Job Description

POSITION TITLE: Phlebotomist  
LOCATION: Wellington— one of the APL Hubs

DEPARTMENT: Collection Services  
TERM: As per Employment Agreement

DATE: January 2013  
ROLE: 

GENERAL INFORMATION

About Aotea Pathology
Aotea Pathology is a modern medical laboratory offering a full range of community pathology services to the greater Wellington region. Our mission is to provide a high quality pathology service that is accessible, sustainable, and of value to all.

The company 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
Our Phlebotomists collect specimens from patients, receive other samples that are dropped off at our collection rooms, and undertake patient reception duties. They ensure a reliable, timely and quality specimen collection service, both in our collection rooms and on car runs.

Patients visit our collection rooms which are located across the greater Wellington region, including central Wellington, Hutt Valley and Kapiti coast. Our collection rooms currently operate between 7.00am and 5.30pm, Monday to Friday, and from 8.30am to 12.00pm on Saturdays. While our Phlebotomists are based in a specific ‘hub’ and will primarily work in that area, they may also be rostered to work at any site or on any domiciliary run as required. Car runs involve visiting patients in their own homes, rest homes, private hospitals, and other sites, to collect specimens.

Our Phlebotomist role involves:
- being the first point of contact for patients and other visitors to the collection room
- taking blood from patients and performing a range of other testing and specimen collection
- ensuring all patient documentation is completed accurately and efficiently, to facilitate the flow of specimens to the laboratory for pre-analytical and analytical testing
- being responsible for registering patients, specimens and charging information into the computer system as appropriate
- assisting in the maintenance and improvement of systems and procedures so the department functions as effectively and efficiently as possible
- being responsible for the appearance of the collection room
- being part of a positive team environment for the whole department.

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
- Laboratory staff
- Accounts department staff

Key external working relationships
- Patients
- Laboratory referrers

Reports to
- Team Leader

Direct reports
- None

KEY RESULT AREAS

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<th>Key Responsibilities</th>
<th>Performance Standards / Expectations</th>
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<tr>
<td><strong>Technical Work</strong></td>
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<tr>
<td>- Maintains competency in all required techniques, including:</td>
<td>- Work is performed to a competent level, efficiently and accurately, and meets all the required quality standards.</td>
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<td>- Lab Solutions visit entry</td>
<td>- Evidence of a thorough knowledge of all phlebotomy techniques.</td>
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<td>- Phlebotomy administration procedures</td>
<td>- Registration is achieved each year, if applicable.</td>
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<td>- Phlebotomy</td>
<td>- Working towards QMLT-Phlebotomy if it has not yet been obtained.</td>
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<td>- Follows up on and resolves any internal and customer issues.</td>
<td>- Evidence of a thorough knowledge of all billing requirements.</td>
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<td>- Takes blood and other specimens, and performs testing as required.</td>
<td>- Issues resolved quickly and accurately.</td>
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<td>- Specimens are correct, and forms handled are legible, complete, and correct.</td>
<td>- Any trends identified are notified to the Head of Department.</td>
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<td>- Ensures that collections are completed in a timely and accurate manner, from meeting the patient to the specimen moving into the laboratory for processing.</td>
<td>- Completes collections and testing in a professional, efficient, timely, and safe manner.</td>
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<td>- Ensures that all patients receive a high standard of care and quality of service.</td>
<td>- Specimen documentation is complete and accurate.</td>
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<td>- Responds to any questions within the limits of phlebotomy.</td>
<td>- Adherence to the correct department procedures as per documented procedures.</td>
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<td>- Errors and recollects are at an acceptable level (an indicator of quality collects).</td>
<td>- All visitors are welcomed in a warm and professional manner.</td>
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<td>- There are no upheld complaints regarding quality of service or standard of care.</td>
<td>- Uniform is worn and it is correct, clean, tidy, and clean, as per the uniform policy.</td>
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<tr>
<td>- Uniform is worn and it is correct, clean, tidy, and clean, as per the uniform policy.</td>
<td>- Questions are answered clearly and accurately, and any questions outside phlebotomy are referred on</td>
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<td>Maintains clean, tidy, and safe workspaces at all times.</td>
<td>Work areas are hygienic, safe, and portray a professional appearance to customers.</td>
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<td>When on domiciliary runs, ensures all applicable laws and policies are followed.</td>
<td>Speed limits and all other road code rules are adhered to.</td>
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<td>Observes all requirements pertaining to the performance of phlebotomy duties, for example, accreditation standards and patient code of rights.</td>
<td>Appropriate practices are demonstrated and required information is provided to patients.</td>
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**Key Responsibilities**

**Reception**

- Greets all visitors and patients to the collection room.
- Answers phone calls to the reception area.
- Performs general administration duties including mailing, faxing, and completion of other documentation, as required.
- Ensures correct and timely billing – including self requests, immigration and other non-funded services.
- Accounts for all monies in the rooms, including money received and paid by patients, and petty cash.
- Ensures the collection room is secured when unattended.
- Ensures the patient waiting area is clean, tidy, safe for the public, meets the branding standards for the organisation, and has appropriate signage and patient information.
- Maintains office equipment, stationery and other collection room stocks, and notifies the Facilities Team Leader of any room maintenance issues.
- Notifies the phlebotomist when there are patients / visitors in the waiting area.
- Facilitates courier pick-ups and drop-offs (internal and external) at the collection room.
- Is responsible for routine data entry tasks as time allows, if required.

**Senior Phlebotomist - responsibilities**

- Mentors new phlebotomy staff during
- New Phlebotomists are adequately trained so that, at
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| their training as required by the Training Coordinator. | 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. |

**Planning and Change**
- Contributes, 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.  
- Works 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.  

**Quality**
- Contributes 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.  
- Responds 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.  
- Follows the Code of conduct at all times.  
  - Appropriate behaviours are demonstrated.  
- Ensures confidentiality and privacy of patient and business information is maintained at all times.  
  - Follows correct procedure at all times.  

**Safety**
- Apply safe and secure work practises in accordance with protocols as set out in the Safety Manual.  
  - All practises in the work place are safe and performed in accordance with the Safety Manual.  
  - Ideas for improvements are made known to manager & department Health & Safety Rep.  
- Document and provide safety improvement ideas to manager & department Health & Safety Rep.  
- Read the Safety Manual thoroughly as a new employee, then annually, and comment on any improvement ideas.  
  - Safety Manual is signed off as understood annually  
- Promptly report any hazards, potential hazards, safety incidents, or injuries according to safety protocols.  
  - All hazards are promptly reported to the appropriate person.  
  - All workplace safety incidents & injuries are recorded & reported to manager immediately.  

**Personal Professional Development**
- Participate fully and proactively in individual i-GROW Performance planning and development, including preparing for and participating in objective setting, progress and assessment discussions.  
  - The individual I-GROW plan is up to date, focused and supports the success of the team, department and laboratory.  
  - All i-GROW discussions are prepared for and fully participated in.  
- 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.  

**Communication and Relationships**
- When acting as a representative of the department or laboratory in dealings with other laboratory staff, and groups outside | Outside parties meet the incumbent and find them approachable and knowledgeable.  
  - Personal presentation and grooming is professional and |
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<td>the laboratory, represents Aotea Pathology in a professional manner.</td>
<td>appropriate, and complies with any relevant policy.</td>
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<td>▪ Communicates clearly and constructively with staff in all departments in the</td>
<td>▪ Participates in relevant meetings and prepares for those meetings thoroughly.</td>
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<td>organisation.</td>
<td>▪ Contributes to a working environment across the company that is open and honest and supportive of the</td>
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<td>▪ Ensures that all contact with external parties is conducted in a courteous</td>
<td>ideas of other members of staff.</td>
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<td>manner, and upholds ethical and privacy standards.</td>
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<td>▪ No complaints are upheld regarding the quality of service.</td>
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<td><strong>Teamwork</strong></td>
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<td>▪ Works with other members of the department to achieve the team objectives.</td>
<td>▪ The incumbent is a valuable member of the department and exhibits appropriate team behaviours as</td>
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<td>determined by the team.</td>
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<td>▪ Promotes team work practices in the department through such things as shared</td>
<td>▪ The department has a team culture and exhibits the desired behaviours.</td>
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<td>problem solving, use of effective and appropriate communication channels, and</td>
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<tr>
<td>consultative practices.</td>
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<tr>
<td>▪ The department has a team culture and exhibits the desired behaviours.</td>
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<td><strong>Other Duties</strong></td>
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<td>▪ Performs any other reasonable tasks that may be requested by your manager.</td>
<td>▪ Perform these duties in a timely, accurate, competent, and professional manner.</td>
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**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
- Full drivers license.

N.B. The employee will undertake a period of induction/instruction to fulfil the requirements 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 light of developing work and industry requirements.