

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

Title	Quality Officer Genetics		
Reports to	Genetics Section Head		
Location	Canterbury Health Laboratories		
Department	Genetics		
Direct Reports	n/a	Total FTE	1.0
Budget Size	Opex	n/a	Capex
Delegated Authority	HR	n/a	Finance
Date	28 May 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:

- enhance operational efficiency, quality, and compliance by leading process improvements, supporting audit and incident frameworks, and ensuring effective coordination of quality related tasks across the Genetics service.

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.
Using LIS	<ul style="list-style-type: none"> • Familiar with registering samples, inputting data, searching information and accessing results. • Patient details are entered accurately. • Data is entered correctly, and information is retrieved efficiently.
General quality	<ul style="list-style-type: none"> • Responsible for adhering to laboratory quality assurance procedure requirements. • 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. • Be conversant, and comply with, Te Whatu Ora quality systems and policies.

	<ul style="list-style-type: none"> • Be proactive in identifying areas and methods for improvement.
Continuous process improvement	<ul style="list-style-type: none"> • Observe day-to-day operations and engage with staff to uncover inefficiencies. • Lead implementation of improvements, ensuring team engagement and feedback. • Monitor outcomes and continuously refine processes.
Incident management	<ul style="list-style-type: none"> • Support the Section Head, Technical Leads and other team members to investigate incidents and prepare Safety First reports. • Follow up on incident actions and support the team to complete actions within required timeframes. • Analyse incident trends and data to identify improvement opportunities. • Implement and track process changes arising from incidents. • Provide summaries and insights for review meetings and the Annual Management Review.
Risk management	<ul style="list-style-type: none"> • Support the Section Head, Technical Leads, and other team members to perform risk assessments for new methods, equipment etc. • Follow up on actions needed to mediate or resolve risks and support the team to implement any changes.
Coordinate quality activities	<ul style="list-style-type: none"> • Organise and support quality/process meetings (scheduling, agenda coordination, minute-taking). • Contribute to the preparation of the Annual Management Review report and team meeting by drafting and collating inputs. • Support Technical Leads with co-ordinating external quality assurance program responses, obtaining pathologist review of results, communicating outcome feedback and initiating any process improvements.
Manage Audit Programmes	<ul style="list-style-type: none"> • Coordinate the annual vertical audit programme (approx. 20 audits per year). • Schedule vertical audits, distribute materials, and provide training and support to participants. • Track and follow up on vertical audit outcomes and actions. • Assist with internal audit processes, including action tracking and response drafting.
Oversee Equipment and Facilities Coordination	<ul style="list-style-type: none"> • Manage equipment maintenance, repairs, preventative maintenance, and service contracts. • Act as liaison for Maintenance & Engineering, ensuring requests are logged and tracked.
Health & Safety	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • Documented procedures in the case of accidents are followed. • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • 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.
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. • A professional development programme is developed (if appropriate).
General duties	<ul style="list-style-type: none"> • All duties required to be performed in the best interests of Canterbury Health Laboratories are done so in a competent and efficient manner.
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 table. • 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.

Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place and 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.
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Matters which must be referred to the Technical Lead and/or Section Head

- 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
<ul style="list-style-type: none"> • Clients and patients of Canterbury Health Laboratories • Public service and private sector scientists • Other laboratories (national and international) • Medical research facilities (national and international) • Government and regulatory agencies (e.g., Ministry of Health, WHO, NGOs) 	<ul style="list-style-type: none"> • Section Head, Genetics • Service Manager, Genetics • Clinical/Medical Director • Other staff within the Genetics Department and Canterbury Health Laboratories • Students and trainees

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and/or post-graduate qualification.
- Registration with the Medical Sciences Council of New Zealand, formally the New Zealand Medical Laboratory Science Board (MLSB), as a Medical Laboratory Scientist.
- The ability to maintain a high professional standard in line with the Code of Competencies and Standards for the Practice of Medical Laboratory Science (MLSB, 2009)
- 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:

- Experience in implementing Te Tiriti o Waitangi in action.
- Prior experience as an MLS 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 disciplined, self-motivated and maintain a positive approach to work
- 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.