

# Position Description

## Logistics Manager - Pathology

<b>Classification:</b>	EX06
<b>Business unit/department:</b>	Pathology
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<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
<b>Hours per week:</b>	40 (38+ADO)
<b>Reports to:</b>	General Manager (Operations)
<b>Direct reports:</b>	N/A
<b>Financial management:</b>	N/A
<b>Date:</b>	September 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, 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 Logistics Manager is responsible for coordinating and managing the logistical operations within the Austin Health Pathology network. This includes overseeing the timely and accurate transportation of specimens, supplies, and information to support the laboratory's diagnostic processes. The role requires strong organizational skills, attention to detail, and effective communication with internal teams and external partners.

### 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 Health Pathology seeks to maintain its position at the cutting edge of Pathology analytical and clinical services. The Department constantly reviews and updates testing methodologies, instrumentation, and work practices, as well as monitoring result turnaround times and other key performance indicators.

## Position responsibilities

### Role Specific:

#### General:

- Identify opportunities for process optimization, efficiency enhancement, and cost reduction within the logistics workflow.
- Implement best practices and innovative solutions to enhance the overall logistics function.
- Identify and manage continuous improvement projects.
- Implement and adhere to regulatory guidelines and quality standards relevant to specimen transportation and laboratory operations.
- Resolve any arising problems or complaints and escalate issues as required.
- Undertake other tasks or responsibilities as agreed with the General Manager (Operations)
- Work closely with the relevant internal stakeholders to ensure seamless coordination of operations.

#### Couriers:

- Assess and recommend ideal transport methods, routing or carriers to meet necessary parameters, specifications and costs.
- Recruit, train, and manage a team of couriers responsible for specimen and material transportation.
- Provide guidance and support to couriers while promoting a culture of safety and professionalism.
- Plan efficient routes to minimize transportation time and costs while adhering to safety and regulatory standards.
- Monitor and track courier activities to ensure compliance with transportation protocols.
- Work with relevant departments to facilitate the ongoing management and maintenance of the vehicle fleet.
- Implement and maintain procedures to handle different types of specimens, including hazardous materials, in compliance with safety protocols.
- Oversee the proper packaging, labeling, and handling of specimens to maintain sample integrity during transportation.



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- Collaborate with laboratory and healthcare staff to address any issues related to specimen quality or transportation deviations.
- Maintain accurate records of specimen transportation, including pickup and delivery times, locations, and any discrepancies.
- Generate regular reports for management, highlighting transportation efficiency, compliance, and any incidents.
- Collaborate with external vendors, courier services, and partners to facilitate efficient sample transportation.

#### **Supply:**

- Collaborate with procurement teams to ensure timely replenishment of supplies to avoid disruptions.
- Collaborate with vendors, negotiate contracts, and evaluate supplier performance.
- Implement and maintain processes for efficient order placement and tracking.
- Develop and implement inventory management strategies to optimize stock levels while minimizing wastage.
- Utilize inventory management software and tools to track and manage stock.
- Collaborate with pathology staff to identify and address any quality issues related to supplies or reagents.
- Recruit, train and manage a team responsible for the distribution of supplies.
- Plan and coordinate the distribution of supplies and materials to different departments or locations. This includes entry into the Austin Health procurement software as well as picking, packing and delivering to requestors location.
- Allocate supplies appropriately to different projects or processes, considering priority and demand.
- Monitor vendor performance, resolve issues, and identify opportunities for collaboration and improvement.
- Work within budgetary constraints while ensuring an adequate supply of materials for laboratory operations.
- Identify cost-saving opportunities through bulk purchasing, negotiations, or alternative suppliers.
- Collect and analyze data related to supply usage, procurement costs, and inventory turnover.
- Generate regular reports for management, highlighting key metrics and trends

#### **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. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- 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.



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## Selection criteria

### Essential skills and experience:

- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- Experience in logistics and courier operations
- Experience in fleet management
- Experience in vendor management
- Experience in inventory management
- Excellent communication and interpersonal skills.
- Excellent analytical skills including the use of excel
- Effective problem solving and negotiating techniques
- Strong work ethic

### Desirable but not essential:

- Experience in managing Pathology courier operations
- Experience in using courier management software

## 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.



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## 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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