



AOTEA PATHOLOGY

JOB DESCRIPTION

POSITION TITLE:	Phlebotomist	LOCATION:	Wellington
DEPARTMENT:	Collection Services	TERM:	Permanent
DATE:	September 2006	ROLE:	Part time/Full time

GENERAL INFORMATION

About Aotea Pathology

Aotea Pathology was formed in 2006, as a result of the merger of Medical Laboratory Wellington (owned by Abano Healthcare Group) and Valley Diagnostic Laboratories (owned by Sonic Healthcare). Aotea Pathology offers a full range of medical laboratory testing to the public, requesting doctors, hospital outpatients, and private hospitals. Aotea Pathology is accredited with International Accreditation New Zealand (IANZ).

Purpose and Scope

Phlebotomists are responsible for ensuring that the Phlebotomy Department provides a reliable, timely, and quality specimen collection service both in collection rooms and car runs. Hours are variable between 7.00am and 5.30pm Monday to Friday, fulltime and part-time opportunities, and include some rostered weekend duties.

Car runs involve visiting patients in their own homes, rest homes, private hospitals, and other sites, to collect specimens. There are collection rooms for patients to visit across the Wellington, Hutt Valley, and Kapiti Coast regions. While you are based in a particular hub and will primarily work in that area, you must also be prepared to be rostered at any site or on any domiciliary run if required.

The role involves:

- § taking blood from patients and performing a range of other testing and specimen collection
- § ensuring all documentation is completed accurately and efficiently with record keeping and to facilitate the flow of specimens to the laboratory, for pre-analytical and analytical testing
- § being part of a positive team environment for the whole department
- § assisting in the maintenance and improvement of systems and procedures so the department functions as effectively and efficiently as possible

General Expectations

You must be familiar with and follow all policies and procedures in the organisation that provide guidance and set down requirements for all people working at Aotea Pathology. You must also understand and follow all appropriate industry codes of ethics and relevant legislation.

Relationships

Key internal working relationships

- § Phlebotomists
- § Couriers

Key external working relationships

- § Patients
- § Laboratory referrers

Reports to

- § Team Leader – Phlebotomy Hub

Direct reports

- § None

KEY RESULT AREAS

Key Responsibilities	Performance Standards / Expectations
<i>Technical Work - general</i>	
§ Maintains competency in all required techniques.	§ Work is performed to a competent level, efficiently and accurately, and meets all the required quality standards. § Evidence of a thorough knowledge of all phlebotomy techniques. § Registration is achieved each year, if applicable. § Working towards QPT if it has not yet been obtained.
§ Follows up on and resolves any internal issues, and customer issues.	§ Issues resolved quickly and accurately. § Any trends identified are notified to the Head of Department.
§ Perform general administration duties including mailing, faxing, and completion of other documentation, as required.	§ Administration is done in a timely and accurate way to facilitate the specimen work flow and running of the department.
<i>Technical Work – department specific</i>	
§ Take blood, other specimens, and performs testing as required.	§ Completes collections and testing in a professional, efficient, timely, and safe manner.
§ Ensure specimens are correct, and forms handled are legible, complete, and correct.	§ Specimen documentation is complete and accurate.
§ Ensure specimens are appropriately prepared prior to being sent to the lab e.g. appropriate packaging, labelling.	§ Adherence to the correct department procedures as per documented procedures.

§ Collections are completed in a timely and accurate manner, from meeting the patient to the specimen moving into the laboratory for processing.	§ Errors and recollects are at an acceptable level (an indicator of quality collects).
§ Ensure all patients receive a high standard of care and quality of service.	§ All visitors are welcomed in a warm and professional manner. § There are no upheld complaints regarding quality of service or standard of care. § Uniform is worn and it is correct, clean, tidy, and clean, as per the uniform policy.
§ Respond to any questions within the limits of phlebotomy.	§ Questions are answered clearly and accurately, and any questions outside phlebotomy are referred on appropriately.
§ Maintain clean, tidy, and safe workspaces at all times.	§ Work areas are hygienic, safe, and portray a professional appearance to customers.
§ When on domiciliary runs, ensure all applicable laws and policies are followed.	§ Speed limits and all other road code rules are adhered to.
§ Observe all requirements pertaining to the performance of phlebotomy duties, for example, accreditation standards and patient code of rights.	§ Appropriate practices are demonstrated and required information is provided to patients.
<i>Senior Phlebotomist - responsibilities</i>	
§ Mentor new phlebotomy staff during their training as required by the Training Coordinator.	§ New Phlebotomists are adequately trained so that, at the end of their initial training, they have the skills and knowledge to perform competently. § Mentoring is carried out to a high standard and supports skill development in new staff.
<i>Planning and Change</i>	
§ Contribution, on request, to any business planning work in the department.	§ Useful and timely information contributed to the plan. § Awareness of the objectives and goals, and actively working towards the achievement of those.
§ Work to support any changes that are initiated in the department and organisation.	§ Views are contributed constructively, and any change is implemented positively in individual work behaviours.
<i>Quality</i>	
§ Contribute ideas and suggestions to the continuous improvement programme of work within the department.	§ Contribution is positive, and any agreed actions in the department or organisation are carried out.
§ Respond positively and constructively to any queries and customer feedback on the department.	§ Issues / feedback are responded to promptly and in an appropriate manner for the circumstances, including escalating the issue where necessary.

§ Ensure that any agreed code of conduct, and the organisation safety policy, is followed.	§ Appropriate behaviours and safe practices are demonstrated.
§ Ensure confidentiality and privacy of patient and business information is maintained at all times.	§ Follows correct procedure at all times.
<i>Personal Professional Development</i>	
§ With Aotea Pathology support, utilises opportunities for continuing professional development.	§ Professional development is planned in consultation with the Area Team Leader. § Improvement goals set are followed through in a way that is appropriate.
<i>Communication and Relationships</i>	
§ When acting as a representative of the department or laboratory in dealings with other laboratory staff, and groups outside the laboratory, represents Aotea Pathology in a professional manner.	§ Outside parties meet the incumbent and find them approachable and knowledgeable. § Personal presentation and grooming is professional and appropriate, and complies with any relevant policy.
§ To communicate clearly with other department members and ensure constructive communication with all departments in the organisation.	§ Participates in relevant meetings and prepares for those meetings thoroughly. § Contributes to a working environment across the company that is open and honest and supportive of the ideas of other members of staff.
§ Ensure that all contact with external parties is conducted in a courteous manner, and upholds ethical and privacy standards.	§ No complaints are upheld regarding the quality of service.
<i>Teamwork</i>	
§ Work with other members of the department to achieve the team objectives.	§ The incumbent is a valuable member of the department and exhibits appropriate team behaviours as determined by the team.
§ Promote team work practices in the department through such things as shared problem solving, use of effective and appropriate communication channels, and consultative practices.	§ The department has a team culture and exhibits the desired behaviours.
<i>Other Duties</i>	
§ Perform any other reasonable tasks that may be requested by your manager.	§ Perform these duties in a timely, accurate, competent, and professional manner.

SKILLS, EXPERIENCE, AND COMPETENCIES

To be effective in this position, the staff member should display competency, or have the potential to learn, in the following areas:

- § A phlebotomy or health related qualification is an advantage
- § Knowledgeable about:
 - general laboratory and administration processes
 - confidentiality
 - customer service
 - health and safety
- § Excellent communication skills – written and verbal
- § Excellent interpersonal skills
- § Problem solving skills
- § Personal organisation and planning skills
- § Conscientious, responsible, proactive, punctual

N.B. The employee will undertake a period of induction/instruction to fulfil the requirement of the role and of working at Aotea Pathology. This job description is not intended to be a complete list of duties but is a guide to the job. It will be periodically reviewed in the light of developing work and industry requirements.