



Te Marae Ora (TMO) Ministry of Health
GOVERNMENT OF THE COOK ISLANDS

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POSITION SUMMARY

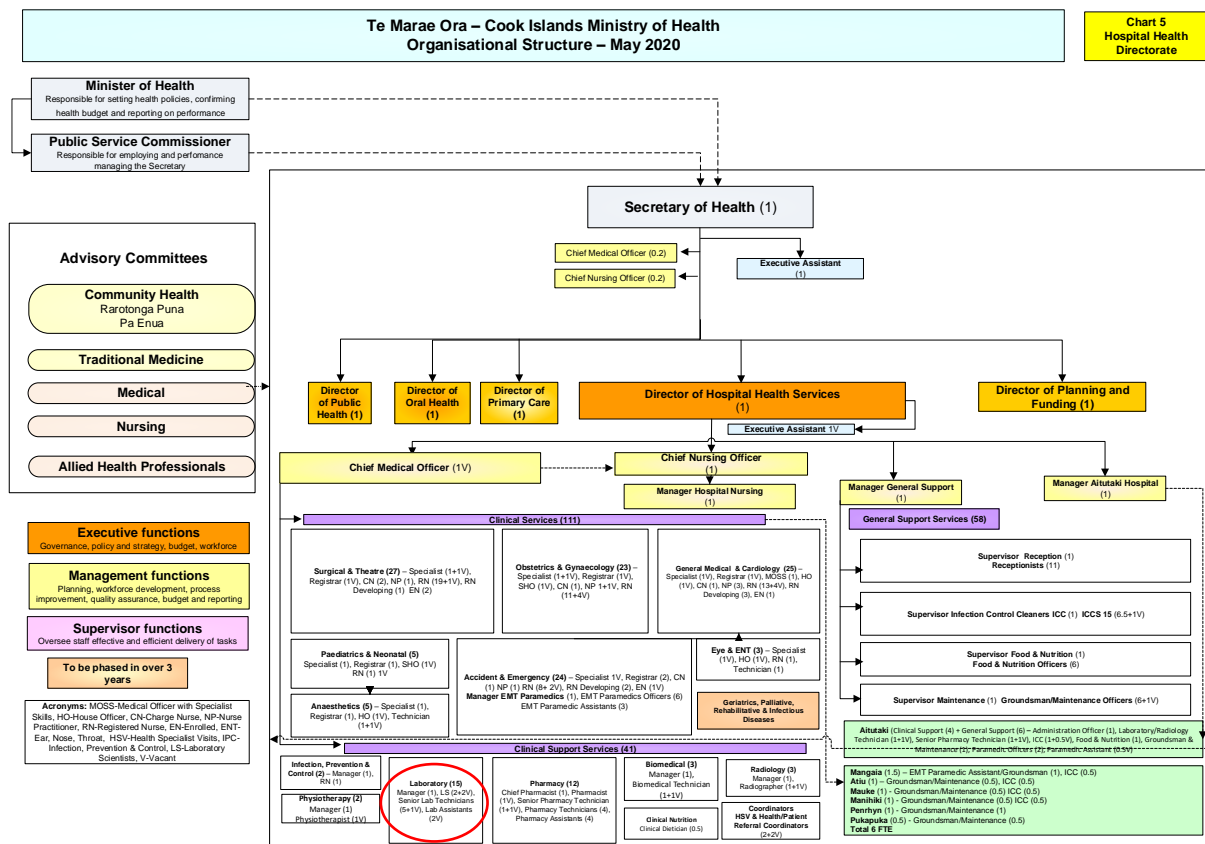
Job Title:	Senior Laboratory Technician
Division:	Hospital Health
Responsible To:	Manager Laboratory
Responsible For:	Nil
Job Purpose:	This role provides frontline services in medical laboratories and often the first point of contact for patients. They are responsible for collecting a range of samples/specimens for testing and analyses. They directly assist Laboratory Scientists in their role and provide technical reports the Manager.
Job Classification:	F – T3 First Level Specialist
Date updated:	May 2020

AGENCY VISION AND VALUES

Vision: All people living in the Cook Islands living healthier lives and achieving their aspirations.

Values: Respect, People focused, Equity, Quality, Integrity and Accountability

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6) Job Holder is accountable for:	Key Performance Indicators (SMART) Job Holder is successful when:
<p>Strategic and Operational Excellence</p> <ul style="list-style-type: none"> • Provide sound and accurate reports to the Manager • Supervise assistants and ensure work meets established quality standards • Ensure health information systems are robust and inform quality laboratory services and patient care • Ensure protocols and guidelines promote quality services/care • Maintain competencies to provide quality medical laboratory services • Treat complaints as an opportunity to improve and implement changes required • Perform other duties as required 	<ul style="list-style-type: none"> • Quality reports submitted in a professional and timely manner • Quality service delivery maintained • Health information systems are robust and support informed decision making • Protocols and guidelines implemented effectively • Clinical competencies adhered to • Innovative solutions implemented to strengthen practice/service delivery • Service area and TMO functions effectively
<p>Quality Care</p> <ul style="list-style-type: none"> • Apply critical thinking/research to develop innovative solutions to improve services • Maintain/ update professional knowledge base to strengthen service delivery • Support the accreditation process of the Cook Islands laboratory • Report incidents/breaches to management • Apply TMO infection control procedures when handling specimens • Prepare samples/specimens for dispatch to overseas laboratories for further testing • Provide quality frontline services for patients 	<ul style="list-style-type: none"> • Innovative solutions are developed • Build knowledge base for self/others • Accredited laboratory • Complaints resolved in a timely manner • TMO infection control procedures implemented effectively • Safe transfer of specimens overseas • Quality frontline services
<p>Patient care</p> <ul style="list-style-type: none"> • Collect blood, specimens/samples for laboratory testing and analyses • Record laboratory results into health information systems • Apply safety measures when collecting of blood through tasks such as Mantoux test, bone marrow collection and sweat testing • Prepare and brief patients are on laboratory procedures 	<ul style="list-style-type: none"> • Blood, specimens/samples collected safely • Patient records are complete and up-to-date • Quality analysis of samples/specimens • Safe collection of blood • Quality patient care
<p>Teamwork</p> <ul style="list-style-type: none"> • Demonstrate the Public Service and TMO values and contribute to positive team culture • Participate in relevant training and professional development opportunities • Contribute to the division's goals with great ideas and excellent performance • Complete performance appraisals in a timely manner • Continuously improve work performance • Monitor performance and always keep Manager informed of work progress 	<ul style="list-style-type: none"> • Embrace Public Service and TMO values • Training contributes to improved performance • Division achieves its targets • Performance appraisals submitted on time • Always seeking and implementing better ways of doing work • Manager reports excellent performance

WORK COMPLEXITY

Indicate most challenging problem solving duties typically undertaken (3-4 examples):

1	Able to collect and analyse a range of specimens/samples for laboratory testing
2	Analyse and troubleshoot complex problems
3	Apply evidence-based research and critical thinking to improve practice and services

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (Explain the authority if any)

Financial	Nil
Staff	Nil
Contractual	Nil

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (List the external and internal types of functional relationships)

Internal	Nature of Contact	External	Nature of Contact
Manager Laboratory staff Clinicians, nurses, allied health staff	Reporting, service delivery (<i>Medium</i>) Reporting, service delivery, referrals (<i>Medium</i>)	Patients and families Visiting specialists Allied Health Council Development partners	Service delivery (<i>Interact/Serve</i>) Registration, review and investigation (<i>Incidental</i>) Reporting, training, health advocacy (<i>Incidental</i>)

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> Bachelor of Science/Biomedical Science or equivalent Qualified Medical Laboratory Technician Certificate Current Annual Practising Licence 	<ul style="list-style-type: none"> Post graduate qualification in Science/Biomedical Science or equivalent

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> Minimum five years' experience working in an approved laboratory 	<ul style="list-style-type: none"> Over five years' experience working in an approved laboratory

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • TMO protocols and guidelines • Adheres to accreditation and compliance standards/guidelines
Advanced	<ul style="list-style-type: none"> • Excellent standard of written and spoken English and Cook Islands • Ability to consult and interact with colleagues to obtain critical information to ensure patient care meets standard requirements • Ability to empathise with patients in serious emotional distress • Excellent working relationships with clinicians, nurses and others
Working	<ul style="list-style-type: none"> • Understanding of national legislation: Health Act • Able to articulate TMO's vision through service delivery • Ability to analyse situations where there may not be sufficient information, apply critical thinking and provide medical solutions • Ability to use a range of technical equipment for patient care • Ability to troubleshoot difficulties when providing services • Excellent interpersonal and communication skills • Up to date with modern laboratory processes and protocols • Proficient user of Microsoft office and information systems
Awareness	<ul style="list-style-type: none"> • Population health trends in the Cook Islands • Clinical services provided in country

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

Secretary of Health

Date

Employee

Date