

## Position Description | Te whakaturanga o mahi Health New Zealand | Te Whatu Ora

<b>Title</b>	Laboratory Manager
<b>Reports to</b>	Divisional Lead – Laboratory Services
<b>Location</b>	Te Tai o Poutini West Coast
<b>Department</b>	Te Nīkau Laboratory
<b>Date</b>	January 2025
<b>Placement</b>	Allied Health Collective Agreement – Designated Position

### About the role

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The primary purpose of the role is twofold:

1. Working closely with the West Coast Operations Manager, and the Divisional Lead – Lab Services, the Laboratory Manager has overall responsibility for managing the staff and systems necessary to deliver high quality pathology services at Te Nīkau Laboratory

Specifically, the role is responsible for:

- **Manaakitanga and Whanaungatanga** - To lead by example by showing respect and kinship, generosity and care for the people we work with and who services, their whānau and communities. To also show respect and care for their information and stories.
- **Operational Performance / Service Delivery** - The Laboratory Manager is responsible for the operational performance and daily operation of the Laboratory within delegated authority and in line with organisational goals and legislative requirements.
- **Finance** - The Laboratory Manager (in consultation with the West Coast Operations Manager and Divisional Lead) manages the section within an allocated and approved financial, HR and capital budget.
- **Accounts / Variances / Reports** - The Laboratory Manager is responsible for timely and accurate action in relation to any accounts / variances / reports.
- **Teamwork / Communication** - The Laboratory Manager is responsible for providing positive team leadership for the Laboratory, using effective communication.
- **Strategic Direction** - The Laboratory Manager will provide input and leadership towards innovative and strategic direction of the laboratory.
- **Staff Development**- The Laboratory Manager (in consultation with the Organisational Development Facilitator) will support and work actively with staff to ensure appropriate professional development that allows staff to meet qualification and recertification goals. The Laboratory Manager (in consultation with a Health New Zealand People & Capability Advisor) will ensure that all staff are managed appropriately, following Health New Zealand policy and guidelines.
- **Kaitiakitanga** - The Laboratory Manager to act as a guardian, with engagement from wider Te Nīkau Hospital, to continuously develop ways to decrease waste that can have an adverse effect on the environment.

2. In addition to the responsibilities above, and in keeping with the core laboratory concept, the Laboratory Manager is expected to spend 50% of their time undertaking technical/routine

“benchmark.” It is acknowledged that the actual split may vary depending on the requirements of the laboratory at any given time.

### Key Objectives

<b>Key Result Area</b>	<b>Expected Outcomes / Performance Indicators</b>
<b>Culture and People Leadership</b>	<ul style="list-style-type: none"> <li>• Builds strong relationships with staff by encouraging open communication, active listening and mutual respect.</li> <li>• Provides an environment where employee experience, development, and performance management drives service excellence.</li> <li>• Leads by example to promote respect, integrity and collaboration among staff.</li> <li>• Addresses workplace challenges promptly, including conflict resolution and staff wellbeing support.</li> </ul>
<b>Service Delivery / Operations Management</b>	<ul style="list-style-type: none"> <li>• Provides a high quality service that meets the requirements of patients, referrers, and clients.</li> <li>• Manages staffing and rosters to ensure service delivery is maintained, including out of hours and oncall.</li> <li>• Oversees purchase of supplies and consumables, and maintenance of laboratory equipment and facilities.</li> <li>• Leads and co-ordinates processes to retain accreditation to ISO 15189 and any other regulatory compliance requirements.</li> <li>• Ensures statutory requirements and contractual obligations with the NZ Blood Service are adhered to.</li> <li>• Manage the laboratory budget, monitor expenditure and identify efficiencies and cost-saving opportunities.</li> </ul>
<b>Routine Laboratory Operations</b>	<ul style="list-style-type: none"> <li>• Performs a variety of duties in the laboratory, including collection, receipt, preparation, investigation and laboratory analysis of samples to support patient diagnosis, management and treatment.</li> <li>• Basic troubleshooting of tests and equipment relevant to the laboratory’s operation.</li> <li>• Knowledgeable and responsible for their own operation and use of the laboratory information system to register patients, input data and access results.</li> </ul>
<b>CPD and professional development</b>	<ul style="list-style-type: none"> <li>• Maintains competence in MLS scope of practice.</li> <li>• Keeps knowledge up-to-date by undertaking relevant CPD.</li> <li>• Actively supports and participates in all aspects of training</li> <li>• Together with Operations Manager, develops and maintains a conference / training plan for themselves</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• Respects the cultural values and aspirations of Māori workers, employers, and communities.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Help create a workplace that allows everyone to achieve their full potential.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Is open to new ideas and creates a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table.</li> </ul>

	<ul style="list-style-type: none"> <li>• Tries new approaches, willing to learn, and able to adapt.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace.</li> <li>• Ensures all laboratory accidents are documented, investigated, and reviewed to prevent a recurrence</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Laboratory.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of the role.</li> </ul>

**Matters which must be referred to the Operations Manager or Divisional Lead**

- Expenditure in excess of approved budget
- Any event that leads to the discontinuity of services
- Security or Quality breaches
- Any such activity that is outside of day-to-day operations and cannot be reasonably handled within designated authority.

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Current and potential referrers, clients, and patients of HNZ West Coast Laboratory</li> <li>• Industry Vendors</li> <li>• IANZ accreditation agency</li> <li>• Health Sector Partners</li> <li>• Contract Providers</li> <li>• Relevant professional bodies</li> <li>• Other laboratories – private/funded sector</li> </ul>	<ul style="list-style-type: none"> <li>• Operations Manager, HNZ West Coast</li> <li>• Divisional Lead, Lab Services, CHL</li> <li>• Clinical Directors and Clinical staff, CHL</li> <li>• Clinical Directors and Clinical staff, HNZ West Coast</li> <li>• Health NZ personnel in all services within Canterbury, West Coast, and nationally</li> </ul>

**About Us – Health New Zealand | Te Whatu Ora**

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The Health System in Aotearoa is to provide all tangata (people) equity of health care. The Pae Ora/Healthy Futures vision is where people live longer in good health, have improved quality of life, and there is equity between all groups.

We are building a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best, be safe and feel proud when they go home to their whānau, friends and community.

Our shared values 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 you – to succeed in this role**

<b>You will have</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Registration with the Medical Sciences Council of New Zealand as a Medical Laboratory Scientist</li> <li>• The ability to maintain a high professional standard in line with the competence standards for MLS practitioners</li> <li>• Experience working within an IANZ accredited laboratory</li> <li>• A working knowledge of Laboratory Information Systems</li> <li>• Effective interpersonal skills</li> <li>• The ability to embrace, anticipate and manage change</li> <li>• Demonstrated analytical skills and an ability to review systems and procedures</li> </ul>
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	<ul style="list-style-type: none"> <li>• The ability to maximise the quality and contributions of individuals and teams to achieve our vision, purpose and goals.</li> <li>• Demonstrate an understanding or willingness to learn the significance of and obligations under Te Tiriti o Waitangi</li> <li>• Establish and maintain positive working relationships with people at all levels with all communities (internal and external)</li> <li>• Demonstrated a strong drive to deliver and take personal responsibility.</li> <li>• Demonstrated self-awareness of your impact on people</li> </ul> <p><b>Desired:</b></p> <ul style="list-style-type: none"> <li>• A minimum of 5 years experience in operational and leadership roles in a health environment</li> <li>• Experience in a multi-disciplinary laboratory</li> <li>• A keen attitude to grow and develop within the role</li> <li>• Ability to question and show an inquisitive mind to challenge the routine to find better pathways forward.</li> </ul>
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*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.*

*Signed on behalf of Te Whatu Ora  
Te Tai o Poutini West Coast*

*I accept the terms and conditions as outlined in  
this Position Description*

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**Date** \_\_\_\_\_

**Date** \_\_\_\_\_

**Name** \_\_\_\_\_

**Name** \_\_\_\_\_

**Position** \_\_\_\_\_

**Job Title** \_\_\_\_\_