

## Position Description | Te whakaturanga o mahi Health New Zealand | Te Whatu Ora

<b>Title</b>	Phlebotomist- Pre-Analytical Technician			
<b>Reports to</b>	Laboratory Manager			
<b>Location</b>	Te Nikau Hospital			
<b>Department</b>	Laboratory			
<b>Direct Reports</b>	Nil		<b>Total FTE</b>	Nil
<b>Budget Size</b>	<b>Opex</b>	Nil	<b>Capex</b>	Nil
<b>Delegated Authority</b>	<b>HR</b>	Nil	<b>Finance</b>	Nil
<b>Date</b>				
<b>Salary band (indicative)*</b>	PSA Collective Agreement Group B (\$72-86,000 pa)			

### About us

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.

## About the role

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The primary purpose of the role is to:

- To perform Phlebotomy and Pre Analytical duties as required in the laboratory
- To provide a high quality service to clients and patients

## Relationships

External	Internal
<ul style="list-style-type: none"><li>• Clients of Health New Zealand – Te Nikau Hospital Laboratory</li><li>• Prospective new clients of Health New Zealand – Te Nikau Hospital</li><li>• Company Representatives</li></ul>	<ul style="list-style-type: none"><li>• Laboratory staff, Te Nikau Hospital</li><li>• Staff of Canterbury Health Laboratories</li><li>• Other staff of Health New Zealand</li><li>• Clinical staff of Health New Zealand</li></ul>

## Key Objectives

<p><b>The Phlebotomist-Pre-Analytical Technician is responsible for providing a high quality service to clients.</b></p>
<ul style="list-style-type: none"> <li>▪ Clients receive polite, courteous and prompt responses to their requests or enquiries.</li> <li>▪ Client feedback is documented and notified to the Supervising Technician at the earliest opportunity.</li> <li>• There is no discrimination in the standard of service to all staff and clients irrespective of ethnicity or gender.</li> </ul>
<p><b>The Phlebotomist-Pre-Analytical Technician is conversant with and responsible for his/her own operation and use of the laboratory information system to register patients, input data and access results - Te Nikau Hospital staff only.</b></p>
<ul style="list-style-type: none"> <li>▪ Patients are correctly and accurately registered.</li> <li>▪ Data input and information retrieval is accurate and efficient.</li> <li>▪ Results are reported in an accurate and timely manner.</li> </ul>
<p><b>The Phlebotomist-Pre-Analytical Technician is responsible for collecting blood samples from inpatients and outpatients.</b></p>
<ul style="list-style-type: none"> <li>▪ Blood samples are collected according to laboratory protocols</li> </ul>
<p><b>The Phlebotomist-Pre-Analytical Technician is responsible for performing a variety of duties in Patient Services including basic troubleshooting of relevant equipment.</b></p>
<ul style="list-style-type: none"> <li>▪ Techniques are efficiently performed according to laboratory protocol.</li> <li>▪ Reagents are used correctly as described in the laboratory methods manual.</li> <li>▪ Methods are complied with.</li> <li>▪ Normal and abnormal results are identified and actioned.</li> <li>▪ Machine and technical irregularities are recognised and corrected where appropriate and the Supervising technician notified.</li> <li>▪ Output meets the demands of daily workload and workflow patterns.</li> <li>▪ Special duties assigned from time to time are carried out in a manner consistent with quality standards of the laboratory</li> </ul>
<p><b>The Phlebotomist-Pre-Analytical Technician is responsible for adhering to laboratory quality assurance procedure requirements.</b></p>
<ul style="list-style-type: none"> <li>▪ All tasks are carried out to standard laboratory procedures and policies.</li> <li>▪ Procedures 'out of control' are recognised and notified to supervising technician.</li> <li>▪ Quality programmes are participated in and results reviewed.</li> </ul>
<p><b>The Phlebotomist-Pre-Analytical Technician is responsible for adhering to safety programmes and procedures.</b></p>
<ul style="list-style-type: none"> <li>▪ All procedures carried out follow the safety guidelines and procedures of the laboratory.</li> <li>▪ Unsafe procedures are recognised, documented and notified to the Safety Officer at the earliest opportunity.</li> <li>▪ Documented procedures in the case of an accident are complied with.</li> </ul>

**The Phlebotomist-Pre-Analytical Technician is responsible for maintaining and developing his/her own areas of skill and professional development.**

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- Mastery of acquired skills is maintained.
- New skills are developed as required.
- Attend sufficient educational seminars or conferences to satisfy the CPD requirements and retain APC.
- Goals and objectives set and agreed to.
- A professional development programme is developed (if appropriate).
- Contributions are made to educational meetings

**The Phlebotomist-Pre-Analytical Technician is responsible for carrying out general duties.**

- Advice on specimen requirements for the laboratory is provided as required.
- Consumable supplies levels are maintained above a predetermined level.
- Daily laboratory maintenance and cleaning duties carried out, and rubbish disposed of according to protocols.
- Specimens are registered according to laboratory procedure.
- Reports are filed according to laboratory guidelines.
- Work environs are maintained to an acceptably clean, tidy and safe standard.
- Participate in regular staff meetings.
- Provide cover for the Buller Patients Services Phlebotomist where necessary

**The Phlebotomist-Pre-Analytical Technician is responsible for the communication of accurate and timely information to the supervising technician, Laboratory Manager or Operations Manager.**

- The supervising technician or Laboratory Manager are kept informed of current operational, technical and other issues that might have an impact on the section.

**The Phlebotomist-Pre-Analytical Technician will undertake any other duties as reasonably directed by the supervising technician/Laboratory Manager from time to time.**

- All duties required to be performed in the best interests of WCDHB Laboratory are done so in a competent and efficient manner.

**The Phlebotomist-Pre-Analytical Technician is responsible for maintaining knowledge of and promoting health and safety systems and policies to staff ensuring that all employees are given information in the hazards and controls that could be encountered while they are at work.**

- Attend relevant health and safety committee meetings.
- Ensure health and safety programmes are sustained.
- All employees are given in a manner they understand, information on the hazards they will encounter at work.
- Ensure all accidents are reported and investigated and ensure relevant documentation is completed accurately, and forwarded to H&S Advisor in accordance with and within timeframe stipulated in the Health and Safety Policy and Procedures Manual.
- All new staff have been inducted in health and safety policies and procedures relevant to their position.

Qualifications & Experience <i>(indicate years of experience required and level of learning)</i>	
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Be a holder of NCEA Level 2 or equivalent.</li> <li>• Hold or working towards MLT or ML-PAT registration.</li> <li>• Able to maintain confidentiality and use discretion.</li> <li>• Able to work unsupervised and prioritise workloads.</li> <li>• Able to work cooperatively and efficiently to meet deadlines.</li> <li>• Possess effective interpersonal skills.</li> <li>• Be accountable and reliable.</li> <li>• Have the ability to initiate and facilitate open communication with staff.</li> <li>• Be client focused and committed to quality outcomes.</li> <li>• Be committed to teamwork and have the ability to delegate, consult and build an effective work team.</li> <li>• Possess excellent organisation and time management skills.</li> <li>• Be culturally sensitive, with an understanding of the Principles and Articles of the Treaty of Waitangi</li> </ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Registration with the NZ Institute of Medical Laboratory Science.</li> <li>• Previous Health Care experience</li> </ul>

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification and is not intended to be exhaustive. Employees may be requested to perform job related tasks other than those specified.*

*Signed on behalf of Health New Zealand*

*Te Tai o Poutini West Coast*

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Date \_\_\_\_\_

*I accept the terms and conditions as outlined in this Position Description*

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Date \_\_\_\_\_