

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Medical Scientist, Grade 3 - Blood Bank</b>
<b>Reports to (Title)</b>	<b>Pathology Services Manager</b>
<b>Executive Director</b>	<b>Group Director, Medical Services and Clinical Governance</b>
<b>Department</b>	<b>Pathology</b>
<b>Position Location</b>	<b>Malvern</b>
<b>Award/Agreement</b>	<b>Salary &amp; Conditions in accordance with the Cabrini Contract of Employment / Employment Agreement</b>
<b>Delegation of Authority Level</b>	

### Position Summary & Role Purpose

The Medical Scientist, Grade 3 – Blood bank, is responsible for the daily management of our busy blood bank laboratory.

The Medical Scientist, Grade 3 – Blood bank, ensures that laboratory duties are performed in a timely and efficient manner to provide a high quality, customer focussed service.

The Medical Scientist, Grade 3 – Blood bank, is responsible for ensuring that their department complies with relevant accreditation requirements.

### Key Result Areas

#### 1. Key Responsibilities, Outcomes and Activities

##### 1.1 Leadership and management:

- Oversees the daily operation in blood bank and assists other departments to efficiently manage staffing of the core laboratory (Blood bank, Biochemistry and Haematology).
- Ensures that all staff in core lab departments are appropriately trained and competent to work in blood bank
- Works with the Quality Manager and other Senior staff to review departmental procedures for compliance with NATA requirements
- Manages equipment and consumables to meet operational needs
- Develops appropriate communication systems to ensure all staff working in the department are aware of requirements
- Maintains effective working relationships with internal and external partners and providers
- Assists with other duties as required.

## **1.2 Operational Responsibilities**

- Adheres to Cabrini and department policies when performing all duties
- Ensures that all procedures as outlined in department manuals are current, reviewed regularly and published on Smartlab and/or PROMPT
- Ensures that staff in the department comply with the documented procedures in the performance of their duties
- Performs calibrations and testing, either on analysers or manually, to obtain results for reporting. Ensures that all appropriate documentation has been completed
- Monitors internal and external quality control procedures to assist in the early detection of analytical problems. Takes appropriate action to correct analytical or analyser issues when detected.
- Provides high level troubleshooting and advice to rectify analytical errors
- Ensures incidents and complaints are reported on Riskman
- Participates in review of QC and QAP reports with pathologist, laboratory manager and other relevant staff members
- Ensures that all equipment is functioning properly and that both internal and external maintenance schedules are being complied with. Liaises with company technicians as required
- Consults with clinicians in relation to test interpretation and clinical situations. Refers to Clinical Pathologist where appropriate
- Is involved in the teaching of other staff, medical students and work placement students as required
- Works with the Quality Manager to ensure that all audit reports are appropriately actioned in a timely manner
- Develops a solid understanding of relevant laboratory IT systems and interfaces to assist in development and troubleshooting of laboratory IT systems
- Prepares NATA and ISO15189 quality system documents for the department
- Participates in the evaluation and installation of new equipment and testing methods for the department. Consults with company representatives as appropriate
- Performs other projects or tasks as agreed with Pathology Services Manager
- Maintains confidentiality

## **1.3 Resource Management**

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter.
- Assists in the recruitment of new staff.
- Oversees the disposal of waste/consumables in an appropriate manner.

## **1.4 Contributes to the achievement of professional expertise for self and others through:**

- Maintenance of ongoing personal professional development / continuing education
- Identifying and encouraging the continuing development of others within a learning culture
- Assists in orientation, training and competency testing of staff members in the department.

## **2. Safe Practice and the Environment**

### **Contributes to ensuring a safe and hazard free environment for self and others**

- 2.1 Participates in ensuring a hazard free work environment by following Cabrini policies and procedures and any subsequent instructions.
- 2.2 Carries out duties in a manner which does not put at risk their own health and safety or that of others.
- 2.3 Co-operates with measures introduced in the interest of workplace health and safety.
- 2.4 Is aware of emergency and evacuation procedures and attends programs as required.
- 2.5 Co-operates with directions from emergency or evacuation wardens and professionals.
- 2.6 Undertakes any training provided in relation to Occupational Health and Safety, including in relation to manual handling.
- 2.7 Immediately reports to supervisor/manager any hazard or matter which may affect health and safety, including any accident or near-miss.
- 2.8 Correctly uses any information training, personal protective equipment and safety devices provided.
- 2.9 Refrains from intentionally misusing or recklessly interfering with anything that has been provided for health and safety resources.
- 2.10 Undertakes only those tasks for which authorisation and/or necessary training is provided, and for which all necessary safety arrangements are in place.

## **3. Safety and Quality**

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients and residents. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff which are constructed to support our Accreditation to the National Standards.

### **Organisational Relationship**

#### **The Medical Scientist, Grade 3 – Blood bank will:**

- Report directly to the Pathology Services Manager
- Maintain a close collaborative working relationship with clinical, collection, laboratory staff and external partners and providers

### **Committee Membership**

#### **The Medical Scientist, Grade 3 – Blood bank will participate as a member of the following committees:**

- Pathology Senior Staff meeting
- Regional Senior staff meeting
- Cabrini blood committee
- Additional meetings as determined from time to time

### **Staff Development**

#### **The Medical Scientist, Grade 3 -Blood bank will demonstrate a commitment to personal and professional development of self by:**

- Participating in professional development programs
- Completing all mandatory training programs

- Ensuring all required training and competency testing has been performed and signed off
- Maintaining own skills and knowledge
- Participating in performance reviews in accordance with Cabrini policy.

### Key Competencies

**The Medical Scientist, Grade 3 -Blood bank must demonstrate the following requirements:**

#### ESSENTIAL

##### **Educational/Vocational**

- Bachelor of Applied Science (MLS) or equivalent
- Post graduate qualifications

##### **Experience**

- Extensive experience in a Pathology laboratory
- High degree of knowledge and practical experience in immunohaematology
- Demonstrated abilities appropriate to the field of expertise of the department
- Well-developed interpersonal skills and a professional approach
- Demonstrated team, quality and customer service focus
- Experience in training and managing staff
- Experience in stock management and instrument purchasing

##### **Knowledge**

- Demonstrated theoretical knowledge in the appropriate field of expertise
- Technical skills appropriate to the role/department
- An understanding of quality control and RCPA quality assurance programs
- Has a sound knowledge of NPAAC and AS ISO 15189 standards and NATA requirements.

### Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

### Cabrini Mission, Values and Vision

#### **Our mission**

##### **WHO WE ARE**

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

##### **WHAT WE BELIEVE**

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

##### **WHAT WE DO**

We provide excellence in all of our services and work to identify and meet unmet need.

#### **Our values**

***Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.***

##### **Compassion**

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us

- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

### **Integrity**

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

### **Courage**

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

### **Respect**

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

## **Behaviours that matter**

***Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.***

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services” which is translated into our quality goals of 100% right care, 100% patient satisfaction and 100% staff engagement.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or Human Resources

### **We are committed to safety and quality:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes

We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

#### **We are here to provide service:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

#### **We work together to achieve the best outcome:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

#### **We exhibit a positive attitude:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

#### **We want to build a just and sustainable community:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

#### **Our vision**

##### ***'Better not just bigger'***

The four pillars of Cabrini's Strategic Plan are:

- Outstanding care and experience
- Effective, efficient and consumer-focused services
- Skilled and engaged people
- Sound stewardship of resources

#### **APPROVAL**

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.*