

POSITION DESCRIPTION

June 2025

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

Health NZ Te Whatu Ora is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

Health NZ's vision is to improve the health and wellbeing of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

Phlebotomist and Specimen Services Technician
MLPATS

REPORTS TO (Title):

Section Head, Patient and Specimen Services

REPORTS ON A DAILY BASIS TO:

Supervisor, Blood Tests Centre

PRINCIPAL OBJECTIVES

To participate in a quality blood collection service that efficiently and effectively meets client needs at all locations.

FUNCTIONAL RELATIONSHIPS:

(Who is the customer/consumers/patients) **INTERNALLY:**

1	Supervisor, Blood Test Centre
2	Section Head, Patient and Specimen Services
3	Service Manager, Patient and Client Services
4	General Manager, Canterbury Health Laboratories
5	Quality Manager
6	Blood Test Centre staff
7	Other staff of Canterbury Health Laboratories and the Health NZ District

EXTERNALLY:

1	Patients of the Blood Test Centre
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KEY PERFORMANCE OBJECTIVES:

Task	The Phlebotomist and Specimen Services Technician is required to provide a high-quality service to clients from all locations.
Expected Result	<ul style="list-style-type: none"> • The service delivered is perceived to be of high quality and delivered in a professional manner. • The supervisor, Blood Test Centre, Canterbury Health Laboratories is consulted on issues of quality and marketing. • The Supervisor, Blood Test Centre, Canterbury Health Laboratories is advised of all issues which may affect the delivery of service to clients.
Task	The Phlebotomist and Specimen Services Technician is responsible for collecting blood samples from inpatients and outpatients.
Expected Result	<ul style="list-style-type: none"> • Blood samples are collected with minimum discomfort to the patient. • Blood is collected into the correct containers. • Blood samples are handled in a manner appropriate to the tests being requested. • Blood samples are collected at the appropriate time or within clinically acceptable time constraints. • Blood samples are delivered to the appropriate site for further processing within an acceptable time period.
Task	The Phlebotomist and Specimen Services Technician is responsible for promoting a favourable image of the service.
Expected Result	<ul style="list-style-type: none"> • Patients will be treated in a kind and courteous manner. • Clients, other staff and members of the public will be treated with respect. • Assistance is provided when required or when the need is perceived. • Patients are not subjected to unnecessary questioning and their right to privacy is respected.
Task	The Phlebotomist and Specimen Services Technician is responsible for the development and maintenance of good staff relations.
Expected Result	<ul style="list-style-type: none"> • Colleagues are, at all times, treated with courtesy and respect. • Colleagues are assisted in the performance of their duties. • Colleagues are assisted in the improvement of the service they offer to clients.
	The Phlebotomist is responsible for maintaining personal skills, knowledge and on-going education in Phlebotomy.

<ul style="list-style-type: none"> • Actively review documentation related to Blood Test Centre. • The service delivered is continually reviewed to meet the needs of clients. • Development of resources appropriate for improving client understanding and staff education. • Be proactive and collegial within the Blood Test Centre and with ongoing education of colleagues.
<p>The Phlebotomist and Specimen Services Technician will carry out tests and other duties which, from time to time, become part of the workload of the Blood Test Centre any other section to which the incumbent is temporarily assigned.</p>
<ul style="list-style-type: none"> • New techniques and duties are carried out in accordance with instructions. • New Technology: Electronic orders will be developed and incorporated into the day-to-day procedures for Phlebotomists. The incumbent will be expected to become competent in their use. • Any difficulties encountered are drawn to the attention of the Blood Test Centre supervisor.
<p>The Phlebotomist and Specimen Services Technician will be competent in the registration of samples into the Delphic LIS, and processes required for the pre-analytical processing of samples.</p>
<ul style="list-style-type: none"> • Registration of samples into the Delphic LIS □ Registration of sample at BTC sites. • Processing of E Order's into the Delphic LIS • Maintain knowledge of tests and codes so as to be competent if required staff Labline.
<p>The Phlebotomist and Specimen Services Technician will undertake any other duties as reasonably directed by the Supervisor or Section head from time to time.</p>
<ul style="list-style-type: none"> • All duties required to be performed are done so in a competent and efficient manner and in the best interests of Canterbury Health Laboratories. • The incumbent will attend and actively participate in departmental meetings and take on meeting responsibilities as requested.
<p>Work in a safe and healthy manner to prevent harm to themselves or others</p>
<ul style="list-style-type: none"> • Be aware of, and comply with Health NZ's health and safety policies and procedures • Be pro-active in identifying and controlling hazards through staff meetings, OSH Accidents are reported directly to their reporting clinical leader, manager or supervisor.
<p>To strive for quality within all the tasks undertaken to promote an environ of continuous quality improvement</p>

- Be conversant, and comply with, Health NZ quality systems and policies
- Be proactive in identifying areas and methods for improvement with regard to quality

HEALTH & SAFETY:

- Observe all Health NZ safe work procedures and instructions
- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employee's health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in the Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work
- Seek advice from your manager if you are unsure of any work practice

QUALITY:

Every staff member within Health NZ is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Essential

- Must have experience in and be able to demonstrate competence in the collection of blood samples from patients

PERSONAL ATTRIBUTES:

- Possess effective interpersonal and organisational skills
- Have the ability to initiate and facilitate open communication with staff
- Be client focused and committed to quality outcomes
- Be committed to teamwork and the fostering of positive team relationships
- Possess a willingness to contribute to and improve personal and team performance

MANDATORY

Key Behaviours:

- Ability to “work together” in a truthful and helpful manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility for actions.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.