



Position Description

Laboratory Team Leader - Christchurch



Position Details	
Employee Name	Click or tap here to enter text.
Position	Laboratory Team Leader
Main Location(s)	Christchurch and Dunedin
Reports to	Clinic Manager, Christchurch Indirect report to Clinic Lead, Dunedin
Direct Reports	Laboratory team in Christchurch and Dunedin clinics – andrologists, trainee embryologists, embryologists, senior embryologists, lab witnesses
Key Internal Relationships	Laboratory Team Science Team Doctors Nurse Team Colleagues FA Leaders CMG COO
Key External Relationships	Patients Patients families and partners Health Service providers – ie: radiology, laboratory

Our Organisation

Fertility Associates has experienced sustained success and growth within New Zealand as the leading provider of fertility medicine.

Our people and patients are our priority. Having talented, engaged and passionate people demonstrating care, responsiveness and excellence will result in positive patient experiences, and a workplace that we can all be proud of.

Your role is critical in our ability to deliver fertility services that brings hope for our patients, that is world-leading, and enables growth for our people and business.

Position Purpose

The main purpose of your position is to provide leadership, guidance and mentoring for the clinical embryologist team for both the Christchurch and Dunedin clinics so that they achieve a consistently high standard for diagnosis, treatment and support of patients undergoing investigation and treatment for infertility with FA. This position requires a combination of people and clinical leadership as well as a sound understanding of business as the role is part of the Clinic Leadership Team.

Contribution to our Values

CARE is demonstrated by:

- Ensuring that patients and FA staff are treated with care and compassion
- Making sure that communication is frequent, clear, relevant and supportive
- Celebrating success with the team - small and large

RESPONSIVENESS is supported/demonstrated by:

- Leading the team to improve FA methodology
- Leading by example in taking a positive and constructive response to challenges
- Coaching the team to find out and respond to patients and colleagues' different needs for communication and support – encourage accountability and flexibility

EXCELLENCE is supported/demonstrated by:

- Delivering on team goals and targets that meet or exceed FA's standards and expectations
- Leading team effort to continuously find ways to lift performance
- Using data, feedback, and the QR process to improve service and performance

Employee Initials:



Key Accountabilities	
Thorough, Efficient Laboratory Management	Expected Outcomes
<ul style="list-style-type: none"> Engage in the Clinic planning process – producing plans, budgets, information and statistics to build sound and reliable plans, budgets and forecasts Ensure a roster is created that maintains sufficient capability in the lab to meet needs whilst addressing needs for annual/sick leave, turnover, training and development, including weekends and public holidays as needed. Produce and maintain a plan for the maintenance/ replacement/upgrade of equipment as needed. Prepare capital expenditure proposals with input from CM, SD and GOM Liaise with suppliers regarding purchase of consumables and equipment Prepare monthly reports of laboratory performance as required – e.g embryology KPIs and pregnancy rates. Ensure that data collection, recording, analysis and reporting processes are in place and completed according to protocols, processes, and compliance standards. Initiate process change in a thoughtful manner, considering all stakeholders as needed. Improve effectiveness and find efficiencies 	<ul style="list-style-type: none"> Input provided to annual budgeting process Clinic and laboratory plan clearly understood by team. Rosters place that produce smooth operation in lab. Gaps in coverage identified in advance and request to other clinics made if needed. Comprehensive asset and maintenance management plan in place and used. Adequate supply of consumables Risks and costs of maintenance expense are well considered. Data and all records are secure, accurate, up to date and correctly reported on.
Promotion of Positive Team Culture & High Performance	Expected Outcomes
<ul style="list-style-type: none"> To role model FA's values and ensure that the team integrate values-based behaviours into their day to day work practices. To provide overall leadership as an effective member of the Laboratory team through: <ul style="list-style-type: none"> Communicating clearly how FA operates in clinical, people and business terms – providing regular updates Ensuring that all staff understand FA's policy and procedure framework and how this is delivered Providing effective initial induction and training plans to bring staff to accepted performance levels within a reasonable timeframe. Agreeing key goals for each team member - contributing to KPIs, Values, Competency and Personal Development. 	<ul style="list-style-type: none"> Team achieving individual and collective goals. Staff feel fully informed about the business and what is happening across FA. Ideas, suggestions coming from team – cooperative teamwork visible Team self-managing their own learning and development - but ask for help/coaching. Each team member has performance goals in BambooHR Regular one on one feedback for team members. Annual reviews completed on schedule. Team highly respected by others in the clinic and across FA. Individual development plans completed - staff report positive career development. High levels of patient satisfaction



Position Description – Laboratory Team Leader - Christchurch

- Providing regular feedback on performance (ie: in the moment and 1:1 meetings) and an annual review for each team member
- Addressing performance issues quickly and effectively.
- Providing strong and effective clinical embryology leadership in partnership with Group Operations Manager, Scientific Director, and other clinical staff.
- Work cooperatively and collaboratively within the clinic Leadership Team to achieve clinic and FA Group goals.
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Professional Member of the Laboratory Team

- Be rostered as a working embryologist /andrologist for an agreed proportion of the roster, including a share of the public holiday work.
- Ensure tasks are completed according to documented laboratory methods and protocols.
- Ensure stock levels are monitored, including laboratory consumables, equipment, media and reagents.
- Implement / maintain an efficient/cost effective stock control and supplies purchasing process.

Expected Outcomes

- Consistent, accurate, efficient and high standards of competence in all tasks.
- Effective delegation of tasks.
- Adequate supplies are maintained to provide uninterrupted service.
- Cost effective stock control
- All work areas clean and tidy after use.
- Written documentation up to date and accurate.

Leadership

- Sets clear individual and team goals that are aligned with business goals.
- Holds team accountable to what they commit to delivering.
- Ensures the right resources are available to deliver what's required.
- When leading change, brings people on the journey by explaining why, what, who, how, where, and when.
- Facilitates problem-solving and creative-thinking processes to enable innovation and improvement.
- Gives clear, timely, positive, and corrective feedback that enables development and high levels of performance.
- Creates an environment built on trust where challenging questions are asked, and learning is fostered.
- Ensures people are adequately trained and qualified to perform tasks.
- Recognises and rewards people for their input, achievements, and contributions.
- Quickly redirects activities/behaviours that are not aligned with desired goals and values.

Expected Outcomes

- Team engagement levels are high.
- Retention of key talent is high.
- Team members develop and grow.
- Training for team is compliant and completed within given timeframes.
- Team goals and measures are clearly communicated and understood.
- Workloads are distributed fairly, and team outputs are meeting expected standards.
- Team performance is high, targets are met, and key measures are on track.
- Key stakeholders recognise, respect and value how you and how your team contribute to the organisation.
- Is present at key events, leads by example, and is seen as a role model.
- Undesirable behaviour is quickly identified and dealt with.
- Team members feel recognised for their contributions.
- Key stakeholders such as colleagues and patients feel respected, heard, and valued.



Position Description – Laboratory Team Leader - Christchurch

- Holds regular meetings with the laboratory team members to ensure updates, changes and feedback is given.
- Act as a positive advocate and representative of the Laboratory and wider Clinic Team when interacting with individuals or organisations outside of the Clinic or FA.

Te Tiriti O Waitangi

- Supports the pursuit of Māori health gains.
- Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health equity.
- Enables Māori self-determination with the ability to exercise authority over their treatment according to Māori philosophies, values and practices including tikanga Māori.

Expected Outcomes

- Māori and Māori communities can exercise their authority to improve their health and wellbeing.
- We have a fair and sustainable system which delivers more equitable outcomes for Māori.
- Racism and discrimination in all its forms is addressed.
- The inclusion and protection of hauora Māori (Māori philosophy comprising of the physical, mental, family and spiritual dimensions) and mātauranga Māori (Māori knowledge and understanding).

Compliance & Continuous Improvement

- Contributes to FA-wide laboratory and scientific improvement by proactively volunteering ideas, experience and expertise to FA colleagues both in formal forums such as lab QC meetings and less formally.
- Follow the company safety policies for personal and patient safety
- Seek and use performance feedback to improve own performance
- Shares knowledge and experience to help others do things better/more efficiently
- Raise/report/escalate compliance issues or risks using the appropriate channels and encourage other team members to do the same.
- Maintain documented laboratory procedures, methods and policies for the clinic to fulfill regulatory requirements
- Maintain the laboratory's quality system and promote continuous quality improvement e.g. monthly meetings. Investigate QRs with the support of Science to resolve in a timely manner.
- Ensure that patient information is fully understood by the patient care team, with a continuous focus on improving pregnancy rates
- Working with the patient feedback data, work with the team on ways to improve patient satisfaction and service.
- Prepare and be an active participant in the annual RTAC audit.

Expected Outcomes

- Incidents that may impact on the safety, wellbeing, or effectiveness of our people or business are reported in a timely manner.
- Incident and quality reporting seen as process for improvement not 'blame'.
- Comfortable asking questions, providing feedback, critique and new ideas.
- All allocated training and compliance tasks are completed within given timeframes.
- Compliance issues, complaints and corrective actions are identified, resolved, and reduce in frequency.
- Clearly recognised as someone who offers ideas and support to colleagues.
- Compliant with RTAC Code of practice; Ngā Paerewa Health and Disability Standard 8134:2021
- Variance in pregnancy rates recognised, reported and acted upon.
- Underperformance treatment plans investigated, and remedial actions taken.



Position Description – Laboratory Team Leader - Christchurch

<p>Contribution to Scientific Development</p> <ul style="list-style-type: none"> • Participate in planning for new techniques/ services – within the clinic and across FA. • Communicate important changes with the team and feedback to Science where required. • Plan and implement changes, new methods or techniques in conjunction with other clinic staff. • Assist in the development of performance criteria for evaluation of the clinic performance. Collect data as required for scientific KPIs. • Encourage team members to be involved in projects contributing to scientific improvement. • Laboratory Team Leaders may have specific responsibilities according to their scientific talents that may at times require them to work with and report to the Science Team. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Makes an effective contribution to planning. • New or changed procedures implemented as planned and practices sustained. • Useful scientific performance criteria developed and used wherever possible.
<p>Initiative, Accountability & Positive Attitude</p> <ul style="list-style-type: none"> • Any foreseen staff shortages will be communicated to the Clinic Manager as soon as they become apparent to work through together. • Science related concerns or issues will be communicated to the Science team to work through together. • Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated. • Effectively plans and prioritises work in accordance with company and team goals/plans/objectives. • Well prepared and organized. Is punctual and responsive to the workload of others. • Displays optimism and perseveres in the face of setbacks/hurdles. • Actively sets learning/development goals for self and team and drives own learning outcomes. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Achieves accuracy targets. • Finishes all allocated work efficiently and on time. • Works well without supervision. • Positive feedback from patients and colleagues. • Displays a helpful and courteous manner. • Willingly shares learning. • Collaborates with leadership to create learning/development plans and commits to achieving set goals.

Employee Initials:



Qualifications / Experience / Skills / Ability	
Formal Qualifications	<ul style="list-style-type: none"> • Post graduate diploma in clinical embryology, biological science, clinical laboratory science or medical technology. <p>Desirable:</p> <ul style="list-style-type: none"> • Masters or PhD • Leadership training or education seen favourably
Experience	<p>Desired level of experience in a similar role:</p> <p><input type="checkbox"/> Entry (0-3 Years)</p> <p><input checked="" type="checkbox"/> Mid (3-5 Years)</p> <p><input checked="" type="checkbox"/> Senior (5+ Years)</p> <p>Experience in the following is <u>required</u>:</p> <ul style="list-style-type: none"> • Documented performance of at least 200 IVF-ET procedures • Leadership in an embryology laboratory setting - lead, coach, motivate and develop others • Work independently <p>Experience in the following is <u>desirable</u>:</p> <ul style="list-style-type: none"> • Implementing change within a team • Team building skills • Recruitment
Certifications / Licence Pre-requisites	<ul style="list-style-type: none"> • Registered as a Clinical Embryologist with the Medical Sciences Council of NZ, or able to meet the requirements to be registered.
Technical / Legislative Knowledge Required	<ul style="list-style-type: none"> • Highly competent in a wide range of ART techniques, including semen analysis, IVF, ICSI, IUI, gamete and embryo cryopreservation and vitrification, embryo hatching, isolating sperm from testicular tissue. • Can lead and implement quality control, aseptic and sterile techniques, general laboratory skills • HART Act 2004 <p>Experience in the following is <u>desirable</u>:</p> <ul style="list-style-type: none"> • Audit methodology • Research
Systems / IT Platforms	<p>Standard business tools:</p> <p><input checked="" type="checkbox"/> MS Word (Intermediate)</p> <p><input checked="" type="checkbox"/> MS Outlook (Intermediate)</p> <p><input checked="" type="checkbox"/> MS Excel (Intermediate)</p> <p>Other position specific requirements:</p> <ul style="list-style-type: none"> • Basic knowledge of Electronic Medical Records (EMRs) <p>Experience in the following is <u>desirable</u>:</p> <ul style="list-style-type: none"> • Statistical package e.g. SAS, SPSS • Medical database • Experience with RI Witness advantageous



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Physicality of the role	<ul style="list-style-type: none"> standing 60% of the day sitting 40% of the day computer work 80% of the day carrying up to 5kg rarely lifting up to 10 kg somewhat often bending, twisting somewhat often moving between areas frequently <p>Must physically be able to work in laboratory conditions, which includes wearing appropriate Personal Protective Equipment (PPE) for the job, being exposed to risk-controlled hazardous conditions and contaminants, dimmed lights, etc.</p>
Mental resilience required	<ul style="list-style-type: none"> Dealing with patients under stress Managing deadlines Managing a team of individuals with different backgrounds, differing needs and wants, personalities
Travel	<ul style="list-style-type: none"> Travel to Dunedin will be required on a regular basis, possibly overnight at times. May be required to travel nationally to assist in other FA labs on occasion.
Other	<ul style="list-style-type: none"> Is a positive role model; mature manner, democratic and professional approach Strong service orientation Excellent communication and interpersonal skills Understanding of the emotional impact of fertility and its treatment on patients Skilled at conflict management/resolution of differences Demonstrate ability to work with exceptional accuracy and attention to detail Motivated to deliver high quality care in a professional and empathic manner Act as a role model for best practice Flexible and adaptable with change Committed to continuous education Understands business data and metrics Track record of delivery to goals and expectations <p>Experience in the following is <u>desirable</u>:</p> <ul style="list-style-type: none"> Has worked in a commercial environment Working with budgets Project management

Review & Approval

Last Reviewed by:	Assoc Scientific Director, Clinic Manager FAC	Date:	13 May 2025
Approved by:	HR Manager	Date:	13 May 2025