



## JOB AND PERSON SPECIFICATION

<b>Title of Position: Laboratory Manager</b>	<b>Administrative Unit: SA Pathology</b>
Classification Code: MeS-3	Directorate: Haematology
Discipline Code:	Site:
Type of Appointment	Section: Transfusion Service FMC/RGH
<input checked="" type="checkbox"/> Permanent	Position Number: IM3375
<input type="checkbox"/> Temporary      Term	Incumbent:
<input type="checkbox"/> Other              Term	

### Job and Person Specification Approval

All excluding Executive positions

Executive Positions

Date	Date
<i>CEO/Delegate</i>	<i>Commissioner for Public Employment</i>

### Job Specification

1. Summary of the broad purpose of the position in relation to organisation goals

*(Its expected outcome and how it is achieved)*

The Transfusion Service Laboratory Manager is responsible for the high quality and cost effective diagnostic and clinical service of the Transfusion Services at Flinders Medical Centre and Repatriation General Hospital by managing scientific and technical activities, including intra-operative laboratory services associated with the SA Liver Transplant Service and co-ordination of the Transfusion Service role within the regional shared care Antenatal Service and home therapy immunoglobulin treatment program.

The incumbent exercises significant professional independence to ensure workflow processes achieve a high standard of work within budget limits. The incumbent is required to exercise a very high level of responsibility when interpreting and discussing complex serological problems, characteristics of atypical antibodies and unusual blood grouping anomalies.

The incumbent consults with and provides advice to various clinical groups and clinicians, GPs, nurses, SAHS Transfusion Committee, Transfusion Blood Safe Nurse, Transfusion Management Group, Red Cross Transfusion Scientist Group, hospital staff and other health departments

2. Reporting/Working Relationship

*(To whom the person reports, staff for whom the person is responsible for and other significant connections and working relationships within the organisation)*

- o The incumbent reports to the Head of Unit, Transfusion Service
- o The incumbent is responsible for managing the scientific and technical staff within the Transfusion Services at Flinders Medical Centre and Repatriation General Hospital
- o The incumbent is expected to liaise with other managers and users (clinical and nursing) of the Transfusion Service on clinical and service policy

3. *Special Conditions*

*(such as non-metropolitan location, travel requirements, frequent overtime etc)*

- Participation in and attendance at liver transplants which will require some out of hours work at short notice, including weekends and public holidays
- Other out of hours work may be required, including weekends and public holidays
- Regular participation in the On Call roster
- May be required to represent the –Transfusion Service at meetings with outside organisations, other SA Pathology Directorates and SA Department of Health
- Regular travel between the FMC and RGH Transfusion Services
- Depending on work requirements the appointee may be transferred to other locations within SA Pathology to perform work of a similar nature appropriate to the classification either on a permanent or temporary basis.
- Appointment is subject to a satisfactory Criminal History Report obtained through the Screening and Licensing Branch, Dept Families & Communities, to be renewed every three years thereafter from date of issue

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#### 4. Statement of Key Outcomes and Associated Activities

(Group into major areas of responsibility/activity and list in descending order of importance)

The Transfusion Service Laboratory Manager ensures the efficient and effective operation in compliance with laboratory accreditation and service requirements providing a high quality diagnostic and clinical service to clinicians, nurses and patients in a timely manner.

The Manager operates with minimal supervision making decisions regarding the safe supply of blood and blood products, and deputises for the Head of Unit in their absence.

The Manager contributes to the long term planning within the Transfusion Service by participating in the formulation of policies with respect to overall scientific objectives, future staffing, equipment, financial and development requirements.

The Manager ensures the provision of an efficient and effective transfusion service by:

- Controlling and co-ordinating the day-to-day scientific and technical services of the Service
- Supervising diagnostic testing, including pre-transfusion compatibility testing, monitoring the workload, and determining priorities to ensure that it is performed effectively and efficiently and test results are provided in a timely manner, as required by clients
- Co-ordinating and supervision of the Transfusion Service role within the regional shared care Antenatal Service and home therapy immunoglobulin treatment program
- Maintaining and managing an appropriate inventory of blood and blood products to meet demand and ensuring that blood requirements for special patient groups are met
- Maintaining appropriate patient blood management programs
- Directing and co-ordinating available staff and laboratory resources
- Contributing to budget formulation and liaising with the Head of Unit and Business Manager to ensure that the Service works within its allocated budget
- Initiating and managing research and development projects related to the Transfusion Service

The Manager ensures the maintenance of appropriate standards in the provision of the diagnostic and clinical transfusion services by:

- Implementing and evaluating quality control and quality assurance programs through:
  - Ensuring that all laboratory practices and procedures meet the required laboratory accreditation standards
  - Monitoring external and internal quality assurance programs
  - Monitoring non-conformances, customer complaints and corrective actions and actioning where appropriate
  - Maintaining appropriate quality control procedures for equipment, reagents and staff performance
  - Ensuring that equipment is maintained and assessing and advising on the need for new equipment
  - Monitoring equipment calibration and maintenance is performed as required
  - Reviewing, developing and evaluating new methods

- Assisting in the application of a Quality Management program in the Transfusion Service by:
  - Assisting in the implementation and monitoring of Quality Control and Assurance programs;
  - Ensuring that methodologies in use are current and reliable.
- Providing consultative and support services to other SA Pathology laboratories, clinical, nursing, scientific and technical staff by:
  - Liaising with other laboratories, interstate, intrastate and overseas;
  - Liaising with medical and nursing staff and external institutions on issues affecting the supply of blood and blood products;
  - Liaising with specialists and medical staff on all transfusion related problems.
  - Acting as a resource person and consultant on all laboratory problems that arise in the Transfusion Service
- Supervising, performing, interpreting and reporting on all highly specialised and complex serological investigations associated with the subsequent provision of compatible blood for transfusion, perinatal Immunohaematology, haemolytic diseases, and emergency situations
- Providing a resource for problems of clinical interpretation and alerting senior consultant haematologists to those clinical problems requiring special attention
- Assisting in the development and implementation of new methodologies and procedures
- Ensuring that a high standard of analytical performance is achieved and maintained.
- Ensuring that equipment is fully maintained and operational at all times and ensuring that supplies of consumables and spare parts are always available.
- Ensuring that records for patients requiring special blood products are up-to-date on the Transfusion system.
- Contributing to the development, evaluation and implementation of new methodologies and procedures.
- Participating in the Liver Transplant Service by:
  - Liaising with the transplant co-ordinator, medical staff and Red Cross to ensure that adequate supplies of the appropriate blood products are available for the procedure;
  - Monitoring potential transplant patients prior to surgery with regard to any transfusion related problems that may cause delays or difficulties with providing adequate blood and other products for surgery, and liaising with specialists about any such problems;
  - Ensuring that adequate and appropriate laboratory services are available during the liver surgery;
  - Attending in the operating theatre during liver transplantation surgery and performing diagnostic tests during surgery to anticipate ongoing requirements

The Manager ensures the effective management and deployment of staff by implementing the Principles of Public Administration and Personnel management, in particular:

- Recruiting, supervising and participating in training and continuing education programs by:
  - Participating in the selection, supervision and training of scientific and technical staff and ensuring that competencies are monitored to the levels required;
  - Promoting effective communication and staff counselling and undertaking staff discipline when appropriate
  - Supervising, training and providing ongoing advisory and technical support to the Express Laboratory technical staff within the transfusion laboratory at RGH and other Directorates;
  - Training and supervision of staff in the use of automated and semi-automated equipment;
  - Contributing to the training of the Nurse Managers at the RGH;
  - Participating in the teaching programs offered by the Service for medical, nursing, scientific and technical staff other SA Pathology laboratories
- Ensuring that all work performed, and laboratory documentation is in accordance with current Occupational Health and Safety Legislation; departmental procedures, NATA and ISO requirements; and ensuring the confidentiality of laboratory results.
- Monitoring documentation to ensure consistency, maintaining records and preparing monthly statistical reports for submission to the Chief Medical Scientist, co-ordinating the clerical functions of the department and ensuring the timely issue of reports.
- Promoting a team spirit that fosters an efficient quality-oriented service based on good inter-personal relationships and equal opportunity principles.

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- Representing the department at Red Cross Transfusion Interest Group SA meetings.
  - Contribute to Occupational Health and Safety within SA Pathology by taking reasonable care to protect personal health and safety of other staff, wear protective clothing and use safety equipment as directed.
  - Provide services for the South Australian community consistent with the policies of the elected Government by complying with the Code of Ethics for South Australian Public Sector Employees, SA Pathology Code of Ethics and with all other policies contained in SA Pathology Corporate Manual.
  - Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure storage and transfer of all personal patient/client information within the organisation and throughout its funded service providers.

Acknowledgement by Occupant

Date

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## Person Specification

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*Essential Minimum Requirements (Those characteristics considered absolutely necessary)*

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### Educational / Vocational Qualifications

*(Include only those listed in the Department of Health, Human Resource Manual 3.1 as an essential qualification for the specific classification group)*

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B. Sc, B. App. Sc (Medical Laboratory Science) or equivalent

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### Personal Abilities / Aptitudes / Skills

*(Related to the job description and expressed in a way which allows objective assessment)*

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- Ability to provide client-focused, high quality work performance under conditions of heavy workload and emergency service provision
  - High level of organisational skills with ability to co-ordinate and prioritise work to meet deadlines
  - Ability to work in a self-directed manner with minimal supervision.
  - Ability to manage human resources
  - Well developed supervisory skills.
  - Ability to lead, motivate and co-ordinate staff activities to ensure a high level of team performance
  - Proven skills in leadership, education and training of technical staff to ensure high quality results
  - High level of analytical skills and the ability to solve scientific problems in a logical manner to develop practical outcomes.
  - Able to competently evaluate methods and prepare reports.
  - Good understanding of the operation of a Laboratory Information System and interfacing requirements.
  - Excellent interpersonal and communication skills.
  - Able to be flexible.
  - Able to handle confidential and sensitive information in a professional manner.
  - Excellent communication skills, both written and oral
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### Experience *(Including community experience)*

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- Extensive experience in all facets of a laboratory-based Transfusion Medicine
  - Significant supervisory experience in the management of human resources.
  - Relevant significant experience in method development.
  - Experience in quality management systems and procedures.
  - Experience in the selection and management of work policies and procedures
  - Experience in staff recruitment, training and education
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### Knowledge

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- Extensive knowledge of client-focused diagnostic laboratory operations
  - Comprehensive advanced knowledge of blood group serology methodologies and theory.
  - Comprehensive knowledge of the blood products and the clinical aspects of Transfusion Medicine.
  - Knowledge of computer and information handling systems in transfusion medicine.
  - Comprehensive knowledge of laboratory accreditation and quality systems and requirements.
  - Knowledge of OHS&W and EEO principles and practice.
  - Knowledge of the principles of Public Administration and Personnel Management
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**Desirable Characteristics**

*(To distinguish between applicants who have met all essential requirements)*

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**Personal Abilities / Aptitudes / Skills**

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- Counselling, advocacy and negotiation skills.
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**Experience**

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- Extensive recent and continuous experience in a Transfusion Service
  - Experience in the management of a diagnostic pathology service
  - Supervisory experience with staff training programs
  - Experience with initiating, maintaining and reporting on research and development programs
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**Knowledge**

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- Knowledge of clinical transfusion medicine, including blood product use.
  - Knowledge of laboratory Haematology
  - Knowledge of financial management
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**Educational / Vocational****Qualifications**

*(Considered to be useful in carrying out the responsibilities of the position)*

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- Successful completion of post graduate qualifications in medical science
  - Successful completion of a supervisor's training program or other appropriate management training programs
  - Completion of quality management or other quality training programs
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**Other Details**

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Position requires a highly experienced medical scientist with sound laboratory practices and a detailed Haematology and Transfusion Medicine knowledge