

# Position Description

## Manager Renal Technical Services

|                                  |                                                                                                                                                                                                                              |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classification:</b>           | RZ3                                                                                                                                                                                                                          |
| <b>Business unit/department:</b> | Medical and Cancer Services/Nephrology                                                                                                                                                                                       |
| <b>Work location:</b>            | Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> (please specify) |
| <b>Agreement:</b>                | Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025                                                                                                     |
|                                  | Choose an item.                                                                                                                                                                                                              |
|                                  | Choose an item.                                                                                                                                                                                                              |
| <b>Employment type:</b>          | Full-Time                                                                                                                                                                                                                    |
| <b>Hours per week:</b>           | 40 hours per week with an ADO                                                                                                                                                                                                |
| <b>Reports to:</b>               | Divisional Manager Specialty and General Medicine                                                                                                                                                                            |
| <b>Direct reports:</b>           | Renal Technicians                                                                                                                                                                                                            |
| <b>Financial management:</b>     | Budget: A5807 Renal Technical Services                                                                                                                                                                                       |
| <b>Date:</b>                     | October 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

To efficiently and effectively manage Renal Technical Services staffing and budgetary resources, ensuring that a safe work environment maintained and staff development is of a high priority.

To ensure that all services provided comply with relevant Australian Safety Standards

Management and provision of a renal technical service that supports the clinical needs of the Department of Nephrology and our affiliate sites

### About the Directorate/Division/Department

The Department of Nephrology is a hub provider of Renal Services. It provides services and care for the spectrum of kidney disease, such as, CKD coordination, Transplantation, Home Therapies, Plasma exchange, and General Nephrology. Austin Health is the coordinating site for the Victorian Kidney Transplant Collaborative and a member of the Australian Paired Kidney Exchange Program.

Austin Health's Nephrology services comprises of an acute unit and 4 metropolitan dialysis units and 4 regional affiliated satellites with the provision of consultation and outreach services.

#### Location

The Nephrology Department consists of 5 (five) Dialysis Units and 1 In-patient Ward:

7 North – Renal – Acute In-Patient Ward, Austin Tower

CDU – Central Dialysis Unit / 7North Dialysis – Acute Dialysis Unit, Austin Tower

RDU – Repatriation Dialysis Unit, Repatriation Campus

EDU – Epping Dialysis Unit – 130 Cooper Street, Epping

NEKS – North East Kidney Service – 80 – 84 Plenty Road, Preston

HTC – Home Therapies Centre – Repatriation Campus

Renal Technical Services is a team of 4 technicians looking after dialysis and water treatment equipment in all these location plus patients homes. Currently Renal Technical services also has a contract to look after all dialysis water treatment in Dialysis Centres and home patients for Eastern Health.

**Nephrology Mission Statement:** Our commitment is the highest standard of clinical care with a focus on treatment and prevention of renal diseases. We will foster excellence in clinical training and basic research and the application of our knowledge to the progress of medicine and patient outcome.

## Position responsibilities

### Generic

- Abide by Austin Health corporate policies and practices as varied from time to time.
- Participate in Austin Health performance appraisal program as required.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.

### Management/supervisory

- Ensure a high level of work quality, develop, implement and monitor quality improvement activities within the department/ward, in accordance with Austin Health Policies as varied from time to time.
- Ensure safe work practices and environment in accordance with Austin Health Policies as varied from time to time.
- Mandatory Training
- Ensure all new employees on commencement in the department/unit complete e-learning training on Fire Safety and Bullying & Harassment.



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- Ensure that all employees participate in annual Performance Review processes
- Ensure that, at any given time, up to 80% of employees in the department/unit have completed e-learning training on Fire Safety and Bullying & Harassment.
- Ensure that employees responsible for acting as Fire Wardens complete Fire Warden training every two (2) years and within one (1) month of commencing as Fire Warden.
- Provide direction and teamwork through participatory processes.
- Plan and assign specific duties to the other technicians commensurate with their education and experience.
- Oversee the allocation of annual and other leave to ensure that adequate technical cover is maintained.
- Organise and participate in a 24 hour 7 day a week on-call roster.
- Arrange orientation and training programs for new technical staff.
- Organise relevant training courses that provide technicians up to date skills for maintaining existing equipment and introduction of new technology.

### **Technical**

- Provide a machine maintenance program that ensures all machines are to be kept to a high standard of operation.
- Provide a breakdown service that minimises interruption to the dialysis schedules in hospital, community based and domiciliary settings.
- Co-ordinate the installation of dialysis equipment that includes plumbing, water treatment, electrical works and other associated equipment.
- Ensure that relevant reference material is held in the Unit.
- Provide technical solutions that meet clinical needs. This may require innovative in-house development.
- Ensure that any technical service contract for provision of services is reviewed, maintained and any changes or issues are brought to the attention of both Austin Health and the external contract holder.
- Review and advise on any new technology available on the market.
- Assist with product trials and reviews as required.

### **Project Work**

- Work on special projects as requested by the Divisional Manager Specialty and General Medicine. These projects may be generated externally or internally. It is recognised that project work may be of such scope that it takes precedence over other position requirements. Should this be the case, renegotiation of requirements should occur with the manager.

### **Financial Accountability**

- Co-ordinate and apply resources in the most efficient and cost effective manner consistent with the aims and objectives of the unit.
- Develop machine purchasing plans that anticipate equipment needs
- Maintain accurate purchasing records of equipment and spare parts.
- Maintain adequate stock control of machines and spare parts.

### **Co-ordination**

- Liaise with other hospital departments to ensure the Nephrology Department's Technical needs are met in a timely fashion and to the prescribed standard.
- Liaise with relevant outside agencies or companies on technical issues that are relevant to the operation and service delivery of the Nephrology Department.
- Initiate, develop and maintain good business relations with companies that deal directly with the Nephrology Department.



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- Work collaboratively with the Divisional Manager Specialty and General Medicine, Nurse Managers and associated staff on issues that are relevant to the purchasing and use of consumables and equipment.

### **Quality Matters**

- Maintain a Quality Assurance program that meets the needs of the technical servicing area.
- Ensure that the area meets accreditation standards through the National Accreditation Standards.

### **Professional Development**

- Fulfil in house lecturing commitments as requested.
- Attendance at professional forums with appropriate feedback.

## **Selection criteria**

### **Essential skills and experience:**

- Knowledge or training in Haemodialysis and Reverse Osmosis equipment
- Proven ability to manage and work in a small team.
- Demonstrated communication skills.
- Computer literacy.
- Maintenance of Victorian Drivers Licence.

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

- Mechanical ability to assemble plumbing and basic mechanical systems
- An understanding of three phase motors and pumps
- Ability to assess a domestic home for Electrical and plumbing modifications
- Hospital or HealthCare based industry experience.

## **Professional qualifications and registration requirements**

Tertiary qualifications in;

- Biomedical Engineering or Science or
- Electronic Engineering

## **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.



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- 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 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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