

# Position Description

## Pathology Collections Supervisor

<b>Classification:</b>	Administrative Officer Grade 3
<b>Business unit/department:</b>	Pathology Department
<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"/> (Regional)
<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>	Parental Leave Cover
<b>Hours per week:</b>	40 (38 + ADO) per week
<b>Reports to:</b>	Collections Manager
<b>Direct reports:</b>	Team Leaders, Pathology Collectors
<b>Financial management:</b>	Budgeted
<b>Date:</b>	September 2025

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

### Position purpose

The Pathology Collection Supervisor is responsible for the daily organisation, rostering, and overall operation of collection services within the designated Austin Health network. Key duties include coordinating workloads, managing staff allocation, providing performance feedback, overseeing training and supervision, and handling administrative tasks.

The role ensures that Pathology Collection Services consistently deliver the highest standards of care to patients and clients, maintaining specimen integrity and safeguarding patient safety at all times.

## About the Directorate/Division/Department

Austin Health Pathology is a department of Austin Health and provides service to not only Austin Health and the co-located Mercy Hospital for Women, but also to numerous GPs and Specialists in the metropolitan and regional community.

Austin Health Pathology is currently expanding into the Hume, Loddon Mallee and Goulburn Valley areas of regional Victoria, with laboratories in Shepparton, Mildura, Echuca and Swan Hill, and a point-of-care network including Castlemaine, Kerang, Kyneton, Seymour, Cohuna and Kyabram.

Austin Health Pathology is committed to providing high quality patient care through routine and complex diagnostic services, expert advice and support for teaching and research.

Austin Health Pathology is an accredited laboratory with the National Association of Testing Authorities Australia (NATA), the Royal College of Pathologists of Australia (RCPA), National Safety and Quality Health Services Standards (NSQHS), National Pathology Accreditation Advisory Council and Medicare Australia, supported by a network of Collection Centres at hospital sites and within the community.

The Department is managed by a Pathology Executive. This group is committed to providing comprehensive laboratory testing in a manner consistent with the needs of a university teaching hospital and the strategic directions of Austin Health.

Austin Pathology plays a major role in providing teaching and research expertise and facilities to Austin Health and the wider community. Formal lectures, tutorials, seminars and job training are provided to both postgraduate and undergraduate students from The University of Melbourne and RMIT. In-house research and development, collaborative projects, and clinical trials make up the bulk of the research activities.

Austin Pathology Health at the Heidelberg Campus provides a full pathology service including Anatomical Pathology, Biochemistry, Blood Transfusion, Haematology, Microbiology and Molecular Diagnostics. Regional Austin Health pathology services are core laboratories with Biochemistry, Blood Transfusion, Haematology and Microbiology services

## Position responsibilities

### Role Specific Responsibilities

- Supervise and coordinate all activities and work of staff within the designated Pathology Collection service area.
- Participate in the On-Call roster, remaining available to respond to staff phone inquiries.
- Monitor workflow to minimise patient and client waiting times and reduce inconvenience.
- Ensure efficient, equitable, and cost-effective staff rostering, including managing excess leave, to meet workload and quality standards.
- Maintain professional standards of behaviour and courtesy when interacting with staff, patients, and clients.
- Ensure all Pathology Collection staff uphold professional behaviour, courtesy, and deliver excellent customer service.
- Oversee specimen collection procedures in accordance with Austin Pathology standard operating procedures, ISO 15189, and NPAAC requirements.



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- Ensure compliance with workplace safety standards; report and manage incidents as per Austin Health policy.
- Verify correct patient identification by staff according to Austin Pathology protocols.
- Ensure staff complete request forms accurately with all relevant patient demographic data, doctor information, and clearly identified tests.
- Take responsibility for the completion and monitoring of workload records using appropriate daily activity worksheets.
- Coordinate or participate in audits, trials, and other quality assurance activities as required.
- Maintain responsibility for own professional development and contribute to internal continuing education programs.
- Perform additional duties as necessary to enhance service performance and expansion.
- Ensure consumable supplies are maintained at adequate levels for each site, and that work environments are kept clean and organised.
- Assist with training and competency assessments for all staff, including pathology, nursing, and medical students, when needed.
- Coordinate with the Home Visit Service to allocate appropriate staff for home visits.
- Liaise with medical and hospital staff, other departments, and external General Practitioners to facilitate coordinated patient care.
- Accurately record patient and test information into the Laboratory Information System (LIS) and related databases.
- Contribute to continuous service improvement by identifying opportunities for enhancement.
- Undertake other duties as required to support and grow the service

### Position Specific

- Provide timely staff rosters and maintain up-to-date records in the Kronos rostering system at all times.
- Manage staff performance, including addressing issues and facilitating resolution.
- Review and collate monthly worksheets from all collection centres.
- Conduct regular visits to designated collection centres to ensure compliance with standards.
- Verify that all documentation and checklists are completed in accordance with NATA requirements.
- Ensure all display documents are current and consistent with the Qpulse quality management system.
- Assist with the review and updating of procedures, training materials, and competency documentation as needed.
- Prepare monitoring reports as requested and support staff Performance Review and Development (PRD) processes.
- Collaborate with the Pathology Collection Trainer to ensure rostering supports staff training, development, and competency assessments.
- Coordinate recruitment activities for new staff members.

### All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by



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following organisational safety, quality & 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-centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

#### **People Management Roles:**

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

### **Selection criteria**

#### **Essential Knowledge and skills:**

- Commitment to Austin Health values: Integrity, Accountability, Respect, and Excellence
- Certificate III or IV in Pathology Collection, or equivalent
- Relevant management qualifications with proven experience supervising and leading professional teams
- Excellent customer service skills
- Ability to work independently and collaboratively within a team environment
- Strong understanding of patient-centred care principles
- Proven organisational skills with the ability to prioritise tasks, meet deadlines, and manage systems effectively
- Excellent communication skills
- Intermediate computer proficiency, including MS Office, laboratory information systems, and databases, with a willingness to learn new systems
- Ability to adapt to continuous change
- Sound decision-making skills that consider the needs of the organisation, staff, and patients
- Valid Driver's Licence

#### **Desirable but not essential:**

- Good understanding of information technology, including clinical systems and applications related to rostering and risk management reporting
- Knowledge of home visit service operations

### **Professional qualifications and registration requirements**



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## 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.
- 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



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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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