



AOTEA PATHOLOGY

JOB DESCRIPTION

POSITION TITLE:	Laboratory Assistant	LOCATION:	Wellington – one of the APL Hubs
DEPARTMENT:	Specimen Reception		

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

Laboratory Assistants are responsible for assisting in the processing of patient specimens and reporting of results accurately and in a timely manner.

The role involves:

- § pre-analytical processing and preparing patient specimens, using both manual and automated systems
- § assisting with equipment maintenance and care, department support functions and administrative tasks, and general laboratory processes
- § 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

- § Department team members
- § Technical operations workgroup team members

Key external working relationships

- § Laboratory referrers
- § Patients

Reports to

- § Hub Team Leader

Direct reports

- § None

KEY RESULT AREAS

Key Responsibilities	Performance Standards / Expectations
<i>Technical Work - general</i>	
§ Maintains competency in all required areas: <ul style="list-style-type: none"> - efficient and accurate data entry - efficient and accurate specimen sorting and demographic checking - results and call centre lines (when delegated) - auditing (when delegated) - laboratory information functions as relevant to specimen reception processing 	§ Work is performed to a competent level, efficiently and accurately, and meets all the required quality standards.
§ Follows up on and resolves any internal issues.	§ Issues resolved quickly and accurately. § Any trends identified are notified to the Head of Department.
<i>Technical Work – department specific</i>	
§ Carry out primary check of specimens e.g. ensuring the details on the request form match those specimens received.	§ Work is performed to a competent level, efficiently and accurately.
§ Perform data entry of request form details.	§ Accurate entering with an error rate of 5% or less, as per department standards.
§ Completion of auditing for specialist visits, and any other visits queued for auditing.	§ Checks that the visit has been entered 100% correctly, and follows the correct procedure for notifying or following up errors.
§ Data cleansing information to ensure records are accurate, and are not recorded more than once e.g. NHI matching.	§ Data matching is done correctly, issues are detected and corrected promptly and appropriately.
§ Separating and sorting of samples at the pre-analytical stage e.g. centrifuging, separating, sorting pre-analytical.	§ Work is performed to a competent level, efficiently and accurately.

Key Responsibilities	Performance Standards / Expectations
<p>§ Answers the phones as part of the call centre operation.</p>	<p>§ Inquiries are handled competently, and all other calls are distributed accurately and as required.</p> <p>§ Any issues that can not be dealt with are escalated appropriately e.g. passed on to the Head of Department, relevant pathologist.</p>
<p>§ Carry out preparation of sendaway samples to referral laboratories.</p>	<p>§ Samples are prepared and packaged in a timely and accurate/appropriate manner, as per relevant protocols.</p>
<i>Planning and Change</i>	
<p>§ Contribution, on request, to any business planning work in the department or technical operations workgroup.</p>	<p>§ Useful and timely information contributed to the plan.</p> <p>§ Awareness of the objectives and goals, and actively working towards the achievement of those.</p>
<p>§ Work to support any changes that are initiated in the department and organisation.</p>	<p>§ Views are contributed constructively, and any change is implemented positively in individual work behaviours.</p>
<i>Quality</i>	
<p>§ Contribute ideas and suggestions to the continuous improvement programme of work within the department.</p>	<p>§ Contribution is positive, and any agreed actions in the department or organisation are carried out.</p>
<p>§ Respond positively and constructively to any queries and customer feedback on the department.</p>	<p>§ Issues / feedback are responded to promptly and in an appropriate manner for the circumstances, including escalating the issue where necessary.</p>
<p>§ Ensure that any agreed code of conduct, and the organisation safety policy, is followed.</p>	<p>§ Appropriate behaviours and safe practices are demonstrated.</p>
<p>§ Ensure confidentiality and privacy of patient and business information is maintained at all times.</p>	<p>§ Follows correct procedure at all times.</p>
<i>Personal Professional Development</i>	
<p>§ With Aotea Pathology support, utilises opportunities for continuing professional development.</p>	<p>§ Professional development is planned in consultation with the HOD.</p> <p>§ Improvement goals set are followed through in a way that is appropriate.</p>
<i>Communication and Relationships</i>	
<p>§ When acting as a representative of the laboratory in dealings with other laboratory staff, and people or groups outside the laboratory, represents Aotea Pathology in a professional manner.</p>	<p>§ Outside parties meet the incumbent and find them approachable and knowledgeable.</p> <p>§ Personal presentation and grooming is professional and appropriate, and complies with any relevant policy.</p>

§ To communicate clearly with other technical operations 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 and technical operations workgroup 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:

- § Experience and/or interest in the health or science sectors
- § Knowledgeable about:
 - general laboratory processes
 - customer service – direct and indirect
 - confidentiality and its application in the health sector
 - general administration processes
- § Excellent communication skills – written and verbal
- § Excellent interpersonal skills
- § Good telephone manner
- § Good computer literacy
- § Problem solving skills
- § Attention to detail
- § 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.