

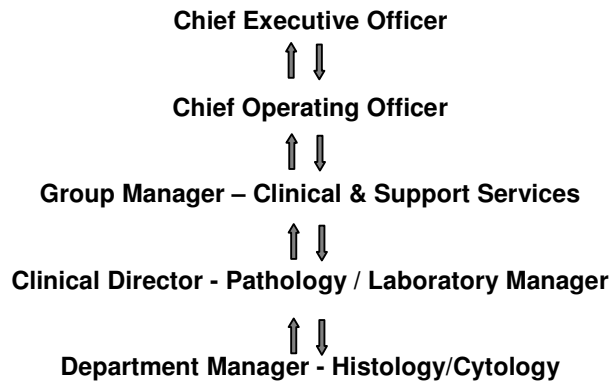
Position Description

Position Title: Department Manager Histology/Cytology

Responsible to: Laboratory Manager

Prepared/Reviewed: 16 September 2008

Place in Organisation



Position Holder's Name : _____

Position Holder's Signature : _____

Manager's Name : Richard Ward _____

Manager's Signature : _____

Date : _____

Purpose of the Position

- In partnership with the Clinical Director Histology, effectively manage the operations, resources and activities of the Histology, Cytology, areas within the Health Waikato Laboratory, toward ensuring the level of support provided to internal and external clients assists to meet the objectives of Health Waikato.

Nature & Scope of Responsibilities

RESOURCE AND OPERATIONAL MANAGEMENT	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> • Effectively manage the operations and resources within the work areas and optimise the potential of these important resources. • In conjunction with other Laboratory work areas, provide an integrated seamless Laboratory service to our customers. 	<ul style="list-style-type: none"> • The work areas are operated within agreed business plan and authorised budget. • A harmonious and productive work environment which encourages a team approach; and encourages team members to reach their full potential is created and nurtured. • Leadership, motivation, support and directions are provided. • Provide effective training and development opportunities for staff. • Prepare functional rosters that meet service requirements and adhere to Collective Employment Contract clauses. • Actively participate with the other members of the laboratory in building a unified Laboratory Team.

Technical Accountability and Leadership	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> • STAFF TRAINING/DEVELOPMENT 	<ul style="list-style-type: none"> • New staff are orientated thoroughly. • Technical training is of a high standard and enables staff to realise their full potential and to practice competently. • Competency for each staff is recorded and kept current. • Staff appraisals are performed annually.

<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> NEW METHODS/TECHNIQUES 	<ul style="list-style-type: none"> Technology for the department is maintained at an optimal level while considering any physical and financial limitations. All methods are validated before use. Results of investigations and validations are documented. Research possibilities are investigated and implemented where appropriate and in consultation with Pathologists.

<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> CUSTOMER SERVICE Focuses on providing excellent customer service and promotes through example to staff. 	<ul style="list-style-type: none"> Continual improvement to customer service is actively sought and encouraged among staff. Assistance is provided for investigation and responses to correspondence or complaints received. Professional standards of conduct and dress is maintained and encouraged among personnel. Regular meetings are held with staff and with Pathologists to discuss and consult about day to day issues and all changes with work processes. This is always done with customer service as a priority.

<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> PROCESSING OF SPECIMENS 	<ul style="list-style-type: none"> Complete competence with every aspect of the work processes is achieved and active contribution to the daily work processes/roster is ongoing.

<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> TEST REPORTING/RESULT 	<ul style="list-style-type: none"> Report format is reviewed at least annually with the Director of Pathology.

<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> CUSTOMER CONSULTATION (PROFESSIONAL) 	<ul style="list-style-type: none"> Enquiries are dealt with promptly and effectively. Pathologists are consulted regarding requirements for new testing and proposed changes to methodology.

<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> SCIENTIFIC REVIEW 	<ul style="list-style-type: none"> Review of scientific service is carried out at least annually.

<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> QUALITY CONTROL OF TESTING 	<ul style="list-style-type: none"> Testing of appropriate standard is implemented. Review of these standards is conducted annually in association with the Director of Histology.

Continuous Quality Improvement <i>(compulsory content – cannot be altered)</i>	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> To actively contribute to Continuous Quality Improvement activities within the service 	<ul style="list-style-type: none"> Contributes to the service's Continuous Quality Improvement by : Identifying improvement opportunities Notifying the manager of these Participating in the service's quality improvement activities Providing good customer service Complying with standards Being responsive to customer requests or complaints Working to improve quality of service and customer satisfaction

PLANNING	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> Participate in business planning for the Laboratory Services and more directly for the work area. Drive, monitor and review the achievement of agreed objectives contained within the business plan. 	<ul style="list-style-type: none"> Issues, strategies and realistic priorities are identified for inclusion in these plans. Involve all staff in the planning process, ensuring their "buy in" to the achievement of agreed objectives. Monitoring of results and reviewing the plans progress are actioned on a regular basis, ensuring revisions to the plan are discussed, agreed to and communicated to all staff.

CUSTOMER SERVICE	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> Focuses on providing excellent customer service and promotes through example to staff. 	<ul style="list-style-type: none"> Actively seeks to improve customer service at every opportunity. Investigates and provides appropriate response to correspondence or complaints received. Sets and maintains professional standards of conduct and dress among personnel. Meets with staff on a regular basis to discuss policies in promoting effective customer service skills.

Health & Safety <i>(compulsory content – cannot be altered)</i>	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> To participate in and comply with the requirements of the Health & Safety in Employment Act 1992 and associated Waikato DHB policies. 	<ul style="list-style-type: none"> Work practices ensure safety for self and others Advice or assistance is sought before commencing an unfamiliar work practice Hazards are identified, control plans documented, and hazards eliminated, minimised or isolated Complies with Waikato DHB incident reporting policy Emergency management procedures and compulsory / compliance education and training completed.

Risk Minimisation <i>(compulsory content – cannot be altered)</i>	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> To actively contribute to risk management activities within the service. 	<ul style="list-style-type: none"> Contributes to the service's risk management activities by: <ul style="list-style-type: none"> Identifying risks Notifying the manager of these Participating in the service's risk minimisation activities Complying with Waikato DHB policies, procedures, protocols and guidelines Participating in audits

Team Member <i>(compulsory content – cannot be altered)</i>	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> Individual responsibilities, actions and contributions enhance the success of the area/service/team and division. Te Tiriti o Waitangi (Treaty of Waitangi). Equal Employment Opportunities (EEO). 	<ul style="list-style-type: none"> Maintains a current knowledge of relevant issues, trends and practices Behaviour demonstrates cultural appropriateness and sensitivity Builds and maintains productive working relationships Participates as a member of designated group(s) Values individual effort, innovation and creativity Contributes to the service, division and organisation Work practices are consistent with The Toward Māori Health Gain: Organisational Framework, and demonstrate: <ul style="list-style-type: none"> ↯ Partnership and shared decision making with Māori ↯ Participation and consultation with Māori ↯ Protection of Māori needs, values and beliefs Demonstrates an understanding in health of barriers and disparities that affect Māori Demonstrates and encourages behaviour that recognises and is consistent with EEO principles and practices

Personal & Professional Development <i>(compulsory content – cannot be altered)</i>	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> Assumes responsibility for personal and professional / work education and development. Participate as necessary in bench work. Perform such other duties as reasonably required by the manager in accordance with the conditions of the position. 	<ul style="list-style-type: none"> Maintains and/or extends knowledge and skill base required for effective performance Identifies any learning needs Negotiates with management to attend appropriate education and training Participates in own performance review annually. All other additional duties are performed in an efficient manner, to the required standard and within a negotiated timeframe.

Problem Complexity

- Problems will vary from resolving and clarifying issues of a routine nature through to making recommendations for the development and implementation of activities which will result in improved efficiencies, quality of service and cost savings.

Scope for Action

- Will have authority for and will be fully accountable for achieving budget objectives and the achievement of agreed Business Plan objectives for the Histology, and Cytology, work areas.

Authority

Budget : \$2,900,000

- Has delegated approval to authorise activities that fall within the agreed Business Plan, within the scope of company policy and for activities associated with the provision of all legislation and regulations.

Staff Reporting

Direct Reports :

- Technical Advisors 2
- Medical Laboratory Scientists 2
- Medical Laboratory Technicians 7
- Pathologists (in partnership) 4

**Staff Full Time
Equivalents:**
(Budgeted)

- Hist/Cytology 19.75

Relationships

- Internal :**
- Pathologists, Laboratory Medical Staff, Clinicians, Clinics, Other Laboratory Department Managers, Technical Advisors.
- External :**
- Outside Hospital Laboratories

Person Specifications

Credentials/Qualifications/Training

- Essential :**
- Medical Laboratory experience at a management level.
 - Medical Laboratory Scientist qualifications.
- Desirable :**
- Suitable management qualifications
- Experience**
- Essential :**
- Proven experience in people, function and project management is essential.
- Desirable :**
- Extensive experience in Histology.

Competencies (Knowledge, Skills & Attributes)

- Essential :**
- Computer literacy.
 - Effective communication skills.
 - Proven planning skills.
 - Ability to improve system and process to respond to client needs and achieve the organisations objectives.
 - Ability to consult, advise and communicate effectively with a diverse range of people Ability to organise and co-ordinate the use of available resources in the most effective and efficient way to achieve an objective.
 - Ability to create a team spirit and achieve objectives through the involvement of others.
 - Demonstrate a positive attitude, flexibility and innovative approach
 - Ability to motivate and inspire people.
- Desirable :**
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Scope of Practice

- The Scope of Practice is defined but not limited to the following Professional/Clinical, Organisational and National documentation, legislation and regulations
 - ☞ Waikato DHB Policies and Procedures and other relevant documentation
 - ☞ Waikato DHB Credentialling Process and Policy

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Physical Requirements

(Delete activities which DO NOT apply to this position)

- ☞ The following denote the key physical requirements for the job
 - ☞ Standing
 - ☞ Walking
 - ☞ Sitting
 - ☞ Stairs
 - ☞ Simple Grasping (handling, seizing, holding, grasping)
 - ☞ Fine Manipulation (eg keyboarding, cutting, using fingers)
 - ☞ Operating Machinery/Equipment
 - ☞ Lifting/bending (floor to bench to floor)
 - ☞ Lifting /overhead reaching (bench to overhead to bench)
 - ☞ Carrying
 - ☞ Pushing/Pulling
 - ☞ Twisting
 - ☞ Climbing/Balancing
 - ☞ Crouching/Squatting
 - ☞ Manual handling of people
 - ☞ Other Reaching (eg reaching across)
 - ☞ Crawling

Cash Handling

- Insert details of cash handling, or remove section if not relevant