JOB DESCRIPTION

Charge Scientist – Specimen Services
Pathology Services

**Position Title:** Charge Scientist - Specimen Services

**Organisation Unit:** Pathology Services

**Location:** Whangarei, Northland District Health Board Pathology Service

**Responsible to:**
- Pathology Services Manager, Pathology Service Management
- Clinical Director, Pathology Service Clinical/Technical Governance

**Primary Functions of the Position:**

- To provide technical supervision and direction of the Specimen Services within all NDHB laboratories that meets all relevant standards, through prudent and appropriate use of staff and physical resources.
- To advise on the resource(s) required ensuring service requirements can be met.
- To contribute as an effective member of the Northland DHB Pathology Services team, to provide a quality & safe Pathology service that ensures timely, accurate results and/or products to Pathology users.
- To participate in the collection, receipt, documentation, registration, processing and reporting of all specimens, including those referred to other laboratories, as required by authorized policies and protocols.
- To perform other duties normally expected of a Charge Laboratory Scientist/Technologist, such as active participation in Laboratory Management Group for operational management, forward planning & development and undertaking responsibility in projects as delegated, that may arise from time to time.
Functional Relationships

The Charge Scientist - Specimen Services will develop and maintain excellent relationships with:

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
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<tr>
<td>• General Manager</td>
<td>• Consultant Specialist Pathologists</td>
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<td>• Other NDHB Laboratory staff</td>
<td>• Visiting Consultant Specialist Pathologists</td>
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<td>• All NDHB staff</td>
<td>• NDHB patient population</td>
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<td>• Takes Direction from:</td>
<td>• Healthcare community and staff</td>
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<td>• Pathologists</td>
<td>• Licensing, Accreditation and Auditing organizations and staff</td>
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Key Responsibilities and Expected Outcomes

Northland District Health Board has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with NDHB:

<table>
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<tr>
<th>Values</th>
<th>Supporting Statement</th>
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<tbody>
<tr>
<td>People First</td>
<td>People are central to all we do</td>
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<tr>
<td>Tangata I te tuatahi</td>
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<tr>
<td>Respect</td>
<td>We treat others as we would like to be treated</td>
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<td>Whakaute (tuku mana)</td>
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<td>Caring</td>
<td>We nurture those around us, and treat all with dignity and compassion</td>
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<tr>
<td>Manaaki</td>
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<td>Communication</td>
<td>We communicate safely, openly and with respect to promote clear understanding</td>
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<tr>
<td>Whakawhitihiti koreo</td>
<td></td>
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<tr>
<td>Excellence</td>
<td>Our attitude of excellence inspires success, competence, confidence and innovation</td>
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<tr>
<td>Taumata teitei (hirangi)</td>
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The position of Charge Scientist - Specimen Services encompasses the following major functions or key result areas:

- Leadership
- Provision of Pathology Services
- Patient Related
- Medico-Legal
- Communication & Teamwork
- Quality Assurance
- Treaty of Waitangi
- Health and Safety
- Privacy & Confidentiality
The outcome requirements of the above key responsibility areas are outlined below:

<table>
<thead>
<tr>
<th>Key Responsibility Area</th>
<th>Expected Outcomes</th>
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<tbody>
<tr>
<td><strong>Leadership</strong></td>
<td>Within Specimen Services ensure the following:</td>
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<td>• Technical supervision, oversight, leadership and direction within all NDHB pathology laboratories in partnership and with the guidance of the designated Specialist Pathologist.</td>
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<td>• Oversight of both phlebotomy and sample reception area</td>
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<td>• Prioritization and management of specimens, including urgency, to ensure all specimens are processed within appropriate and clinically acceptable timeframes.</td>
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<td>• Direct and indirect supervision of staff rostered to work in this Specimen Services, including monitoring and maintenance of competencies.</td>
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<td>• Encouragement and support of staff to participate in professional and personal development.</td>
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<td>• Documentation, resolution, monitoring and audit of errors, complaints and incidents, in partnership with the Clinical Director and/or Pathology Services Manager.</td>
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<td>• Liaise, consult and seek direction from the Specialist Pathologist, including coordinated site visits to satellite laboratories.</td>
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<td>• Provision of technical advice and interpretation of laboratory test results to hospital clinicians, general practitioners and the regional hospital laboratories, <em>as delegated in writing</em> by the supervising pathologist and/or Pathology Clinical Director.</td>
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<td>• Currency of manuals, relevant to role and responsibilities with laboratory team, to ensure compliance with ISO 15189.</td>
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<td>• Contribution and active participation in Pathology Management Group for operational management, forward planning &amp; development and undertaking responsibility in projects as delegated.</td>
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| **Provision of Pathology Services** | **Provision of Pathology Services will be Safe, Effective & Timely.**  
This will be achieved through:  
- Participation in the receipt, documentation, registration and processing of all specimens, including those referred to other laboratories.  
- Prioritization, performance and reporting all patient tests, according to urgency, in an efficient manner so that no patient care is compromised.  
- Attain & maintain competency in Blood Bank and other departments as required in order to participate in weekend roster  
- Authorisation of all reports, including delegation of authority to other staff.  
- Ensure the review and currency of all protocols and practices in the area(s) of Specimen Services in partnership with the relevant Specialist Pathologist(s)  
- Maintenance of the Department equipment and negotiation of service contract via the Pathology Services Manager.  
- Administer appropriate use of the Specimen Services staff and physical resources.  
- Operate and be accountable within all delegated authorities.  
- Performance of all other requested / delegated duties normally expected of a Charge Laboratory Scientist, such as maintenance of stock levels, calibration and quality control functions, telephone enquiries, special tests, etc.  
- Adherence to all policies, procedures and guidelines in the authorized Specimen Services and organisational manuals.  
- Documentation of [personal] accountability and traceability in all specimens receipted, processed and reported, including all quality control functions, as required in authorized manuals.  
- Participation in all rostered duties as required. |
| **Patient Related** |  
- Ensure return of tissue protocols as designated by the NDHB is followed.  
- All patients and visitors attending the laboratory are treated with respect and receive safe, efficient care as defined in the Health & Disability Commission Code of Patient Rights.  
- Blood and other specimens are safely and comfortably obtained from patients, as requested by an authorized referrer.  
- All specimens are forwarded, processed and reported, as required by authorized Northland DHB Pathology policies and procedures. |
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| **Medico-Legal**        | ● All patients are accurately identified according to authorized laboratory protocols prior to any specimen being collected and that the specimen collected is clearly and accurately labelled.  
● Confidentiality of patient information is respected at all times and shared only with appropriate persons, when this is deemed to be essential for patient care and/or safety.  
● Confidentiality of business information is maintained.  
● All relevant standards are adhered to, whether professional, organisational or legal, such as those related to: Quality, Safety, Professional Competency, Privacy, Patient Rights, etc.  
● Competencies will be maintained to retain an Annual Practising Certificate with the MSCNZ (Medical Sciences Council of New Zealand)  
● Duties and responsibilities will be performed in accordance with professional standards set by MLSB and deliver safe effective services on behalf of Northland DHB. |
| **Teamwork and Communication** | ● To be courteous and considerate of all other persons.  
● Facilitation of a team approach to achieving service objectives by ensuring clear, effective communication between all individuals, to ensure a consistent, timely and effective pathology service. For example: Full information hand over to adjacent shifts and/or colleagues.  
● Immediate notification of abnormal results, incidents, situations etc., by phone if required to any/all of:  
  ▪ Clinical Director and/or relevant specialist pathologist  
  ▪ Requesting doctor.  
  ▪ Pathology Services Manager  
● Communication and collaboration on the Specimen Services service delivery with the:  
  ▪ Relevant Specialist Pathologist  
  ▪ Clinical Director  
  ▪ Colleagues at all NDHB sites  
  ▪ Pathology Services Manager  
● Participation and contribution to relevant laboratory and/or hospital meetings, as relevant and/or delegated.  
● Liaise, as required and/or delegated, with:  
  ▪ Representatives from scientific and technical suppliers of equipment and reagents  
  ▪ Referral laboratories.  
  ▪ Northland DHB clinical staff.  
  ▪ Other Northland DHB staff.  
  ▪ Other New Zealand laboratories and staff. |
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| **Quality Assurance**   | • Implement, monitor and maintain optimal quality control programs and standards of performance to ensure the Specimen Services comply with all accrediting and statutory authorities & standards.  
• Ensure Internal and External quality audits are completed as required, and address all non-compliance(s).  
• Respond to and/or develop prevention strategies to complaints / incidents involving the Specimen Services, according to Northland DHB policy. Record any incidents/adverse events affecting patient safety using Datix.  
• Participation in all internal and external Northland DHB Quality Assurance Programs & processes to ascertain and apply the principal of CQI (Continuous Quality Improvement) to service delivery, in collaboration with the Specialist Pathologist, Clinical Director and Pathology Services Manager.  
• To maintain personal competency in all areas of work undertaken to meet the requirements of accreditation and statutory bodies such as IANZ, QHNZ and MLSB.  
• To participate, contribute to or deliver ‘in-house’ and/or external professional competency and training programs, as appropriate.  
• Referral of IANZ related matters to the Quality Facilitator as the authorised NDHB representative, for all communications.  
• To read the Quality Manual, Safety Manual, and procedure manuals on commencement of employment and any alterations/amendments when they occur.  
• To be responsible for maintaining a high personal standard of practice. |
| **Treaty of Waitangi**   | • Contribute to the promotion of the principles of Treaty of Waitangi and the involvement if Maori within the decision making process for their health and independence, within District Health Board management processes and procedures  
• Include the principles of the Treaty of Waitangi within all aspects of the role and its outcomes  
• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Maori in a culturally appropriate and safe manner  
• Attend the Northland District Health Board Treaty of Waitangi Training |
| **Health & Safety**      | • Ensure compliance with designated responsibilities detailed in Northland District Health Board’s Health and Safety Policy and annual objectives  
• Promote an environment of physical, occupational, cultural, ethical and legal safety  
• Participate in the organisation’s Health and Safety Management training programme.  
• Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management  
• Willingly co-operate in the achievement of all health and safety goals and initiatives by:  
  - Practicing and observing safe work methods;  
  - The use of safety equipment;  
  - Reporting unsafe conditions or equipment; and  
  - Reporting and documenting all accidents or incidents |
### Key Responsibility Area | Expected Outcomes
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**Privacy and Confidentiality** | • Undertake all duties and responsibilities in accordance with the Privacy Act 1993, Health Information Privacy Code 1994, and Northland DHB’s Privacy Policies and Procedures  
• Complete mandatory induction training on Privacy responsibilities

### Variation of Duties
Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

### Person Specification

#### Education and Qualifications

**Essential**
- New Zealand Registered & Licensed Medical Laboratory Scientist.
- Major in biochemistry or haematology

**Desirable**
- 

#### Experience

**Essential**
- Senior work experience in Specimen Services and biochemistry or haematology.

**Desirable**
- Leadership experience preferred and an advantage
- Broad experience in general medical laboratory preferred and an advantage.

#### Awareness and Understanding of

**Essential**
- The Treaty of Waitangi and its application to the health setting  
- Privacy Act (1993) and Health Information Privacy Code (1994)  
- Health and Safety at Work Act 2015

**Desirable**
- Health and Disability Commissioner (Code of Health and Disability Services Consumers’ Rights) Regulations (1996)  
- New Zealand Council of Healthcare Standards
Skills & Personal Attributes

**Skills**
- Leads by example
- Supervisory and coaching skills
- Organized and systematic approach to prioritize work, under pressure according to urgency, and ensure timely service delivery.
- Excellent verbal and written communication skills.

**Personal Attributes**
- Identifies with the NDHB values
- A high standard of personal presentation
- The ability to work autonomously and harmoniously within a multi-disciplinary team.
- Flexibility in work practice & rosters.

**Performance Development Review**

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team’s objectives and measures. Key result areas will be developed and agreed at this time.

**Authorised by:**

**Signature:**

**Date:**

**Acceptance**

Acceptance of the position implies acceptance of this position description.

**Position Title:**

**Signature of employee:**

**Date:**