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**Position Description**

**POSITION: Clinical Lab Technician**

**SCHOOL: Health & Social Services**

**REPORTS TO: Clinical Lab Education Manager**

**DIRECT REPORTS: Nil**

**DELEGATIONS: Nil**

**FUNCTIONAL RELATIONSHIPS**

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| --- | --- |
| **Internal** | **External** |
| Faculty Dean  Academic/Programme Leaders  Tutors  Students  Other technicians  ICT Services  Property Services | Suppliers |

**STATEMENT**

The core purpose of Whitireia is to build futures with our students and communities and all employees’ roles are expected to incorporate and reflect Te Tiriti o Waitangi, the Vision and Values/Principles of Whitireia:

**Vision -** Whitireia will lead and illuminate its communities through tertiary education

**Te Tiriti o Waitangi -** Take all practical steps to create and maintain a culturally sensitive environment for staff, students and other persons. Where appropriate attend training about Te Tiriti o Waitangi and/or biculturalism

**Whitireia Values -** Demonstrate professional practices that reflect the Whitireia values and principles

**POSITION PURPOSE**

To support tutors to meet the academic, and other needs of students, to improve the quality of learning. Assist in maximising the achievement of each student, by providing students with assistance to undertake practical work during study and ensuring that all materials and equipment required for demonstration lessons and practical work are available and in good working order.

**Principal Accountabilities**

**Technical Support**

Ensure classrooms and labs are fully prepared and set-up for each session and broken down at the end of each session.

Provide tutors with technical expertise and assistance both during and outside of class time as required.

Provide quality technical support to students during student self-directed time.

Provide quality technical expertise and support for tutors and students in the use and set up of equipment. This includes but is not limited to; moulage, simulation manikins and other equipment used for clinical simulation experiences.

Assists tutors with classroom/lab demonstrations of specific tools and equipment. This includes but is not limited to; simulation manikins and audio-visual equipment

Ensure Whitireia protocols, procedures and policies are followed.

**Maintenance**

Manage and maintain clinical lab equipment and material to a high standard including liaising with service providers, property management, for repairs, etc.

Liaise with the relevant parties to facilitate the purchases of equipment, material and supplies.

Identify low stock levels, prepare and process orders. Receive and check deliveries against orders.

Maintain accurate records of equipment loaned and an up date the equipment inventory.

Ensures equipment, tools, materials are securely stored and accounted for.

Maintain records (both hard copy and electronic) including setting up new files, storing, archiving and retrieving files within the Records Management Policy and prepare basic reports regarding work performed and activities.

Maintain relevant and appropriate documentation for administrative purposes and according to the Public Records Act 2005 requirements.

**Team Support**

Assist and support tutorial staff needs when required and as timetabled within the clinical simulation environment.

Work collaboratively with other technicians within the Faculty and across Whitireia.

Aid Faculty staff in the preparation of the teaching year, beginning of terms and end of term responsibilities.

Liaise with cleaning staff to ensure the labs are maintained in an appropriate order.

**Customer Focus**

Provide professional proactive customer-oriented services. This responsibility includes taking account of customer needs and activities.

**Health and Safety**

Take all practical steps to create and maintain a safe and healthy environment for employees, students and other persons.

In consultation with appropriate managers and tutors, monitor safety procedures, equipment, and provide education on their safe use.

Monitor groups of students to ensure safe practise in the practical areas.

**EXAMPLE PERSON SPECIFICATION**

**Qualifications/Experience**

**Essential**

* Well-developed oral and writing skills
* Proven experience in the ability to communicate technical issues clearly & succinctly
* The ability to problem solve technical issues
* Demonstrable skills in assimilating the functions and applications of new technology quickly and efficiently in particular the technical requirements of health simulation in education

**Desirable**

* Proven experience in the use, operation and maintenance of different simulator technologies
* Experience in simulated learning environment in the health sector
* Experience in a tertiary education environment
* Full clean drivers licence

**Personal Attributes**

* Adaptability and flexibility
* Highly developed multi-tasking skills
* High level of personal initiative and motivation
* Excellent communication skills with a broad cross section of people
* Highly developed customer service skills
* Excellent organisational, planning and coordinating skills
* Ability and willingness to learn and share information

**COMPETENCIES**

Competencies are grouped into three main areas:

**Personal Capability (self)** - how an individual conducts themselves at work

**Effective Relationships** - relating to an individual’s interpersonal behaviours

**Effective Practices** - how an individual undertakes and completes their work

The following generic competencies apply to all employees:

**Personal Capability**

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| --- | --- |
| Demonstrates strategic focus | * Demonstrates and applies knowledge of the connections between the broader tertiary education environment, and the strategic directions, goals and policies of Whitireia and applies these in practice * Contributes to developing and implementing practical strategies with/for our communities Participates in the broader professional and cultural life of the organisation |
| Upholds organisational values | * Implements te Tiriti o Waitangi, Whitireia values, Code of Ethics and Code of Conduct in everyday practice * Demonstrates openness to, communicates with, and relates appropriately to diverse cultural needs and viewpoints * Uses culturally appropriate processes and protocols in the work context |
| Focuses on outcomes | * Performs tasks to achieve the outcomes and outputs of the position * Assesses the impact and implications of own performance on the organisation |
| Participates actively in self-evaluation, review and professional development | * Critically reflects on work and uses feedback to identify strengths and areas for development * Pursues opportunities to engage in professional development to enhance expertise and practice * Maintains and develops capability to work with diverse communities and external industry and professional networks |

**Effective Relationships**

|  |  |
| --- | --- |
| Demonstrates Student/Customer/  Stakeholder Focus | * Identifies and responds appropriately to the diverse needs of students and other internal and external customers /stakeholders * Maintains appropriate behaviour and boundaries as described in Whitireia policies, including Health & Safety , Code of Conduct |
| Establishes effective relationships | * Listens actively to and considers the ideas and opinions of others * Communicates ideas and information in language style and medium appropriateto the intended audience * Develops and maintains effective working relationships both within and outside the organisation to achieve agreed outcomes |
| Works collaboratively in team | * Participates in planning achieving and evaluating team goals and purpose * Shares information, knowledge and skills that enhance team/organisational function * Identifies organisational opportunities and promotes these effectively to others * Encourages organisational learning approach * Takes leadership role in areas of expertise to achieve organisational goals |

**Effective practices**

|  |  |
| --- | --- |
| Manages work to meet outcomes | * Develops and implements a plan with clear steps to achieve required position outcomes * Follows up to determine the effectiveness of actions * Uses and manages information to be well informed and keep effective work records * Gives and receives appropriate and effective feedback * Evaluates activities (using a range of feedback) for continuous improvement based on changing circumstances and information |
| Applies solution strategies to problems | * Balances the outcome requirements with relevant people needs * Uses professional judgement and evidence to anticipate potential issues and produce workable solutions a range of problems * Works with differences to reach a shared agreement * Manages conflict and gains clear agreement and commitment from others * Contributes solutions to systems where appropriate |
| Uses organisations systems | * Operates effectively within the policy framework and legislative obligations * Uses organisation’s and team’s systems, policies and processes * Uses Whitireia resources effectively efficiently and sustainably |

**Computer Literacy Competencies**

**Effective Practices**

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| --- | --- |
| Whitireia specific skills | *Health and Safety*   * Demonstrates an understanding of ergonomic principles for computer workstations   *Whitireia Intranet*   * Demonstrates familiarity with the Intranet and the types of information that can be accessed   *Whitireia Network*   * Demonstrates familiarity with the Network including logging in and permissions |
| Software competencies | *File Management*   * Understands the organisational structure and, using the Whitireia document creation guidelines and file naming convention, correctly stores documents (using taxonomy) in appropriate location   *Email*   * Uses the email system to a proficient standard   *Outlook calendar and scheduling*   * Uses the calendar effectively   *Internet*   * Utilises the internet efficiently as position requires |
| Microsoft Office suite competencies | *Word*   * Produces documents using a range of setup, text and paragraph options. Understands the different print and save options.   *Excel*   * Produces spreadsheets using a range of setup, data formatting, simple formulae and charts and understands the different print and save options   *Powerpoint*   * Creates presentations and understands the different print and save options |
| Multi function devices (MFDs) | *Printing and Photocopying*   * Uses MFDs to photocopy, print, scan and fax documents and can replace the ink cartridge and clear jams |