

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Phlebotomist
Reports to	Section Head, Patient and Specimen Services & Supervisor, Blood Test Centre
Location	Christchurch
Department	Patient Services
Template Note: The yellow highlighting is for on-screen editing only and will not appear when the document is printed or converted to PDF. As a result, any finalised or published Position Descriptions will display normally without the editable field shading. For non-leadership roles, delete the following rows: Direct Reports, Total FTE, Budget Size, Delegated Authority.	
Date	18-08-2026
Salary band (indicative)i	SP
Children's Worker roleii	[Yes]

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

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

Key Result Area	Expected Outcomes / Performance Indicators
The Phlebotomist and Specimen Services Technician is required to provide a high-quality service	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.

to clients from all locations.	
The Phlebotomist and Specimen Services Technician is responsible for collecting blood samples from inpatients and outpatients.	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.
The Phlebotomist and Specimen Services Technician is responsible for promoting a favourable image of the service.	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. •
The Phlebotomist and Specimen Services Technician is responsible for the development and maintenance of good staff relations.	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.	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. •
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.	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.
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.	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.
The Phlebotomist and Specimen Services Technician will undertake any other duties as reasonably directed by the Supervisor or Section head from time to time.	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.
Work in a safe and healthy manner to	Be aware of, and comply with Health NZ's health and safety policies and procedures

prevent harm to themselves or others	Be pro-active in identifying and controlling hazards through staff meetings, OSH Accidents are reported directly to their reporting clinical leader, manager or supervisor.
To strive for quality within all the tasks undertaken to promote an environ of continuous quality improvement	Be conversant, and comply with, Health NZ quality systems and policies Be proactive in identifying areas and methods for improvement with regard to quality
Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• 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.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • 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 your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Patient of the Blood Test Centre •	• Supervisor, Blood Test Centre • Section Head, Patient and Specimen Services • Service Manager, Patient and Client Services • General Manager, Canterbury Health Laboratories • Quality Manager • Blood Test Centre staff • Other staff of Canterbury Health Laboratories and the Health NZ District

About you – to succeed in this role

You will have

Essential:

- Medical Sciences Council APC as a phlebotomist
- [Must have experience in and be able to demonstrate competence in the collection of blood samples from patients]
- 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
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You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

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ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.