Position Description

Regional Laboratory Manager

Classification:	Medical Scientist, Grade 4 (RZ5 – RZ7)
Business unit/department:	Pathology
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☒ Swan Hill
Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
Employment type:	Part-Time
Hours per week:	36
Reports to:	Regional Pathology Manager
Direct reports:	Laboratory Staff (Medical Scientist, Specimen Reception Laboratory Assistants)
Financial management:	Budget: NA
Date:	November 2026

Position purpose

The Regional Laboratory Manager oversees the operations of a regional pathology laboratory, ensuring the delivery of accurate, timely, and high-quality diagnostic testing services. This role encompasses both scientific and administrative responsibilities, with a strong focus on operational leadership, quality assurance, and service excellence.

A highly experienced laboratory scientist, the Regional Laboratory Manager brings in-depth knowledge across a broad spectrum of diagnostic tests and methodologies. The position requires demonstrated expertise, a commitment to best practices, and an ongoing dedication to professional growth and innovation.

Key responsibilities include managing laboratory personnel to ensure efficiency and accuracy, maintaining compliance with safety and accreditation standards, overseeing budget and resource allocation, and implementing robust quality control systems.

In addition to operational oversight, the Regional Laboratory Manager contributes to strategic planning, leads workforce development initiatives, and fosters effective collaboration with clinical teams and external stakeholders to enhance patient care and drive continuous improvement.

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

Laboratory Leadership & Operational Management

- Assume responsibility and provide overall leadership and direction for the effective operation of the regional laboratory, ensuring high standards of performance, efficiency, and service delivery.
- Continuously review laboratory workflows and processes to enhance efficiency, quality, and client satisfaction.
- Supervise and mentor laboratory staff, ensuring high performance and adherence to professional and technical standards.
- Foster a collaborative team environment through regular communication, meetings, and leadership visibility.
- Lead recruitment, onboarding, and induction of new staff members.
- Manage staffing levels, labour costs, and roster planning to meet operational requirements and adhere to budgeted key performance indicators (KPIs).
- Monitor and manage staff leave, absenteeism, and turnover to minimise disruption and maintain operational effectiveness.
- Prepare and publish laboratory rosters in advance and maintain a flexible approach to workload demands, including participation in on-call and weekend rotations.
- Conduct regular performance reviews and formal annual appraisals; manage disciplinary and grievance procedures as required.

- Ensure all staff are trained and maintain competency in line with documented methods, SOPs, and accreditation requirements.
- Maintain up-to-date and accurate training records for all staff and support continuing professional development.
- Participate in the laboratory roster including on-call as required.
- Demonstrate a commitment to ongoing personal and professional development and encourage the same in others.

Quality Management

- Ensure laboratory operations comply with all relevant regulatory, accreditation, and organisational standards, including NATA and NPAAC requirements.
- Oversee and maintain quality control and quality assurance programs, ensuring corrective actions are taken and documented as required.
- Lead preparation and participate in internal and external audits including accreditation assessments.
- Monitor quality indicators and initiate quality improvement and risk reduction initiatives.
- Ensure all staff are familiar with relevant procedures, documents and incident reporting systems
- Review all laboratory documentation as required

Diagnostic Testing & Scientific Oversight

- Experience and competence in the performance and understanding of a wide range of diagnostic laboratory tests and procedures. Organise and supervise other staff to do the same
- Experience and an understanding of quality control, quality assurance and other requirements of Point of Care Testing
- Provide oversight of all testing performed, ensuring accuracy, clinical relevance, and timely release of results.
- Authorise and interpret laboratory results, ensuring significant findings are promptly communicated to relevant stakeholders.
- Supervise the prioritisation of workflows to ensure turnaround time (TAT) and client expectations are met.
- Support staff in test method selection and assist clients with interpretation of complex results.
- Ensure all laboratory equipment is maintained in optimal working condition, with scheduled servicing and responsive repairs completed as required.
- Manage consumables and inventory within budgetary constraints to ensure consistent test delivery and prevent stockouts.
- Evaluate and introduce new technologies and instruments as appropriate, in consultation with relevant departments.

Client & Stakeholder Engagement

- Act as a key point of contact for clinicians, clients, vendors and support services, ensuring prompt and professional communication.
- Provide expert guidance to clients on test selection, result interpretation, and laboratory capabilities.
- Liaise effectively with internal stakeholders, including other regional laboratories, the Clayton Laboratory, Pathologists, and support teams.
- Contribute to business development by supporting the Marketing team in identifying and pursuing growth opportunities.
- Represent the laboratory at internal committees and external forums as required.

Selection criteria

Essential skills and experience:

- Minimum of 7 years' experience or as deemed appropriate to specific site
- Significant and extensive post-graduate experience in Biochemistry and/or Haematology and/or Immunohaematology
- Demonstrated management and leadership ability
- Demonstrated analytical problem solving and corrective action
- Demonstrated commitment and ability to cope with organisational change
- A sound understanding of quality systems in Pathology
- Proven ability to communicate with a wide variety of personnel including clients
- Demonstrate professional, ethical and respectful behavior at all times in accordance with our core values
- Works effectively as part of a broader team
- Self-motivated and innovative with a focus on achievement
- Exhibits sound organisational skills with experience working under tight deadlines to meet day to day targets, the ability to multi-task and prioritise work under pressure

Desirable but not essential:

- Membership of relevant professional society
- Current NATA Assessor
- A Post Graduate qualification in a specific discipline or management would be desirable.
- Experience in a regional pathology laboratory

Professional qualifications and registration requirements

- Tertiary degree in Medical Laboratory Science or equivalent or as defined by NPAAC for a Scientist.

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 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.