remains calm under pressure
   e) Works cooperatively with others and is aware of one's impact on others
   f) Contributes positively to make work area run more efficiently
   g) Expresses concerns to leads and supervisor in an appropriate manner
   h) Gives leads or supervisor feedback on unusual situations, problems, or trends
   i) Fosters two way communications with coworkers and supervisors
   j) Interacts with clients in a manner compatible with laboratory goals
   k) Coordinates absences from the work area to minimize workflow disruptions
   l) Demonstrates appropriate self-confidence and initiative
   m) Communicates helpfully and encourages those being mentored
   n) Utilizing Stratus On Demand Video Interpreter and/or UVMMC interpreters, participates as a neutral party in the conduit of information that must flow between UVMMC staff and non-English speaking international or domestic patients and their families

3. **Performs Clerical Functions**
   a) Accessions specimen types accurately
   b) Demonstrates a good understanding of the multiple applications they are responsible for and know how they interact to aid in troubleshooting order problems
   c) Orders management - coordinates resolution of order discrepancies with other lab staff and additional hospital departments
   d) Uses appropriate tools to determine sample type and volumes
   e) Interprets test requests and calls for clarification when needed
   f) Accurately enters undefined tests
   g) Accurately enters appropriate hold specimens
   h) Familiar with all functions of Sunquest, Atlas and PRISM
   i) Utilizes the CLM efficiently and accurately
   j) Accurately orders anonymous testing
   k) Records temperatures on refrigerators and freezers
   l) Follows written clerical computer procedures
   m) Utilizes computers for hospital related tasks and limits personal use
   n) Utilizes laboratory information system to create batches to document /track samples being transported to the laboratory

4. **Performs Technical Functions**
   a) Explains procedures including how to collect other sample types to patient by adjusting approach, language, and technique to age and mental acuity
   b) Identifies patient according to Laboratory policy before collecting sample
   c) Selects appropriate collection site
   d) Collects blood from patients using strict aseptic technique and safety equipment in accordance with regulatory and compliance guidelines.
   e) Evaluates collected specimens for volume and appropriate container prior to transporting to Laboratory
   f) Collects appropriate sample and volume for testing requested
   g) Limits the use of butterfly needles to difficult patients
   h) Labels specimen accurately
   i) Uses appropriate resources to determine proper specimen handling including protecting specimen from light, place on ice, etc
   j) Centrifuge specimens when appropriate
   k) Oversees patient welfare during procedure
   l) Assesses patient and releases when appropriate
   m) If patient not responding after vasovagal event, phlebotomist initiates “Code Blue”
   n) Demonstrates ability to set priorities in problematic situations and is able to manage multiple tasks
   o) Demonstrates an acceptable rate of successful venipunctures
   p) Provides patient with appropriate containers for collection of specimens (i.e. urine, stool, etc.)
   q) Trained to work at all of the outpatient sites
   r) Assists other team members with workload when his/her work is complete
   s) Performs more difficult phlebotomy procedures including but not limited to blood /fungal cultures, quantiferon and special coagulation collections.
   t) Performs specialized testing such as Glucose Tolerance Testing
   u) Performs throat cultures
   v) Documents work completely on required logs
   w) Performs workload assignments accurately and in a timely fashion
   x) Transitions from one site to another during the same shift in a timely and professional manner
   y) Phlebotomist is responsible for cleaning and decontaminating equipment and disposing of waste materials according to OSHA and hospital guidelines

5. **Maintains Professional and Departmental growth**
   a) Fulfills Continuing Education requirements as defined by departmental policy
   b) Reviews procedure manuals, safety videos and mandatory in-service on an annual basis
   c) Attends staff meetings and participates constructively
   d) Demonstrates willingness to learn and perform new procedures
   e) Completes special assignments
   f) Demonstrates independent analytic problem solving skills
   g) Strives to enhance performance. Accepts accountability for own actions
   h) Keeps current on changes in laboratory tests, policies and procedures.
   i) Accepts constructive criticism
   j) Demonstrates competency annually

6. **Teaching and Training**
   a) Teaches students and completes student evaluation by the end of the shift
   b) Orients new employees

FINAL STEP FOR COMPLETING PRINCIPAL ACCOUNTABILITIES

In order to comply with Federal Law regarding the Americans with Disabilities Act (ADA), a determination must be made as to whether principal accountabilities are considered to be essential or non-essential.

Essential accountabilities are key accountabilities that must be performed with or without accommodation. For accountabilities to be considered essential they must meet one or more of the following requirements:

- The performance of this function is the reason that the job exits.
- There are limited employees among whom the performance of this function can be distributed.
- This function is highly specialized. Employees are hired for the skill/ability to perform this function.
- Failure to perform this function may have serious consequences.

Non-essential accountabilities, while important, do not meet the requirements listed above and can be reassigned to another individual.

By law, UVM Medical Center must distinguish between essential and non-essential accountabilities. As a final step, return to section XI of the position description, and designate those accountabilities that you consider to be **NON-ESSENTIAL** by placing two asterisks (**) following each description of accountability

Attachment I
(Please include with the completed Position Description)
EXPOSURE CATEGORIES FOR OSHA

Please review the exposure categories for OSHA listed below and indicate the category appropriate for the position in the box below:

OSHA EXPOSURE CATEGORY: I in some areas II in others

Exposure Determination:

Exposure (or potential exposure) to Hepatitis B (HBV) and Human Immunodeficiency Virus (HIV) is defined in terms of actual (or potential) skin, mucous membrane, or parental contact with blood, body fluids, or tissues. Each position is categorized according to likelihood of exposure. Protective equipment shall be readily available. Employees shall be educated in the appropriate use of protective equipment according to their job classifications.

Category I. **Tasks involving exposure to blood, body fluids, or tissues:**

All procedures or other job related tasks that involve an inherent potential for mucous membrane or skin contact with blood, body fluids, or tissues, or a potential for spills or splashes of them are Category I tasks. Use of appropriate protective measures is required for every employee engaged in Category I tasks. All Category I tasks do not involve the same type or degree of risk and therefore all do not require the same kind or extent of protection. Specific combinations of clothing and equipment are tailored for specific tasks. Minimum levels of protection in most cases include use of appropriate gloves. If there is the potential for splashes, protective eyewear or face shields should be worn. If there is potential for clothing being soaked with blood, protective gowns or aprons should be worn.

Category II. **Tasks that involve no exposure to blood, body fluids, or tissues, but employment may require performing unplanned Category I tasks:**

The normal work routine involves no exposure to blood, body fluids, or tissues but exposure or potential exposure may be required as a condition of employment. Appropriate protective equipment (e.g., gloves, protective eyeglasses, masks, or gowns will be readily available to every employee engaged in Category II tasks. Employees need not be wearing protective equipment, but should be prepared to use appropriate protective garb on short notice.

All employees engaged in Category I and II exposure tasks are offered hepatitis B vaccine through Employee Health Services.

Category III. **Tasks that involve no exposure to blood, body fluids, or tissues, and Category I tasks are not a condition of employment:**

The normal work routine involves no exposure to blood, body fluids, or tissues (although situations can be imagined or hypothesized under which anyone, anywhere, might encounter potential exposure to body fluids). Persons who perform these duties are not called upon as part of their employment to perform or assist in emergency medical care or first aid or to be potentially exposed in some other way. Tasks that involve handling of implements or utensils, use of public or shared bathroom facilities or telephones, and personal contacts such as handshaking are Category III tasks.

If Category I and II tasks do not exist in the department, then no specific personal hygiene or protective measures are required. However, these employees should be aware of the risk factors associated with transmission of HBV and HIV so that they can recognize situations which pose increased potential for exposure and know how to avoid or minimize personal risk.

Attachment II

PHYSICAL DEMANDS AND WORKING CONDITIONS
(Please include with the completed position description)

JOB TITLE: **Phlebotomist** JOB CODE: C116

A. Weight-Related Functions and Categories

- *Use drop-down options to indicate the letter for the appropriate weight range.*

25 to 34 lbsLifting	a. 0 to 10 lbs.	e. 35 to 50 lbs.
25 to 34 lbsCarrying	b. 11 to 24 lbs.	f. 51 to 74 lbs.
Over 74 lbsPushing/Pulling	c. 25 to 34 lbs.	g. Over 74 lbs.

B. General Functions

- *Click mouse button to (X) appropriate boxes.*

☒ Sitting	☐ Climbing	☒ Reaching Above
☒ Standing	☒ Kneeling	☒ Reaching Out
☒ Walking	☒ Crouching	☒ Reaching Below
☒ Driving	☒ Twisting	
☒ Bending	☒ Balancing	

C. Hand and Foot Manipulations

- *Click mouse button to (X) appropriate boxes.*

Hand Manipulation	Foot Manipulation
☒ Simple Grasping	☒ Foot Controls
☒ Firm Grasping	☐ Repeat Movement
☐ Firm Manipulation	☐ Use of Leg
☒ Pushing/Pulling	
☒ Use of Hand	

D. Sensory Functions

- *Click mouse button to (X) appropriate boxes.*

☒ Far Vision	☒ Depth Vision	☒ Telephone
☒ Near Vision	☒ See Fine Details	☒ Overhead Paging
☒ Color Vision	☒ Hear Normal Speech	☒ Talking

E. Environmental Conditions

- *Click mouse button to (X) appropriate boxes.*

☒ Infectious Diseases	☒ Hazardous or Moving Equipment
☒ Chemical Agents	☐ Unprotected Heights
☒ Dust, Fumes or Gases	☒ Noisy Environment
☒ Extremes in Temperature/Humidity	

VERIFIED BY: _____ DATE: _____
(Supervisor's Name)

X. APPROVALS:

_____ _____
Department Director or Above **Date**

_____ _____
Human Resources **Date**

Background Check

The UVM MEDICAL CENTER
CRIMINAL BACKGROUND CHECK AND HEALTH SCREENING
(This policy is subject to change)

All offers of employment with *The UVM Medical Center* are contingent upon completion of a background check and health screen with results that comply with the parameters of this policy.

Prior to employment, *The UVM Medical Center* conducts a background screen for each employee selected for the program.

If selected to participate in this program, you will be asked to consent to a pre-enrollment criminal background check and pass a pre-enrollment health screening. Health screenings must occur at locations authorized by *The UVM Medical Center*.

Criminal Background Check will include:

1. Validation of social security and associated validating information including but not limited to date of birth, former names used, and current and former addresses.
2. Multi-County Criminal check will be run on counties that applicants have listed on the release form. This includes counties of residence for a period of up to seven years.
3. Federal Criminal History checks district court records for crimes committed in violation of federal law.

Benefits Summary

At The University of Vermont Medical Center, we support our employees as passionately as we care for our patients. We offer a comprehensive, total compensation package that includes salary, health and wellness benefits, paid time off, and more.

A key employee benefit is The UVM Medical Center's health care plans. These are designed to be affordable and flexible, allowing employees to choose the coverage that works best for their personal or family situation and making it easy to change their coverage as they move through different phases of their lives. And The UVM Medical Center pays a significant portion of the cost.

Benefits

Here is a summary of The UVM Medical Center's employee benefits. Details are in the **Employee Benefits Guide**

Health Care

Health Care Benefits

The UVM Medical Center's medical, vision and dental plans are available to eligible employees, spouses or civil union partners and dependent children. Our medical plans, which include prescription drug coverage, offer the option of choosing between plans that cover both in- and out-of-network providers.

Voluntary Vision Benefits

You can purchase additional coverage to help pay for the cost of eyeglasses and contact lenses, above the basic coverage offered in our medical plan.

Flexible Spending Accounts

You can set aside a portion of your earnings before taxes to pay certain health care and childcare expenses. This can save you significant money.

Retirement Benefits

All UVM Medical Center employees can participate in the 403(b) Retirement Plan immediately. Part-time and full-time employees are eligible for employer contributions after six months of service. Employer contributions are subject to a three-year vesting period. You can change your contribution amount at any time.

Insurance Benefits

The UVM Medical Center helps you protect yourself and your family through life insurance and short-term and long-term disability insurance. Basic coverage is fully funded by The UVM Medical Center, and you can add additional coverage as desired.

Combined Time Off

The UVM Medical Center offers a CTO program that groups all vacation time, holidays, sick time and personal days into one account to give you great flexibility and control in managing your paid time off. You begin to accumulate time off from the start of your employment or immediately upon becoming eligible. It is earned on each hour you work, up to 80 hours in a pay period. CTO is one of your most valuable benefits.

Employee Discounts

Many area companies and merchants offer discounts to our employees on products and services including cell phone contracts, automotive repair, electronics, entertainment, meals and lodging, gym memberships, and many more.

Employee and Family Assistance Program

The UVM Medical Center EFAP provides mental and physical health support services for you and the members of your household at no cost. We are here to help – our professional counseling staff can help you resolve a problem early before it interferes with your home or work life. EFAP services are offered at no cost and are always confidential. Services include help with accessing internal benefits and resources, counseling, treatment referrals, and health coaching.

Tuition Assistance and Certification Reimbursement

Upon your 1-year anniversary working full-time at the UVM Medical Center, you become eligible to use an annual program. The UVM Medical Center provides many opportunities for all staff to enhance their skills through educational programs. In addition to free professional development courses, The UVM Medical Center supports ongoing education with accredited institutions of higher learning through unique tuition discounts, program-specific scholarships and tuition reimbursement programs. Eligible employees can combine the tuition discounts, The UVM Medical Center scholarships, any state or federal aid, and still take advantage of the tuition reimbursement benefit.

Transportation Discounts and Commuter Programs

UVM Medical Center employees are eligible for several discounts on public transportation, including buses and ferries. Employees can also enroll in a variety of alternative commuter programs through **CATMA** (Chittenden Area Transportation Management Association), which includes $15 gift cards for biking or walking to/from work, confidential carpool matching services and emergency rides home.

Employee Referral Program

The University of Vermont Health Network's Employee Referral Bonus Program offers you up to a $5,000 gross award! Recommend stand-out candidates to us: friends, family members, colleagues, acquaintances, anyone you think would make an outstanding addition to the UVM health Network team. Each successfully hired referral you make may lead to a big reward. Certain conditions apply.

On-site Banking

The EastRise Credit Union has an on-site presence at The UVM Medical Center, providing banking services such as ATMs, free checking, low-cost, convenient auto, and home loans, and more.

On-site Pharmacies

Employees can use the hospital pharmacies to fill their prescriptions. Generic drugs are available at no cost.

On-site Food Service

Our employee food outlets offer reasonably priced meal options that include fresh and organic local fare. You'll find locally raised ground beef, many vegetarian choices and organic fair-trade coffee.

Apprenticeship Overview

Phlebotomists work directly with peers, laboratory coworkers, nurses, physicians, outside clients, patients and other UVM Medical Center staff.

The Phlebotomist must be CPR and First Aid certified. The Phlebotomist obtains blood specimens using venipuncture and capillary collection from patients of all ages from newborn to child, adolescent, adult and geriatric; and is capable of working in multiple healthcare settings such as inpatient sites, outpatient sites, and nursing homes. The Phlebotomist chooses the proper tools and techniques for each age group and situation in order to obtain optimum specimens while minimizing discomfort and hazards for the patient; as well as organizes work to efficiently obtain specimens at optimum times.

The Phlebotomist uses judgment and acts independently while following established guidelines to complete the daily workload. Unusual situations are brought to the attention of the Lead Phlebotomist, Phlebotomist/Test Specialist, or Supervisor. The Phlebotomist position operates under OSHA Exposure Category I standards: performing tasks involving exposure to blood, body fluids, or tissues.

NOTE: The following work process competencies are intended as a guide during the one-year apprenticeship and are subject to change. It is not to be followed in any particular sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience.

	PHLEBOTOMIST WORK COMPETENCIES
A.	CLERICAL FUNCTIONS - Utilize employer computer systems to activate, collect, and receive specimens; print requisitions; input orders (including anonymous orders); print label; research undefined tests; assess appropriateness of multiple tests (avoid duplicate billing).
B.	LABORATORY PREPARATION AND MAINTENANCE - Prepare phlebotomy workstations with appropriate supplies for collecting and labeling blood and fluid specimens; record temperatures on refrigerators and water baths.
C.	TECHNICAL FUNCTIONS - Select appropriate collection site; use aseptic technique when collecting blood; collect appropriate volume; label specimens accurately; assess patient during and after procedure, release when appropriate.
D.	PATIENT CARE SERVICES - Identify patients according to lab policy; explain procedures to patients appropriately; demonstrate integrity and compassion when interacting with patients and caregivers; demonstrate ability to set priorities and be able to manage multiple tasks.
E.	PROFESSIONAL/DEPARTMENT GROWTH - Maintain/fulfill certifications and associated continuing education criteria, including ASCP Board of Certification (BOC) Phlebotomy Certification, First Aid and Cardiopulmonary Resuscitation (CPR) certification; attend staff meetings; demonstrate willingness to learn; accept accountability for actions; keep current on changes in lab tests, policies, procedures; complete special assignments without reservation.
F.	LABORATORY PROCEDURES/POLICIES - Follow all written procedures; use personal protection; follow universal policy when handling specimens; maintain ongoing awareness of patient rights; use written resources and supervisors to solve problems; follow UVMMC compliance standards; understand that weekend and holiday shift work is required.
G.	COMMUNICATION - Demonstrate professional demeanor; pleasantly answer phones, record, communicate messages; remain calm under pressure; work cooperatively with others; foster two-way communication with co-workers and supervisors; demonstrate appropriate self-confidence and initiative; contribute positively to make work area run more efficiently.

Behavioral Competencies

Apprenticeship Standards

This form will be filled out periodically with concerns being communicated immediately.

Ratings are:
(3) Consistently achieves targets;
(2) Meets some targets;
(1) Not meeting targets
(N/A) Not applicable

Apprentices need to receive at least a "3" ranking in each category by their final review in order to successfully complete the apprenticeship.

		Ranking			
	PHLEBOTOMIST BEHAVIORAL COMPETENCIES	**N/A**	**3**	**2**	**1**
1	Participation in team discussions/meetings				
2	Focus in team discussions/meetings				
3	Focus during independent work				
4	Openness to new ideas and change				
5	Ability to deal with ambiguity by exploring, asking questions, etc.				
6	Knows when to ask for help				
7	Able to demonstrate effective group presentation skills				
8	Able to demonstrate effective one-on-one communication skills				
9	Maintains an acceptable attendance record				
10	Reports to work on time				
11	Completes assigned tasks on time				
12	Uses appropriate language				
13	Demonstrates respect for patients, co-workers and supervisors				
14	Demonstrates trust, honesty and integrity				
15	Requests and performs work assignments without prompting				

16	Appropriately cares for personal dress, grooming and hygiene				
17	Maintains a positive attitude				
18	Cooperates with and assists co-workers				
19	Follows instructions/directions				
20	Able to work under supervision				
21	Able to accept constructive feedback and criticism				
22	Able to follow safety and other rules				
23	Able to take care of equipment and workplace				
24	Able to keep work area neat and clean				
25	Able to meet employer's work standards				
26	Able to not let personal life interfere with work other than state or federally mandated exceptions				
27	Adheres to work policies/rules/regulations				

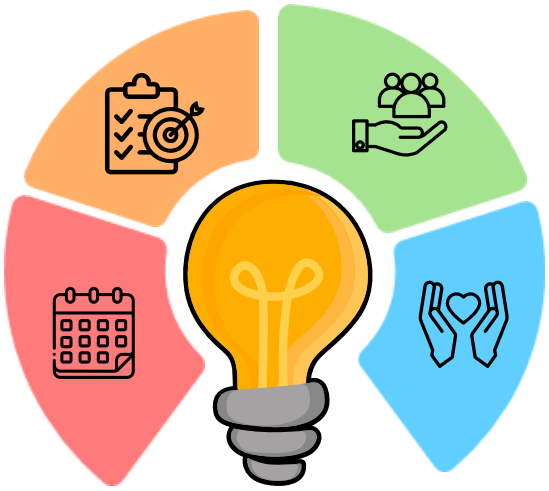
Tips for Success

Plan Ahead

- Time commitment
- Technology
- Workspace
- Childcare
- Transportation
- Employer requests - vaccinations

Create an Action Plan

- Appointments
- New routines & habits



Support

- Family
- Friends
- Your project leader & instructor

Take Care of Yourself

- Rest
- Food
- Medical

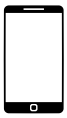
We are often asked how best to prepare for the weeks of education and have compiled a list of **Tips For Success** below.

Plan Ahead

- **Time Commitment** – When evaluating this training program, consider the significant time commitment. Classes run Monday through Friday, from 7:30 am to 4:00 pm. This rapid-paced program could potentially impact time with loved ones.
- **Childcare Plan** – Due to the class schedule, you may not be available to drop off or pick up your child from school, or watch them during the day. Plan childcare well ahead of the first class day to ensure their care.
- **Transportation Plan** – Attendance is a crucial factor in ensuring your success in the program. Have a plan for backup transportation in the event that your primary transportation is not available. We recommend identifying a friend, family member, or classmate who lives on your route and would be willing to drive you when needed.
- **Vaccinations** – Your employer may mandate COVID-19 vaccination and other vaccines. Ensure full vaccination before your first day of class to avoid rescinded offers or delayed start dates, putting you behind your peers.

Create an Action Plan

- **Avoid scheduling appointments during class time** – Even a single excused absence in this fast-paced class can hinder your progress. If you need to attend to a responsibility, promptly inform your instructor. Attendance during the initial 90 days of employment is crucial.



- **Develop professional cell phone habits** – Cell phone use will be highly restricted throughout the five-week class and subsequent apprenticeship and job. Personal use can distract from class and work, and may breach confidentiality. Start limiting your daytime phone use now, as breaking this habit can be challenging.

- **Adapt to a work-friendly smoking schedule** – Smoking breaks will be limited. There may be 4 to 5 hour stretches between smoking breaks. Smokers are encouraged to adjust to this schedule early. Transitioning your smoking routine may be stressful, so seek strategies for a smoother change. If you want to quit, let us know—we're here to support healthy choice.

- **Prescription refills** – Check your regular medications and ensure you have enough refills for the program and early apprenticeship months. If running low, contact your healthcare provider for more ahead of time. Schedule any refill authorizations before classes start.

Support

- **Create a strong support system** – During these five (5) weeks, most of your time will be committed to class time, leaving less time for other duties such as childcare, housework, meal preparation and errands. We encourage you to talk to your family and friends about your new investment and seek help in fulfilling your outside responsibilities wherever possible.

- **Use your resources** – You will be armed with contact information for individuals managing your class program including your mentor and instructor. You have been selected for this class because you have made an investment in YOU! These individuals are committed to ensuring your success; take advantage of our supporting staff for any academic or personal struggles.

Take Care of Yourself

- **Plan balanced meals for yourself** – Just as your body burns calories when exercised, your mind will be challenged during these 5 weeks, requiring plenty of energy. Prioritize balanced, nutritious meals and hydration to ensure you are adequately fueling yourself for success.

- **Make time for sleep** – Balancing sleep can be tough for students, but it's crucial for processing information and performing well in class. Inadequate amounts of sleep can easily lead to struggles in the classroom.

Frequently Asked Questions & Answers

FAQ&A General

1. **Who supports the Apprenticeship Program?**
   This session is supported by the *US Department of Labor, Vermont Department of Labor, JobForward*, and our sponsoring employer, *The UVM Medical Center*. *The UVM Medical Center* is also supporting part of the costs for the students and is providing in-kind contributions and apprenticeship opportunities to applicants who may otherwise not have the opportunity to enter the healthcare field.
2. **How long is the Apprenticeship Program and when will classes begin?**
   The core education is five (5) weeks long. Classes, employment, and the apprenticeship will begin on Monday, October 27th. The final day of the class is Monday, December 1st. Apprentices who successfully complete the education program will begin their On-the-Job learning on Tuesday, December 2nd. The phlebotomy apprenticeship is approximately one year from the start of training.
3. **Will I receive a certificate if I graduate from the Apprenticeship Program?**
   Yes. After successful graduation, graduates will receive a certificate of completion jointly from *JobForward* and *The UVM Medical Center*. Upon completion of the one-year apprenticeship, apprentices will receive a Certificate of Apprenticeship Completion from the *US Department of Labor*.
4. **What is the cost of the Apprenticeship Program?**
   There are no direct costs associated with participating in this program.
5. **Are there any other costs to the program?**
   Students will be provided with all the necessary educational materials including textbooks and computers. All these materials remain the property of *JobForward, The UVM Medical Center,* and the program.
6. **Are participants hired at the start of the program?**
   Yes, all selected participants will be offered full-time employment at the start of the training program.
7. **Will I need to demonstrate my ability to perform venipuncture on live subjects/patients?**
   Yes, students will be required to demonstrate their knowledge of collection techniques in a live setting. Class instruction will include venipuncture as part of the curriculum. Ample simulation practice and practical experience is provided and is required per clinic as part of the program.
8. **When will I begin On-the-Job Training by *The UVM Medical Center*?**
   Students who successfully complete the education program will begin On-the-Job training with *The UVM Medical Center* on Tuesday, December 2nd.
9. **What if I am unable to enroll in the Apprenticeship Program at this time? Will there be other opportunities?**
   We may hold additional healthcare-related Apprenticeship Programs for *The UVM Medical Center* in the future. Please visit our website at www.jobforward.org for more details. There is a possibility that other healthcare and technology apprenticeships will be offered through *JobForward*, but no guarantees.

FAQ&A Selections

1. **Do I need prior healthcare experience or education to apply?**
   Candidates do not need any prior healthcare experience or education to apply to the program. However, candidates must have a minimum of a High School Diploma or GED.
2. **What are the steps in the selection process?**
   The first step in the selection process is to complete the online application and submit your resume. The second step is to attend the mandatory Information Session and then complete the series of online aptitude assessments. Based on the received applications, resumes, and the results of aptitude assessments, a select group of participants will be invited to return for a series of interviews. From the pool of interviewed applicants, students will be chosen by *The UVM Medical Center*. The final selection will be based on a person's overall desire and potential to succeed, as well as organizational fit.

FAQ&A Employment

1. **Are there any other certifications required by *The UVM Medical Center?***
   The UVM Medical Center will require CPR/First Aid certification. Certification will be provided as part of the 5-week program.
2. **Is there a background check required for employment?**
   Yes, background checks are commonly required in the healthcare industry. Prior to employment, *The UVM Medical Center* conducts a background screen for each student selected for the program.
3. **Do I need to be vaccinated?**
   Covid-19 Vaccine is strongly recommended for ALL healthcare workers. Documentation of vaccine or declination is required.
4. **Where will I be working?**
   Phlebotomists will work in various UVM Medical Center facilities and laboratories within Chittenden County.
5. **What days/hours will I be working?**
   The UVM Medical Center provides patient care 24/7. Phlebotomists working in outpatient laboratories may start as early as 5am and end as late as 6pm, depending on the shift assigned. Inpatient phlebotomists may work a variety of shifts.
6. **Do I need to submit references?**
   Yes. If you are selected to participate in this opportunity, *The UVM Medical Center* will send an email from Skills Survey with a link to submit the names and contact information of five (5) references.
7. **Who can I list as a reference?**
   Two (2) must be past managers or supervisors (these can include mentor, coach, guidance counselor, teacher, principal, or priest); the remaining three (3) can be business or personal. References cannot be family members.
8. **How much will I be able to earn as an employee with *The UVM Medical Center*?**
   In this session, positions will start at an hourly wage of $21.20 (plus shift differential, where applicable). Wage increases happen annually at the start of *UVM Medical Center's* new fiscal year. The positions will include a comprehensive benefits package.
9. **Are benefits offered with the apprenticeship position?**

Yes. Apprentices become employees of *The UVM Medical Center* on the first day of the training. In accordance with the employer's policies, employees will have the opportunity to contribute to a comprehensive benefits package which can include health and dental coverage. Please refer to *The UVM Medical Center* benefits sheet for a complete listing of benefits.

10. **Are there opportunities for advancement once I become employed by *The UVM Medical Center*?**
    Yes. You will be evaluated as part of the employer's standard performance review cycle and considered for other positions as deemed needed by the organization.

FAQ&A Classroom

1. **What will the education involve during the *Apprenticeship Program*?**
   This session is designed to prepare successful graduates for positions as Phlebotomists. There will be classes offered during the program that will cover topics such as Medical Laboratory Testing, Phlebotomy Essentials, and preparation for the ASCP (BOC) Certification exam. A variety of learning formats will be featured both in the classroom and online.
2. **Where will the classes be held?**
   This session will be in-classroom instruction which requires attendance Monday through Friday, 7:30am to 4:00pm. The *JobForward* classroom for in-class instruction is located at *The UVM Medical Center*'s Fanny Allen Campus at 790 College Parkway in Colchester. Classroom subject to change.
3. **Who will deliver the education?**
   JobForward and *The UVM Medical Center* will provide the instructors for all of the classes involved in the five-week program.
4. **What is the class schedule for *The UVM Medical Center* Apprenticeship Program?**
   Class is held for five (5) weeks, Monday through Friday, 7:30am to 4:00pm on in-person classroom days and 7:30am to 4:00pm on remote classroom days if necessary. Attendance is required. Classes will begin on Monday, October 27th, and the last day of training in the classroom is Monday, December 1st.
5. **What if I am having trouble in class?**
   If a student's performance in the class is below expectations academically, technically, and/or behaviorally, the faculty will provide additional support as requested and necessary, provided appropriate levels of effort are demonstrated by the student. If accommodations are required, the student should notify program staff as soon as possible
6. **Will my course work and school records be shared with my sponsoring employer?**
   Under certain circumstances, all of your schoolwork and school records (including course work, projects, attendance records, and written and oral conversations) may be shared with *The UVM Medical Center* in the event that *JobForward* deems it necessary.

FAQ&A Certification

1. **When will I take the Certification exam?**
   The students will take the ASCP (BOC) Phlebotomy Technician certification exam during the first three months of employment.

2. **What happens if I do not pass the Certification exam on my first attempt?**
   Apprentices must pass the Certification exam within 6 months of employment. Apprentices who do not pass the certification exam on their first attempt will be required to notify the instructor of the program in order to develop an action plan.
3. **Are accommodations available for the Certification exam?**
   Yes. Accommodations are coordinated directly between the student, their healthcare professional, and ASCP (BOC). Due to the time to have accommodations approved, the accommodation application process should be in place several weeks in advance of the first exam date.

WIOA List of Required Documents

Required Documents

IF you are selected to participate in the UVMMC Phlebotomy Apprenticeship Program, you will need to have the following items ready prior to the date of enrollment for a one-on-one meeting with DOL staff to occur between selections and the first day of class.

Vermont Department of Labor

- Valid photo ID (License or Passport)
- Birth Certificate/Passport **or** Naturalization paperwork (if **not** US Citizen)
- Physical Social Security Card - If you do not have a copy, please contact the Social Security Administration Office to request a copy: https://www.ssa.gov/myaccount/replacement-card.html or visit one of their locations in Burlington (Lakeside Avenue), Montpelier or Rutland.
- Males ONLY… Proof of registering for Selective Service (also visit www.sss.gov)
- Last Pay Stub for any jobs held in previous 6 months
    - If you were self-employed: copy of last year's tax returns and/or copy of the general ledger account for the last 6 months
    - If married: Spouse's Last Pay Stub for any jobs held in previous 6 months
- If laid off within last year: Letter of layoff from previous employer
- Proof of Financial Eligibility:
    - Proof of being current TANF/Reach Up recipient (copy of current authorization document)
    - Proof of being current SNAP / Food Stamps recipient (copy of authorization document)
    - Copy of SSI or SSDI award if you receive Social Security benefits
- Veterans:
    - Provide a copy of DD-214 (Certificate of Release or Discharge from Active Duty)

We strongly recommend locating these documents now so they are ready when needed.