

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Phlebotomy Technician
<b>Position Number:</b>	511311
<b>Classification:</b>	General Stream Band 3
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals South – Critical Care, Clinical Support and Investigations Pathology South Phlebotomy Services
<b>Position Type:</b>	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
<b>Location:</b>	South
<b>Reports to:</b>	Nurse Manager - Pathology South
<b>Effective Date:</b>	July 2020
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	A Certificate III, or equivalent Diploma, from a registered tertiary institution, or an equivalent qualification, appropriate to the nature of the work

*NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.*

## Primary Purpose:

In accordance with conventional practices, methods and standards, the Phlebotomy Technician provides phlebotomy and specimen collection services to inpatient and outpatient clients.

## Duties:

1. Perform phlebotomy services by utilising the evacuated tube system in a range of circumstances.
2. Prepare clients for phlebotomy procedures which includes explaining procedures to clients.
3. Ensuring procedure rooms are fully equipped.

4. Liaise sensitively with clients and their families and display a strong empathy for clients and their clinical condition.
5. Minimise the risk of injury to clients and staff by observing the principles of standard precautions and applying them to work practices.
6. Assist in maintaining appropriate Pathology supplies including consumables.
7. Perform administrative duties and maintain and ensure the accuracy of information recorded in relevant computerised databases.
8. Undertake customer support and reception duties as required.
9. Participate in and contribute to staff meetings and quality improvement and training programs to support service delivery improvements.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

Reporting directly to the Nurse Manager - Pathology South, the Phlebotomy Technician is responsible for the collection of blood and other specimens. In doing so, the incumbent is expected to:

- Support the patient through the collection experience by providing information, expertise and support specific to their experience.
- Apply independent judgement in accordance with established decision-making frameworks to ensure appropriate service delivery and collection is maintained.
- Demonstrate sensitivity, whilst attending to clients in a variety of health settings and maintain client confidentiality at all times.
- Apply appropriate safety precautions to minimise the risk of injury to clients and staff.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Well-developed phlebotomy skills including experience in evacuated tube system use and the demonstrated ability to collect other specimens whilst observing principles of standard precautions and working in accordance with policy and procedural requirements.
2. Demonstrated organisational and prioritisation skills including the ability to apply a level of independent judgement whilst working in an environment subject to work pressure and change.
3. Demonstrated ability to work effectively and reliably both as an individual and a member of a multidisciplinary team.
4. High level of interpersonal skills including the ability to liaise with patients and their relatives sensitively and empathetically and communicate effectively with medical, nursing and laboratory staff.
5. Demonstrate general administration skills including good customer service and some experience in a range of computer software programs.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).