

Position Description

Pre-Analytical Support Officer

Classification:	HS2
Business unit/department:	Pathology – Central Specimen Reception
Work location:	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)
Agreement:	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.
Employment type:	Full-Time, Fixed Term
Hours per week:	40 (38 + ADO)
Reports to:	Pre-Analytical Services Manager
Direct reports:	Pre-Analytical Support Supervisor
Financial management:	Budget
Date:	May 2025

Position purpose

The Pre-Analytical Support Officer is a vital member of our pathology services team, reporting directly to the Pre-Analytical Support Supervisor. This role is responsible for the efficient and accurate execution of pre-analytical tasks, including the preparation of recollects, data analysis, reporting, and supporting warfarin management and doctor maintenance activities. Additionally, the Pre-Analytical Support Officer also responds to enquiries from laboratories, collectors, patients, healthcare providers, and other stakeholders with professionalism and empathy, providing clear and accurate information. By maintaining high standards and supporting the pathology team, this role helps ensure reliable services and excellent patient care.

About the Directorate/Division/Department

Austin Health Pathology is a department of Austin Health, delivering high quality, comprehensive, and evidence-based pathology services to Austin Health, the co-located Mercy Hospital for Women, and a broad network of metropolitan and regional healthcare providers. The department is committed to providing exceptional patient care through routine and complex diagnostic services, expert advice, and dedicated support for teaching and research. As an accredited laboratory with the National

Association of Testing Authorities Australia (NATA), the Royal College of Pathologists of Australasia (RCPA), and other key regulatory bodies, Austin Health Pathology maintains rigorous standards in all aspects of service delivery. The department is managed by a Pathology Executive, ensuring laboratory testing aligns with the needs of a university teaching hospital and the strategic directions of Austin Health. Through continuous review and innovation in testing methodologies, instrumentation, and work practices, Austin Health Pathology seeks to remain at the forefront of analytical and clinical pathology services, supporting both clinical care and research excellence.

Position responsibilities

Role Specific:

- Available to work a range of shifts, including evenings, weekends, and overnight, as required to meet service demand. Shift patterns and hours may vary depending on site operational requirements.
- Assist in the provision of high-quality internal and external administrative duties, including investigating incidents in the pre- and post-analytical environment to ensure seamless end-to-end service.
- Register and update patient and specimen information in the Laboratory Information System (LIS) and client database with high accuracy and efficiency, ensuring integrity and confidentiality at all times.
- Maintain the integrity of the client/clinician database, documentation and take responsibility for the completion and monitoring of assigned tasks or workload.
- Monitor and maintain key performance indicators using LIMS and phone software; review and analyse data for trends, errors, and recollections; prepare and present reports as required.
- Respond to and assist with email, telephone, and in-person inquiries, directing calls and information appropriately to healthcare professionals and other staff.
- Collaborate with clinicians and medical staff, particularly for the Anticoagulation service, and provide support and information to anticoagulation patients as needed.
- Maintain professional standards, behaviour, and courtesy when dealing with hospital staff, patients, and clients.
- Capture and facilitate electronic and other result delivery formats as required, retriggering results to clinicians and patients where appropriate.
- Ensure key stakeholder relationships are positively fostered and all internal and external enquiries are actioned appropriately and effectively.
- Assist with the documentation of processes and policies in line with NATA and NPAAC standards.
- Coordinate with other laboratory personnel to ensure smooth workflow and timely processing of samples.
- Operate, monitor, and maintain pre-analytical equipment, ensuring adherence to maintenance schedules, troubleshooting, and quality standards as required by the laboratory site.
- Perform both manual and automated specimen handling tasks as required by the specific laboratory setting and support specimen reception activities at both central and remote/outreach laboratory sites as needed.
- Complete all tasks in accordance with departmental and organisational policies and procedures.
- Adhere to the pathology quality system requirements, including proper handling of hazardous materials and infection control protocols.
- Provide support across the network, including central and remote/outreach sites, during system downtimes or high-demand periods to minimize disruption and maintain workflow.
- Participate in ongoing training and competency assessments to maintain high standards across all laboratory sites.
- Contribute to the continuous improvement of processes and procedures.
- Undertake additional duties as required by the manager.



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Selection criteria

Essential skills and experience:

- Experience working in a pathology or clinical laboratory environment, including handling, sorting, and preparing pathology specimens, and troubleshooting and resolving issues.
- Demonstrated experience in pathology or healthcare setting in root cause analysis and complaint resolution.
- High attention to detail, ensuring accuracy in specimen identification, documentation, and data entry, and adherence to strict protocols and accreditation standards for specimen processing and patient confidentiality.
- Effective verbal and written communication skills, professionalism, empathy, confidentiality, and the ability to work both independently and collaboratively within a team to ensure efficient workflow and high-quality service.
- Excellent organisational skills and the ability to prioritise tasks, adapt to changing priorities, and support continuous improvement in a fast-paced environment.
- Willingness and availability to work a range of shifts as required by service demand and site operational requirements.
- Proficiency in Laboratory Information Management Systems (LIMS), Microsoft Office applications and related laboratory systems.
- Demonstrated professionalism, empathy, and confidentiality in all interactions with patients and stakeholders.

Desirable but not essential:

- Formal qualifications in science, laboratory techniques, pathology collection, or a related field.
- Experience in operating pre-analytical automation equipment and/or knowledge of collection processes.
- Knowledge of accreditation standards and quality systems relevant to pathology laboratories, including NATA and NPACC.
- Basic understanding of the Medicare Benefits Schedule (MBS) and/or experience with clinical systems relevant to risk management.
- Customer service experience, especially in healthcare or laboratory environments.
- Multilingual skills or experience working with culturally diverse populations.
- Understanding of anticoagulant therapy and its clinical management.

Professional qualifications and registration requirements

- Formal qualifications are not required for this position.



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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.



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