

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

Title	Medical Laboratory Technician, Haematology		
Reports to	Section Head, Haematology		
Location	Canterbury Health Lab		
Department	Haematology		
Direct Reports	0	Total FTE	1.0
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	22/6/2026		
Job band (indicative)	1 PSA MECA		

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:

- Providing a high-quality service to clients and patients
- Performing routine and associated duties in the Core Haematology Department
- Performing cover for Core Biochemistry and Specimen Services when required
- Supporting patient diagnosis, management, and treatment within scope of practice as determined by the Medical Sciences Council

Key Result Area	Expected Outcomes / Performance Indicators
Service: The Medical Laboratory Technician (MLT) is responsible for providing a high-quality service to clients of the Core Haematology Department.	<ul style="list-style-type: none"> • Clients receive polite, courteous and prompt responses to their request or enquiries. • Client feedback is documented and notified to the Section Head at the earliest opportunity. • Adhere to the Code-of-Ethics of NZIMLS (The New Zealand Institute of Medical Laboratory Science) and Code of Ethical Conduct for MLT of Medical Sciences Council of New Zealand (MSCNZ).
LIS usage: The MLT is conversant with and responsible for his/her own operation and use of the laboratory information system to	<ul style="list-style-type: none"> • Patients are correctly and accurately registered. • Data input and information retrieval is accurate and efficient.

<p>register patients, input data and access results.</p>	<ul style="list-style-type: none"> • Overdue lists are reviewed and actioned weekly. • Maintain working knowledge and be responsible for their own operation and use of the laboratory information system to register patients, input data and access results.
<p>Routine Lab work: The MLT is responsible for performing a variety of duties in the Core Haematology laboratory, including basic troubleshooting of tests and equipment relevant to the laboratory's operation.</p>	<ul style="list-style-type: none"> • Perform manual & automated assays for measuring a range of different sample types. • Techniques are efficiently performed according to laboratory protocol. • Reagents are used correctly as described in the laboratory methods manual. • Normal and abnormal results are identified and actioned under direction of MLS. • Machine and technical irregularities are recognised and corrected follow direction of a MLS or Technical Lead or Section Head. • Output meets the demands of daily workload and workflow patterns. • Basic training is provided for new staff members as required by the Section Head. • Special duties assigned from time to time are carried out in a manner consistent with quality standards of the laboratory. • Perform routine testing and associated duties in Core Biochemistry and Specimen Services when required. • Be able to rotate into different core services (i.e. Biochemistry) every 4–6 weeks or as needed to maintain competency and support skill development. • Support patient diagnosis, management, and treatment within scope of practice as determined by the MSCNZ. • Actively participate and work collaboratively with the existing team members • Remain flexible to adapt to new services, technologies, or ways of working as organisational needs evolve.
<p>Quality: The MLT is responsible for adhering to laboratory quality assurance procedure requirements.</p>	<ul style="list-style-type: none"> • Adhere to ISO 15189 standards and laboratory quality systems. • Perform all tasks in accordance with standard operating procedures and policies. • Participate in IQC and EQA programmes. • Identify, investigate, and report any deviations or “out of control” procedures. • Proactively contribute to continuous quality improvement initiatives.

	<ul style="list-style-type: none"> • Ensure compliance with CHL-wide policies and accreditation requirements. • Identify and report any deviations from procedures to the Section Head.
<p>Professional Development: The MLT is responsible for maintaining and developing his/her own areas of skill and professional development.</p>	<ul style="list-style-type: none"> • Mastery of acquired skills is maintained. • New skills are developed as required. • Teaching sessions are attended. • Goals and objectives set and agreed to. • A professional development programme is developed (if appropriate). • Contributions are made to educational meetings. • Actively work with the Section Head to develop and maintain a professional development plan, including goals and objectives • Maintain MSCNZ registration and APC; complete CPD/recertification requirements through an approved programme. • Participate in in-service training and competency assessments. • Attendance at conferences/training as discussed and agreed with the Section Head.
<p>Duties: The MLT is responsible for carrying out general duties.</p>	<ul style="list-style-type: none"> • Advice on routine test specimen requirements for the laboratory is provided as required. • Reagents are prepared accurately and according to prescribed standards. • Laboratory consumables are restocked to allow all procedures to be carried out without disruption. • 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 environments are maintained to an acceptably clean, tidy and safe standard. • Act as a guardian with engagement from wider CHL to continuously develop ways to decrease waste that can have an adverse effect on the environment. • The incumbent will attend and actively participate in departmental meetings and

	<p>take on meeting responsibilities as requested.</p> <ul style="list-style-type: none"> All duties required are performed in the best interests of HNZ Canterbury and done so in a competent and efficient manner.
<p>Communication: The MLT is responsible for the communication of accurate and timely information to the Section Head.</p>	<ul style="list-style-type: none"> The Section Head is kept informed of current operational, technical and other issues that might have an impact on the section.
<p>Te Tiriti o Waitangi</p>	<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.
<p>Equity</p>	<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.
<p>Innovation & Improvement</p>	<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.
<p>Collaboration and Relationship Management</p>	<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.

	<ul style="list-style-type: none"> • 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.
<p>Health & safety</p>	<ul style="list-style-type: none"> • 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. • All procedures carried out follow the safety guidelines and procedures of the Unit. • Unsafe procedures are recognised, documented and notified to the Safety Officer at the earliest opportunity. • Documented procedures in the case of an accident are complied with. • Be pro-active in identifying and controlling hazards through staff meetings, OSH accidents are reported directly to the Section Head.
<p>Compliance and Risk</p>	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ 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, Haematology

- Current operational, technical and other issues that might have an impact on the section.
- 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 of HNZ Canterbury • Patients of HNZ Canterbury 	<ul style="list-style-type: none"> • Section Head, Haematology • Service Manager, Core Services • Divisional Lead, Laboratory Services • Medical Director, Haematology • Other staff of the Haematology and Haematology Laboratory • Other staff of Core Services at Canterbury Health Laboratories • Other staff of Health New Zealand, Canterbury and West Coast

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.
- Registered Medical Laboratory Technician or eligible to registration.
- Annual Practising Certificate from MSCNZ as MLT.

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.

Personal Attributes

- 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, efficiently and unsupervised
- 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 punctual
- Be able to display initiative and have the 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.