

# Position Description

## Regional Specimen Reception Team Leader

<b>Classification:</b>	Admin Officer Grade 2
<b>Business unit/department:</b>	Pathology
<b>Work location:</b>	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> Bendigo
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
	Choose an item.
	Choose an item.
<b>Employment type:</b>	Full Time, Ongoing
<b>Hours per week:</b>	40 (38+ADO) per week
<b>Reports to:</b>	Regional Laboratory Manager
<b>Direct reports:</b>	N/A
<b>Financial management:</b>	N/A
<b>Date:</b>	July 2025

### Position purpose

The Regional Specimen Reception Team Leader is responsible for overseeing the day-to-day operations of the Central Specimen Reception (CSR) area to ensure the accurate, timely, and efficient processing of all incoming pathology specimens. This role provides leadership and supervision to CSR staff, ensuring high standards of service delivery, compliance with quality and safety standards, and adherence to laboratory protocols.

The Regional Specimen Reception Team Leader supports the Regional Laboratory Manager by managing workflow, maintaining adequate staffing levels, facilitating training and competency of staff, and contributing to continuous improvement initiatives. A key focus of the role is to uphold professional conduct, foster a collaborative team environment, and ensure excellent customer service to internal and external stakeholders.

### About the Department

Austin Health Pathology is a dynamic and growing department within Austin Health, dedicated to delivering high-quality diagnostic services across metropolitan Melbourne and regional Victoria. We proudly support Austin Health, the Mercy Hospital for Women, and a wide network of GPs and specialists.

We are currently expanding into the Hume and Loddon Mallee regions, strengthening our presence and accessibility in regional communities through a network of laboratories, collection centres and point-of-care services.

Our accredited laboratories provide a full range of diagnostic services—from routine testing to complex investigations—supported by expert advice and a strong commitment to research, education, and innovation.

As a university teaching hospital, we offer rich opportunities for learning and collaboration. Our team contributes to formal education programs for students and actively participates in research, development, and clinical trials.

Our regional laboratories deliver core pathology services tailored to meet the needs of their local communities, with the backing and support of our main 24/7 laboratory at the Heidelberg campus, which offers a full suite of diagnostic capabilities including Anatomical Pathology, Biochemistry, Blood Transfusion, Haematology, Microbiology, and Molecular Diagnostics.

This period of growth marks a significant chapter for Austin Health Pathology. We are proud to be strengthening our services and continuing to advance diagnostic care across Victoria

### Position responsibilities

- Supervise all aspects of the work and activities of the CSR staff
- Be responsible to the Regional Laboratory Manager for the quality and timeliness of the CSR processes of reception, registration, sample preparation and delivery to the laboratory
- Be aware of, and comply with, NPAAC and NATA standards and other relevant standards and guidelines
- Comply with Pathology Quality Management; including, but not limited to, reporting of Quality Incidents and Quality Improvements, document acknowledgement
- Assist Regional Laboratory Manager with incident investigation and corrective action
- Ensure staffing levels are sufficient for the workflow and report any problems to the Regional Laboratory Manager
- Ensure that all CSR staff maintain professional standards of dress, behavior, and courtesy when dealing with other staff, patients, visitors, or outside clients.
- Participate in the training all staff in performance of related procedures in specimen reception and relevant laboratory procedures. Ensure that such procedures are performed in accordance with relevant standard accepted practice and as specified in the Laboratory Procedures.
- Respond to telephone enquiries and/or direct calls appropriately
- Perform specimen reception duties as required and in accordance with policies and procedures
- Perform point of care testing as required and in accordance with laboratory procedure
- Operate, monitor, and maintain basic equipment/ laboratory instrumentation as per Austin Health Pathology protocols, ensuring adherence to maintenance schedules, troubleshooting, and quality standards as required by the laboratory site. Assist Regional Laboratory Manager with management of consumables as required
- Participate in shift and on-call roster(s) as required



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- Contribute to the continuous improvement of processes and procedures.
- Other duties as required by Regional Laboratory Manager

## Selection criteria

### Essential Skills and Experience:

- Relevant experience in pathology
- Experience or proven ability to supervise and train staff
- Good communication skills
- Excellent customer service skills including telephone manner
- Ability to work independently with minimal supervision, and as part of a team
- Ability to prioritise and to cope with stressful and emergency situations
- Ability to cope with continuous change
- Use of Microsoft Office, and other IT systems
- Professional approach to enhance patient care and provision of pathology services

### Desirable but not essential:

- Formal qualifications in laboratory techniques, pathology collection, or a related field.
- Familiarity with a range of Laboratory Information Systems (LIMS) and/or manual specimen tracking processes.
- Knowledge of accreditation standards and quality systems relevant to pathology laboratories.
- Experience in basic laboratory techniques and/or operating pre-analytical automation equipment.
- Customer service experience in healthcare or laboratory environments.
- Multilingual skills or experience working with culturally diverse populations.

## Professional qualifications and registration requirements

- There are no qualifications or registration requirements for this role

## Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.



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- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

## Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: our actions show we care, we bring our best, together we achieve, and we shape the future.
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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