

Position Description

Grade 2 Medical Laboratory Technician - Point of Care Testing

Classification:	Grade 2 - Medical Laboratory Technician
Business unit/department:	Pathology
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> (please specify)
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	40 (38+ADO)
Reports to:	Point of Care Testing Manager
Direct reports:	N/A
Financial management:	N/A
Date:	July 2025

Position purpose

The Grade 2 Medical Laboratory Technician – Point of Care Testing (POCT) supports the effective delivery, operation, and quality assurance of point-of-care diagnostic services across the Austin Health Pathology network. Working under the direction of the POCT Manager and senior scientific staff, the role assists in maintaining POCT devices, managing consumables, and supporting the accuracy and reliability of test results used in patient care.

This position plays a key role in supporting clinical users through training, guidance, and basic troubleshooting, contributing to the safe and effective use of POCT equipment. The technician also participates in maintaining compliance with relevant laboratory quality standards, accurate documentation, and data integrity across all sites.

About the Directorate/Division/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

Technical Support & POCT Operations

- Assist with the daily operation, routine maintenance, and basic troubleshooting of POCT equipment across the network, under the direction of the POCT Manager
- Assist in installation and operational setup of new POC devices and assays.
- Ensure POCT devices are functioning within expected parameters and report abnormalities to senior staff.
- Assist with the management of reagents, consumables, and quality control materials.

Quality Assurance & Compliance

- Support compliance with relevant standards (e.g., ISO 22870, ISO 15189, NATA/RCPA requirements).
- Support internal and external quality assurance programs including sample distribution and communication of requirements.
- Report and document incidents, non-conformances, or device malfunctions as per the POCT quality system.

Training and Competency

- Assist in the delivery training for clinical and nursing staff on the correct use of POCT equipment.
- Maintain accurate training records and support the ongoing competency assessment program.
- Provide guidance to users on best practice procedures, troubleshooting, and safety when using POC devices.



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Data Management & Documentation

- Maintain clear and accurate records of maintenance, QC, stock use, and user training.
- Support data integrity and connectivity between POCT devices and laboratory/hospital information systems.

Collaboration & Communication

- Work closely with POCT Scientists and the POCT Manager to maintain consistent standards and practices across all sites.
- Respond to queries from clinical staff, escalating technical or complex issues as needed.
- Attend team meetings and contribute to the review of standard operating procedures and documentation.

Selection criteria

Essential skills and experience:

- Completion of a Certificate or Associate Diploma of Applied Science (Medical Laboratory) a Certificate, Diploma or Advanced Diploma in Laboratory Technology or Laboratory Operations, or equivalent, or equivalent relevant qualification.
- Sound understanding of laboratory practices, particularly relating to point-of-care testing.
- Basic knowledge of laboratory quality systems and the importance of compliance with accreditation standards.
- Ability to follow procedures accurately and maintain detailed records.
- Effective communication and interpersonal skills to interact with clinical teams and provide user support.
- Demonstrated ability to work both independently and as part of a team in a clinical or laboratory setting.
- Strong organisational skills with attention to detail in routine tasks.
- Current valid driver's licence and ability to travel between healthcare facilities as required.

Desirable but not essential:

- Previous experience working in a point-of-care or small laboratory environment.
- Familiarity with POCT device interfaces, middleware, or data management systems.
- Involvement in quality or audit activities within a healthcare or laboratory setting.
- Qualifications in training

Professional qualifications and registration requirements

- Certificate or Associate Diploma of Applied Science (Medical Laboratory) a Certificate, Diploma or Advanced Diploma in Laboratory Technology or Laboratory Operations, or equivalent

Quality, safety and risk – all roles



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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 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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