

Position Description

Pathology Collection Manager

Classification:	HS6
Business unit/department:	Pathology
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (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
Hours per week:	40 (38+ADO)
Reports to:	General Manager (Operations)
Direct reports:	Collection Supervisor(s) and oversight of Pathology collectors, via collection supervisor(s) and team leaders
Financial management:	Budget:
Date:	June 2026

Position purpose

The Pathology Collection Manager is responsible for the safe, efficient, and consistent delivery of pathology collection services across the Austin Health network. The role provides operational and strategic leadership to ensure services meet agreed service levels, quality KPIs, and accreditation standards, while delivering a high standard of customer service to patients, clinicians, and stakeholders.

The position oversees the day-to-day operations and long-term development of specimen collection services, ensuring standardised practices, effective workforce management, and compliance with all relevant legislative, clinical, and accreditation requirements.

The incumbent will demonstrate strong industry expertise in pathology collection services, with a thorough understanding of regulatory frameworks, and will contribute to the ongoing improvement and future direction of the service.

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

Operational Leadership & Service Delivery

- Lead and manage pathology collection services across the network, ensuring efficient, high-quality service delivery, operating with broad direction
- Provide leadership and support to team leaders, supervisors, and frontline collection staff
- Ensure services meet service level agreements (SLAs) and associated performance indicators
- Oversee daily operations across collection centres, wards, and home visit services

Quality, Safety & Compliance

- Ensure all collection services comply with NATA standards and relevant legislative and regulatory requirements
- Maintain and implement departmental policies and procedures
- Monitor safety, quality, and risk, ensuring incidents are reported, investigated, and addressed
- Oversee complaints management, including root cause analysis and continuous improvement actions

Patient Experience & Service Standardisation

- Drive a patient-centred approach to care, with a focus on reducing anxiety and supporting diverse communities
- Standardise collection processes across all sites to ensure consistency and specimen integrity
- Ensure appropriate information is provided to patients, including billing requirements for non-rebatable tests

Stakeholder Engagement & Communication

- Build and maintain strong relationships with internal and external stakeholders



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- Ensure effective communication across teams, including regular staff meetings and updates
- Provide regular reporting and feedback to the Pathology Executive

Workforce Leadership & Development

- Lead workforce planning, recruitment, onboarding, and retention strategies
- Oversee training, competency assessment, and ongoing professional development
- Manage staff performance, including coaching, performance management, and disciplinary processes in collaboration with HR
- Promote a professional and respectful workplace culture

Strategic & Financial Management

- Contribute to the development and delivery of strategic goals for pathology collection services
- Support service expansion and integration of new collection centres
- Monitor and manage service budgets in collaboration with the General Manager (Operations)
- Identify opportunities for efficiency, cost optimisation, and service improvement

Selection criteria

Essential skills and experience:

- Relevant qualifications and/or significant experience in phlebotomy or pathology collection
- Demonstrated leadership experience in a multi-site pathology collection or healthcare environment
- Strong understanding of pathology collection standards, accreditation, and regulatory requirements
- Excellent communication and stakeholder engagement skills
- Proven ability to deliver outcomes in a fast-paced, complex environment
- Strong leadership, organisational, and problem-solving skills
- High level of digital and IT capability
- Commitment to quality, safety, and patient-centred care
- Willingness to travel across metropolitan and regional sites as required

Desirable but not essential:

- Formal qualifications in leadership or management
- Demonstrated experience leading organisational change and service improvement initiatives
- Experience in workforce planning

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.



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- 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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