

STATEMENT OF ACCOUNTABILITY

Service Manager, Microbiology/Virology/Serology Canterbury Health Laboratories

TEAM

CHL Leadership Team, Canterbury Health Laboratories

POSITION TITLE

Service Manager, Micro/Virology/Serology

REPORTS TO

General Manager, Canterbury Health Laboratories

OUR CULTURE

At Waitaha-Canterbury we are committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups. We acknowledge New Zealand as a bicultural nation and support and respect the integration of Tikanga Māori and Te Reo Māori at work.

OUR TEAM ACCOUNTABILITY

As a member of the CHL Leadership Team, this role has shared accountability for:

- Engaging with the Leadership team, the people of the Waitaha-Canterbury and Te Tai o Poutini-West Coast districts and the wider Te Whatu Ora-Health New Zealand systems to build trust, common understanding and shared ownership.
- Growing the understanding and engagement of the CHL team with the vision and goals of the Waitaha and Te Tai o Poutini Health systems
- Ensuring clarity of purpose, developing clear direction, plans, alignment and priority and making sure all teams and roles know their accountability and responsibility
- Doing the right thing, being and staying well and valuing everyone
- Building the capability of the Micro/Molecular Team function to make it happen and the process capability to do it effectively and efficiently
- Communicating, in order that within the Micro/Molecular team, the Waitaha, and Te Tai o Poutini-West Coast districts and the wider Te Whatu Ora health systems, everyone remains aligned with and informed about our plans, priority and progress

MY ROLE RESPONSIBILITY

The Service Manager leads the services under their care in close consultation with their Clinical Director and the General Manager.

They are expected to be a role model, lead by example and support their team members to also be role models.

In addition, with support and guidance from their Clinical Director and the General Manager, they will be responsible for developing the direction and strategies to support the services under their care.

Specific responsibilities are:

Building and maintaining a highly engaged workforce with the ability to deliver services across the teams through integrated plans and alignment.

- Engaging and connecting with services to build trust, common understanding, shared ownership, clear direction, team accountability and role responsibility
- Enabling and empowering the services to provide successful and sustainable services.
- Providing clear direction and planning for service delivery, quality and continuous improvement
- Providing support where necessary in people management, capability development and accountability
- Provide financial management and understand performance measures
- Being able to identify and develop strong relationships with external and internal stakeholders and maintaining these relationship
- Support and engage with the Senior Leadership Team
- Undertake other duties in agreement with a request by the General Manager
- Having the expertise, skills and knowledge required to successfully lead this area

MY CAPABILITY

- Display self-knowledge
- Take self- responsibility
- Think and act strategically
- Able to mentor and empower other leaders
- Foster a culture of responsibility and commitment
- Be a person of value to others and the organisation
- Forge cross-organisational relationships and commitments
- Promote and communicate organisational vision, values, goals and purpose.
- Develop clear direction and plans aligned to vision and goals
- Design and implement cross functional change initiatives
- Build and sustain organisational innovation

**MY
RELATIONSHIPS
TO NURTURE**

Internal

General Manager CHL
Senior Leadership Team
Staff of CHL
Service Managers
Chief of Service
Clinical Directors, CHL
Finance Team,
Section Heads
PHOs
Clinical Directors, Waitaha
SCL/APHG
CCN, CI and Health Pathways
Clinical Trials Project Working Group

External

Existing and potential clients
National Laboratory Committee and Initiatives
Manatu Hauora
Managers of NZ Medical Diagnostic
Laboratories
Private healthcare providers
Diagnostic supply vendors
Government agencies
Statutory authorities

January 2023