

## POSITION DESCRIPTION

<b>Title:</b>	<b>Technical Specialist</b>
<b>Reports to:</b>	Technical Head

<p><b>Lab Plus Vision:</b> To be recognised as New Zealand's leading provider of laboratory services.</p> <p><b>Lab Plus Mission Statement:</b> We will support our customers with a laboratory service of excellence and innovation, which has a positive impact on health care.</p>
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<p><b>Purpose of Position:</b> To provide specialist technical and scientific skills.</p>
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### Key Accountabilities

Please note percentages are for weightings of ratings in performance appraisals, and not an indication of the time that should be spent on each accountability.

<b>PERFORMANCE OF PRIMARY TEST-RELATED TASKS</b>	<b>25%</b>
<ul style="list-style-type: none"> <li>Ensure that results generated or bench work completed is done so in accordance with the department's protocols and policies.</li> <li>Ensure appropriate QC is in place for all methods and perform appropriate QC.</li> <li>Ensure complete auditable trail of all testing.</li> </ul>	
<b>PERFORMANCE OF SECONDARY TEST-RELATED TASKS</b>	<b>25%</b>
<ul style="list-style-type: none"> <li>Manage workload efficiently and effectively</li> <li>Provide appropriate comments and reference ranges for tests, in conjunction with the clinical team as appropriate. Ensure reports are clear and unambiguous.</li> <li>Teach the speciality area and other skills to other ADHB staff members as required.</li> <li>Contribute to department and LabPlus training initiatives.</li> <li>Assess relevant literature and make recommendations for development in the speciality area.</li> </ul>	
<b>QUALITY MANAGEMENT</b>	<b>30%</b>
<ul style="list-style-type: none"> <li>Ensure aberrant quality indicators are Investigated, reasons found and problems solved. Anticipate potential problems and initiate proactive solutions.</li> <li>Maintain documentation and manuals to reflect current practice</li> <li>Have an overview of, and know how to access laboratory-wide and departmental-specific quality policies.</li> <li>Contribute to continuous quality improvement.</li> <li>Be committed to complying with the laboratory quality standard ISO 15189.</li> </ul>	
<b>TEAMWORK / ORGANISATION</b>	<b>10%</b>
<ul style="list-style-type: none"> <li>Contribute to Department and LabPlus Strategic, Business planning, Capex and other plans as required.</li> <li>Attend and contribute to staff meetings.</li> <li>Contribute to department and LabPlus budgeting and reporting as required. Ensure effective and efficient use</li> </ul>	

<p>of resources.</p> <ul style="list-style-type: none"> <li>• Show initiative when unusual circumstances occur.</li> <li>• Maintain and support communication within the team.</li> <li>• Maintain professional and courteous relationships using the ADHB values of welcome, respect, together and aim high.</li> <li>• Contribute to the team ethic of the department and remain at all times customer focussed.</li> <li>• Demonstrate good verbal and written communication.</li> <li>• Provide a role model for professional accountability.</li> <li>• Participate in the performance management process, including objective setting, monitoring and performance appraisal completion.</li> <li>• Develop and maintain the skills of team members.</li> <li>• Show flexibility by accepting additional workload when required.</li> </ul>
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<b>HEALTH &amp; SAFETY</b>	<b>5%</b>
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<ul style="list-style-type: none"> <li>• Show an awareness of hazards.</li> <li>• Follow general laboratory and department-specific safety instructions.</li> <li>• Identify non- ergonomic / potentially dangerous working situations and / or practices.</li> </ul>
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<b>SELF DEVELOPMENT/ SELF MANAGEMENT</b>	<b>5%</b>
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<ul style="list-style-type: none"> <li>• Maintain competency records and ensure competency is relevant to the tasks assigned and performed, including day to day duties and all shift and on-call obligations.</li> <li>• Attend educational opportunities/conferences relevant to the role and scope of practice.</li> <li>• Establish annual goals.</li> <li>• Maintain annual leave balance following LabPlus guidelines.</li> </ul>
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**Authorities:**  
This position has delegated authority as per the policy manual.

<b>Direct Reports (if applicable):</b>	<b>Budget Accountability (if applicable):</b>
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<b>Relationships:</b>		
<b>External</b>	<b>Internal</b>	<b>Committees/Groups</b>
<ul style="list-style-type: none"> <li>➤ Service Suppliers and providers</li> <li>➤ H&amp;S organisations</li> <li>➤ Clients/customers</li> </ul>	<ul style="list-style-type: none"> <li>➤ General Manager</li> <li>➤ Service Manager</li> <li>➤ All LabPlus staff</li> <li>➤ Other ADHB Operating Units</li> <li>➤ HSDP Staff</li> <li>➤ Clients/Customers</li> </ul>	

**PERSON SPECIFICATION**

<b>Education &amp; Qualifications</b>	<b>Essential</b>	<b>Desired</b>
Professional	<ul style="list-style-type: none"> <li>➤ Registered with the Medical Science Council of New Zealand with a current APC; or deemed registrable by the MSC at the time of appointment, as required for scope of practice.</li> </ul>	
Work Experience		<ul style="list-style-type: none"> <li>• Demonstrated recent practical</li> </ul>

experience in the speciality.

## CRITICAL COMPETENCIES

Competency	Description
1. Technical/scientific Competence	<ul style="list-style-type: none"><li>➤ Has the scientific and technical knowledge and skills to carry out the work to the desired standard.</li></ul>
2. Quality Orientation	<ul style="list-style-type: none"><li>➤ Ensures high levels of accuracy and consistent quality.</li><li>➤ Monitors quality and devises systems to support continuous quality improvement.</li><li>➤ Maintains documentation at a high level of accuracy and availability.</li></ul>
3. Organizing	<ul style="list-style-type: none"><li>➤ Establishes a plan of action and achieves priority goals.</li><li>➤ Manages workload/ workflow, recognizes and addresses barriers and takes account of changing priorities.</li></ul>
4. Team work	<ul style="list-style-type: none"><li>➤ Collaborates with fellow laboratory staff and other work groups to achieve objectives for the good of the whole.</li><li>➤ Actively contributes to and accepts consensus decisions.</li><li>➤ Recognizes and respects individual differences.</li><li>➤ Actively listens to staff and provides ongoing feedback. Actively recognises the achievements of others.</li><li>➤ Clearly communicates with staff and provides an environment which is supportive and positive.</li></ul>
5. Communication/ Interpersonal skills	<ul style="list-style-type: none"><li>➤ Expresses information effectively, both orally and in writing.</li><li>➤ Empathizes with others and considers their needs and feelings.</li><li>➤ Clearly communicates with staff in a supportive and positive way.</li></ul>
6. Patient/Customer Orientation	<ul style="list-style-type: none"><li>➤ Develops positive working relationships with customers, identifies and seeks to meet their needs. Treats them as first priority and improves service.</li></ul>
7. Self Management	<ul style="list-style-type: none"><li>➤ Sets high standards and strives to achieve stretching goals.</li><li>➤ Displays drive and energy and persists in overcoming obstacles.</li><li>➤ Copes with stress, is receptive to change and understands personal limitations.</li><li>➤ Is proactive and displays initiative.</li></ul>
8. Learning	<ul style="list-style-type: none"><li>➤ Constantly strives to build knowledge and skills.</li><li>➤ Acknowledges and learns from mistakes and improves outcomes.</li></ul>

## LabPlus Role Accountabilities

This grid shows the relationship between the roles in LabPlus. It is intended to demonstrate that all roles contribute to all aspects of producing high quality medical testing results for patients and customers; the emphasis differs between roles.

This is a guide only and weightings will be clarified in individual Performance Agreements.

	Medical Laboratory Technician Or Trainee MLS	Medical Laboratory Scientist	Technical Specialist Or Specimen Services Section Leader	Scientific Officer Or Scientific Specialist	Section Leader	Technical Head
<b>Accountability 1 Performance of primary test-related tasks</b>						
Pre analytical	++++	+++	++	++	+	+
Analytical	+++	++++	++++	++++	++	+
Maintenance	+++	+++	++	++	+	+
Documentation	++++	++++	++++	++++	++	+
<b>Accountability 2 Performance of secondary test-related tasks</b>						
Reporting and Interpretation	+	+++	++++	++++	+++	++
Training	++	++	++++	+++	++	++
Investigation and Development	+	++	+++	++++	+	+
<b>Accountability 3 Quality Management</b>						
Troubleshooting	+	++	++++	+++++	++	+
Documentation	+	++	++++	++++	++++	++++
Quality Improvement	++	++	++++	++++	++++	++++
ISO 15189	++	++	++++	++++	++++	++++
<b>Accountability 4 Teamwork – Organisation</b>						
Strategy and Business Planning	+	++	+++	+++	++++	+++++
Financial	+	+	++	++	++++	+++++
Troubleshooting	+	+	++	++	+++	++++
People skills	++	++	+++	+++	++++	+++++
Leadership	+	+	++	++	++++	+++++
Co-ordination	+	+	++	++	++++	+++++
<b>Accountability 5 Health &amp; Safety</b>	+++	+++	+++	+++	+++	+++
<b>Accountability 6 Self-management</b>	++++	+++++	+++++	+++++	+++++	+++++

## DEFINITIONS AS USED IN THE ROLE RELATIONSHIP GRID.

### Accountability 1

#### PERFORMANCE OF TEST-RELATED TASKS

- **Pre analytical**  
Process samples from receipt to ready for testing in accordance with the written protocols of the department.
- **Analytical**  
Ensure that all analyses are performed accurately, efficiently and in accordance with the protocols of the department and with the turn around time of results meeting the customer's expectations.
- **Documentation**  
Complete and maintain worksheets, workbooks and records of testing activity ensuring that all results issued have an auditable trail as specified in the Quality Manual.
- **Maintenance**  
Maintain equipment and instruments according to the protocols of the department, ensuring downtime is kept to a minimum and accurate up to date records are kept at all times for all maintenance schedules. Notify the appropriate person promptly of any faulty equipment and of any possible stock shortages ensuring that work is not delayed due to lack of supplies.

### Accountability 2

#### PERFORMANCE OF SECONDARY TEST-RELATED TASKS

- **Documentation**  
Maintain documentation and manuals to reflect current practices.
- **Reporting and Interpretation**  
Provide appropriate comments and reference ranges for tests. Discuss results with clinical team as appropriate. Ensure reports are clear and unambiguous.
- **Training**  
Train/teach their speciality area and other skills to other ADHB staff members as required. Contribute to Department and LabPlus training initiatives.
- **Investigation and Development**  
Assess relevant literature and develop proposals for new techniques and technology transfer in accordance with LabPlus direction. Participate in setting the direction for investigation and development in the specialised areas of the specific role. Publication in peer reviewed journals and/or presentation of work at scientific meetings.

### Accountability 3

#### QUALITY MANAGEMENT

- **Troubleshooting**  
Investigate aberrant quality indicators, find reason and solve problems. Anticipate potential problems and initiate proactive solutions.
- **Documentation**  
Maintain documentation and manuals to reflect current practices.  
Overview of, and how to access laboratory-wide and departmental specific quality policies
- **Continuous Quality Improvement**  
Continually improve service provision utilising Total Quality Management principles and participate in/lead quality improvement programmes.
- Committed to complying with the laboratory standard ISO 15189.

## Accountability 4

### TEAMWORK / ORGANISATION

- **Strategy and Business Planning**  
Contribute to Department and LabPlus Strategic, Business, Capex and other plans as required, within the scope of the position.
- **Financial**  
Contribute to Department and LabPlus budgeting and reporting as required, within the scope of the position. Ensure effective and efficient use of resources.
- **People skills**  
Maintain and support communication within the team. Treat other staff and all patients and customers in a courteous manner by following the ADHB values which include welcome, respect, together and aim high.
- **Leadership**  
Provide positive leadership providing a role model for professional accountability. Lead performance management process, including objective setting, monitoring and performance appraisal completion. Maintain current position descriptions for structure. Develop and maintain skills and behaviours of team members. Manage team using ADHB principles, policies and processes as delegated.
- **Co-ordination**  
Ensure processes and reports meet agreed timelines.

## Accountability 5

### HEALTH AND SAFETY

- Contribute to Departmental and LabPlus Health and Safety initiatives. Demonstrate safe work practices.

## Accountability 6

### SELF MANAGEMENT

- **Take responsibility for own professional development**  
Participate in service programmes.  
Keep competency records at the required high standard.  
Establish annual goals, objectives, performance targets and strategies to meet these.  
Attend educational opportunities/conferences relevant to the role and scope of practice.