

Position holder (title)	Laboratory Systems Coordinator
Reports to (title)	Laboratory Manager
Department / Service	Laboratory Services
Purpose of the position	<ul style="list-style-type: none"> ▪ To coordinate and monitor laboratory information system processes/projects and to analyse the laboratory performance producing KPI information for the laboratory management. ▪ Support the delivery of organisational KPIs including the relevant targets, financial budgets and service plans. ▪ Project management of laboratory system processes

Working Relationships

Internal	External
<ul style="list-style-type: none"> ▪ Laboratory Management Team ▪ Pathologists ▪ IS Business Units ▪ Laboratory Staff ▪ HBDHB Clinicians ▪ HBDHB Clinical Groups ▪ All Managers ▪ HBDHB Staff 	<ul style="list-style-type: none"> ▪ Canterbury Health Laboratory – LabNet ▪ Sysmex ▪ Suppliers ▪ Health Hawkes Bay (PHO) ▪ Primary Care Organisations ▪ Professional Bodies/Associations ▪ General Public ▪ Consumers ▪ Families/Whanau

Dimensions

Expenditure & budget / forecast for which accountable	Nil
Challenges & Problem solving	Coordination of the laboratory services IT requirements Support the laboratory management team to ensure efficient and effective service delivery Project management
Number of staff reports	Nil
Delegations & Decision	As required by the Directorate. <ul style="list-style-type: none"> • Pay approvals • FMIS approvals • Training approvals
Other Indicators	As required by the Laboratory Manager



Our vision

HEALTHY HAWKE'S BAY

TE HAUORA O
TE MATAU-Ā-MĀUI

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.

Our values

Tauwhiro – delivering high quality care to patients and consumers

Rāranga te tira – working together in partnership across the community

He kauanuanu – showing respect for each other, our staff, patients and consumers

Ākina – continuously improving everything we do



Key Accountabilities

PROVIDE PERSONAL ASSISTANT AND GENERAL ADMINISTRATIVE SUPPORT TO THE LABORATORY	
<p>Tasks (how it is achieved):</p> <p>Co-ordinate provision of laboratory information system, working with other parties as agreed/appropriate, to develop, plan and deliver information system upgrades and implementation requirements.</p> <p>Establish relationship with key stakeholders to support efficient and effective laboratory service delivery.</p> <p>Resolve issues with laboratory information systems as required.</p> <p>Assist with the communication and potential implementation of any laboratory information system changes.</p> <p>Provide KPI information from available data</p> <p>Provide a welcoming, responsive and professional interface with all people who communicate with the laboratory services, ensuring that they feel their needs are met.</p> <p>Operate an effective bring-up system for appointment-related paperwork for the laboratory services .</p> <p>Monitoring deadlines (for responses due) and following up with other Staff / HODs on reports scheduled for delivery to the Laboratory Manager/Clinical Director.</p> <p>Maintain relevant files including personnel files.</p> <p>Contributes to the professional image of the organisation by handling telephone calls and enquiries in a prompt accurate and culturally courteous manner at all times.</p> <p>Review correspondence, prioritise and draft responses as required.</p> <p>FMIS including invoicing, coding, reporting requirements – as required</p> <p>Provide general word processing and typing to a high professional standard (word, excel, power point etc.)</p> <p>Draft letters, memoranda and presentation material</p> <p>Arrange and organise functions, meetings, presentations, conferences and workshops including venues, catering and all associated documentation for the Laboratory Services.</p> <p>Coordinate agenda, dispatch papers, attend meetings, take minutes, dispatch minutes, book meeting rooms.</p> <p>Provide administration, minute taking and booking rooms for other meetings as required by the Directorate.</p> <p>Organise all travel arrangements for the laboratory services staff.</p> <p>Liaise with external agencies and consultants as requested.</p> <p>Receive visitors to the office in a culturally appropriate manner.</p>	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Feedback from stakeholders. ▪ Feedback from HODs ▪ Feedback from staff. <p>Compliance with HBDHB policies and guidelines.</p> <ul style="list-style-type: none"> ▪ Matters are dealt with in a timely manner. ▪ Deadlines are met. ▪ Working within ethical guidelines, legislation and HBDHB policies, procedures and standards. ▪ Absence of complaints. ▪ Attendance at mandatory training.

<p>Provide other services and assistance as required by the Laboratory Manager.</p> <p>Reporting requirements including end of month, end of financial year.</p> <p>Recruitment using Taleo system and orientation</p> <p>Screening phone calls, enquiries and requests, and handling them when appropriate;</p> <p>Preparing invoices for the general laboratory and producing invoices where required</p>	
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SYSTEMS COORDINATION

<p>Tasks (how it is achieved):</p> <p>Develop laboratory systems and their functionality, processing needs, procedures and service and support requirements.</p> <p>Co-ordinate the engagement of laboratory information system issues with other parties as agreed/appropriate, to develop, plan and deliver information system upgrades and implementation requirements.</p> <p>Establish relationship with key stakeholders to enable efficient and effective service delivery.</p> <p>Be accountable and responsive to laboratory information systems' troubleshooting status.</p> <p>Assist with the communication and potential implementation of any laboratory information system changes.</p> <p>With the support of the laboratory management team developing a meaningful KPI information from available data</p>	<p>How it will be measured (KPI):</p> <p>Demonstrates understanding and documentation of business requirements.</p> <p>Demonstrates a commitment to ensure laboratory information system issues are communicated to expected parties.</p> <p>Effective management of situations</p> <p>Status report of laboratory information systems' issues</p> <p>Demonstrates a commitment to laboratory services information system</p> <p>Creating meaningful KPI reports</p>
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PROJECT MANAGEMENT

<p>Tasks (how it is achieved):</p> <p>Projects: undertake co-ordination of projects, participate as required</p> <p>Supporting laboratory projects to coordinate with required IT providers</p> <p>Communicate with all key stakeholders and project team members as required.</p>	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Communication of information completed as agreed.
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OCCUPATIONAL HEALTH & SAFETY

Tasks (how it is achieved):

Displays commitment through actively supporting all health and safety initiatives.

Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision.

Ensures own and others safety at all times.

Complies with policies, procedures and safe systems of work.

Reports all incidents/accidents, including near misses in a timely fashion.

Is involved in health and safety through participation and consultation.

How it will be measured (KPI):

Evidence of participation in health and safety activities.

Demonstrates support of staff/colleagues to maintain safe systems of work.

Evidence of compliance with relevant health and safety policies, procedures and event reporting.

Key Competencies

CUSTOMER SERVICE

Tasks (how it is achieved):

Open and responsive to customer needs.

Demonstrate an understanding of continuous quality improvement.

How it will be measured (KPI):

Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers.

Identifies customer needs and offers ideas for quality improvement.

Effective management of customers/situations.

ENGAGING EFFECTIVELY WITH MĀORI

Tasks (how it is achieved):

Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori

Is visible, welcoming and accessible to Māori consumers and their whānau

Actively engages in respectful relationships with Māori consumers and whānau and the Māori community

Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience

Actively facilitates the participation of whānau in the care and support of their whānau member

How it will be measured (KPI):

Accelerated health outcomes for Maori

Evidence of positive feedback from Māori consumers and whānau, and colleagues

Evidence of collaborative relationships with Māori whānau and community/organisations

Evidence of whānau participation in the care and support of their whānau member

Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
Engaging Effectively with Maori	Demonstrates the ability to engage effectively with Maori consumers (patients/families/whanau). Demonstrates ability to apply the Treaty of Waitangi within the Service.
Qualifications (eg, tertiary, professional)	Degree/Diploma in Information Systems or Medical Laboratory Science or equivalent experience Relevant tertiary or industry recognised qualification in Business Administration
Business / Technical Skills (eg, computing, negotiating, leadership, project management)	Understanding of clinical terminology and laboratory techniques Knowledge of the operations, functions, capabilities and objectives of laboratory information systems Ability to establish and maintain effective working relationships Good communication skills
Experience (technical and behavioural)	<ul style="list-style-type: none"> • Experience in working with laboratory LIS • Proven experience in a coordination role. • Ability to multi-task, be a forward thinker, and handle crisis management well. <p>Values & Behaviours: Shows commitment to, and demonstrates the behaviours of the health sector:</p> <p>He kauanuanu Showing respect for each other, our staff, patients and consumers – this means I actively seek to understand what matters to you.</p> <p>Ākina Continuously improving everything we do – this means that I actively seek to improve my service.</p> <p>Rāranga te tira Working together in partnership across the community – this means I will work with you and your whanau on what matters to you.</p> <p>Tauwhiro Delivering high quality care to patients and consumers – this means I show empathy and treat you with care, compassion and dignity.</p>
Desirable	
	Demonstrated knowledge of Delphic, Delphoc AP and HL7 interface standards. Knowledge and understanding of laboratory workflow Experience in working with laboratory LIS Proven experience in a coordination role.

Recruitment Details

Position Title	Laboratory Systems Coordinator
Hours of Work	40 hours per fortnight
Salary & Employment Agreement Coverage	As per the Individual Employment Agreement (IEA) negotiated with the appointee
Date	29 September 2016