

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

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|------------------------------|---------------------------------|-----|------------------|-------|
| Title | Medical Laboratory Technician | | | |
| Reports to | Section Head, Core Biochemistry | | | |
| Location | Canterbury Health Laboratories | | | |
| Department | Core Biochemistry | | | |
| Direct Reports | N/A | | Total FTE | 0.438 |
| Budget Size | Opex | n/a | Capex | n/a |
| Delegated Authority | HR | n/a | Finance | n/a |
| Date | 30 January 2026 | | | |
| Job band (indicative) | | | | |

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- Provide a high-quality service to clients and patients.
- Perform routine testing and associated duties in the Core Biochemistry Department

| Key Result Area | Expected Outcomes / Performance Indicators |
|---|---|
| High Quality Service | <ul style="list-style-type: none"> • Clients receive polite, courteous, and prompt responses to their requests or enquiries. • Client feedback is documented and notified to the Section Head at the earliest opportunity. • |
| Use of Laboratory Information System and Middleware | <ul style="list-style-type: none"> • Patient details and results are entered accurately. • Data is entered correctly, and information is retrieved efficiently. |
| Technical and Analytical Duties | <ul style="list-style-type: none"> • All tasks are carried out in accordance with standard laboratory procedures and policies. • Work environment is maintained to an acceptably clean, tidy, and safe standard • All duties are performed in a competent and efficient manner, and within the scope of practice appropriate to staff grade. |
| Quality | <ul style="list-style-type: none"> • Responsible for adhering to laboratory quality assurance |

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| | <p>procedure requirements.</p> <ul style="list-style-type: none"> • All tasks are carried out according to standard laboratory procedures and policies. • Procedures which are not carried out according to standard laboratory procedures and policies are recognised and notified to the Section Head. • Participate in internal QC and external quality assurance (EQA) as scheduled. • Be conversant, and comply with, all quality systems and policies. • Be proactive in identifying areas and methods for improvement with regard to quality. |
| Health & Safety | <ul style="list-style-type: none"> • Responsible for adhering to safety programmes and procedures. • Be aware of, and comply with, Te Whatu Ora and safety policies. • Unsafe procedures, hazards and OSH accidents are recognised, documented and the Safety Officer and Section Head is notified at the earliest opportunity. • Work environs are maintained to an acceptably clean, tidy and safe standard. • Documented procedures in the case of accidents are followed. |
| Professional Development | <ul style="list-style-type: none"> • Acquired skills are maintained. • New skills are developed as required. • Goals and objectives set and agreed to. • Maintain MSCNZ registration and APC; complete CPD/recertification requirements via an approved programme; participate in in-service training and competency assessments. |
| Te Tiriti o Waitangi | <ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership. |
| Equity | <ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses. |
| Innovation & Improvement | <ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the |

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| | <p>table.</p> <ul style="list-style-type: none"> • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices. |
| Collaboration and Relationship Management | <ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services. |
| Health & safety | <ul style="list-style-type: none"> • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture. |
| Compliance and Risk | <ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are followed. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware. |

Matters which must be referred to the Section Head, Core Biochemistry

- Operational decisions: Proposed changes to workflows or the staff members involved in specific workflows, introduction of new reagents, consumables or suppliers.
- Resource allocation: Training decisions, minor equipment purchases, test cost enquiries or changes to workflows that may result in budget variations.
- External communications: conference presentations representing CHL, research study requests or collaborations with external organisations.
- Clinical or operational risk: Any issue that could impact patient safety, accreditation compliance, or turnaround times.
- Policy exceptions: Deviations from standard operating procedures, ISO 15189 requirements, or organisational policies.
- Conflict resolution: Escalation of staff relationship issues, feedback from clients or disputes affecting service delivery.

Relationships

| External | Internal |
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| <ul style="list-style-type: none"> • Clients and patients of Canterbury Health Laboratories • Public service and private sector laboratories | <ul style="list-style-type: none"> • Section Head, Core Biochemistry & POC • Technical Lead, Core Biochemistry • Quality Officer, Core Biochemistry • Service Delivery Manager, Core/Blood Services • Divisional Lead • Medical and/or Clinical Director • Other staff of Canterbury Health Laboratories • Other Staff of Health New Zealand |

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- Registration with the Medical Sciences Council of New Zealand as a Medical Laboratory Technician
- The ability to maintain a high professional standard in line with the Competencies Standards for Medical Laboratory Science Practitioners in Aotearoa New Zealand (Revised November 2018)
- A current Practising Certificate issued by the Medical Sciences Council of New Zealand
- Maintain a current Annual Practising Certificate by participation in a re-certification programme.

Desired:

- Prior experience as an MLT working in a diagnostic testing laboratory

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.

- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional, and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Be client and patient focused and committed to providing a high-quality service
- Possess effective interpersonal skills and be able to work as part of a team
- Have effective written and oral communication skills
- Be able to work effectively and efficiently
- Be adaptable and able to relate well to a wide range of people
- Be disciplined, self-motivated and maintain a positive approach to work
- Be able to work effectively and efficiently under occasional periods of pressure
- Be punctual
- Be able to display initiative
- Have an ability to take and make decisions
- Be aware of and exercise discretion in all patient-related and departmental matters (in accordance with the Privacy Act)

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.