

# Position Description

## Pathology Client Services Administrator

<b>Classification:</b>	HS2
<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 checked="" type="checkbox"/> Shepparton Lab
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Employment type:</b>	Full-Time
<b>Hours per week:</b>	38 + ADO (monthly)
<b>Reports to:</b>	Manager Pathology Client Services
<b>Direct reports:</b>	Nil
<b>Financial management:</b>	Budget: Nil
<b>Date:</b>	31/07/2025

### Position purpose

The Pathology Client Services Administrator is responsible for assisting in the provision of client services provided to both internal and external clinicians by Austin Pathology.

The Client Services IT Administrator will assist the Client Services Team to ensure all client needs are being met in the pre and post analytical delivery of services. This includes the ongoing management and oversight of the Austin Pathology client database, the maintenance of referrer information integrity, and the optimization of result delivery methods. Additionally, the role involves fostering connections with clients and external partners, along with adept troubleshooting to ensure a superior level of service delivery.

### 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

- Assist in the management of internal and external client services of Austin Pathology and ensure appropriate and efficient delivery of high-quality service provision.
- Ensure key stakeholder relationships are positively fostered and ensure ongoing compliance with service level agreements and associated key performance measures.
- Assist in providing adequate and effective communication to key stakeholders and clients, liaising with internal departments to provide high quality solutions to meet client needs.
- Assist in ensuring the Austin Health Pathology website is maintained and any form of information provided to clients of the service is accurate and up to date.
- Extract and compile statistic reports for the department and key stakeholders.
- Capture and facilitate electronic and other result delivery formats as required, retriggering results to clinicians where appropriate.
- Maintain the integrity of Austin Pathology's client database ensuring referrer's information is complete and up to date through client contact and investigation where necessary.
- Assist with complaints management ensuring any issues are documented in the quality management software, followed up appropriately and responded to.
- Log and monitor tickets with Pathology IT to resolve system issues, communicating outcomes with clients where required.
- Support the creation of training packages, including documents and digital assets to provide training to internal and external clients across our state-wide network.
- Assist in the provision of pathology consumables and request forms to internal and external clients, working with vendors to promptly fill requests.
- Support Client Services projects through provision of administrative support as required.
- Answer telephone and email enquiries



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- General clerical and data entry duties such as filing and report distribution.
- Other duties as required

## Selection criteria

### Essential skills and experience:

(User to enter information below using dot points)

- Excellent customer service skills and demonstrated ability to deal with a wide range of stakeholders
- Excellent communication skills (written and oral)
- High level of attention to detail
- Strong IT skills with the ability to assist with troubleshooting
- Familiarity with database management
- Microsoft 365 Suite proficiency
- Able to execute organization priorities and switch task focus while working in a fast paced and ever-changing environment
- Demonstrated commitment and proven ability to initiate and manage organizational and technological change
- Appropriate experience in a health care setting
- Willingness to travel both regionally and within metro as required.
- A commitment to Austin Health values

### Desirable but not essential:

(User to enter information below using dot points)

- A strong understanding of pathology operations
- Experience in a feedback management role
- An understanding of quality systems

## Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role.

## 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.



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## 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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