

Position Description

Pathology Courier

Classification:	JJ7 - Driver
Business unit/department:	Pathology
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☒ Shepparton
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Part time or casual
Hours per week:	As per contract
Reports to:	Pathology Logistics Team Leader
Direct reports:	N/A
Financial management:	N/A
Date:	July 2025

Position purpose

The Pathology Courier is responsible for providing a reliable and timely transport service across the Austin Health Pathology network. This role primarily involves the collection and delivery of pathology specimens and blood products, while also supporting the logistics of other essential items through activities such as picking, packing, receiving, and distributing goods within the network.

This position requires strong organisational skills, a high level of attention to detail, and the ability to communicate effectively with both internal stakeholders and external partners.

As a key contributor to the efficiency of diagnostic services, the Pathology Courier ensures that all specimens and materials are handled in accordance with strict regulatory and safety standards, maintaining the integrity and confidentiality of sensitive medical items.

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

- Provide efficient and reliable customer-focused courier transport services.
- Strictly comply with Fleet Management Policy and Procedures when driving an Austin Health Pathology fleet vehicle
- Comply with documented procedures to ensure specimen integrity is maintained as per accreditation standards for the transport of specimens
- Communicate with internal and external stakeholders in a friendly and customer focused manner to ensure seamless coordination of operations.
- Comply with relevant code of dress.
- Drive the Pathology fleet vehicles (Van or Car) to the various Austin Health Pathology sites and specified external locations to deliver goods, specimens and documentation via schedule or ad-hoc basis as required.
- Back fill courier routes as required.
- Respond to requests for unscheduled pick/ups and deliveries in a timely manner, to ensure that the clients and Pathology testing requirements are met
- Use of barcode tracking system and other technology as necessary for service delivery.
- Complying with keeping accurate logbook records on Pathology Specimen collections when requested
- Conduct scheduled safety checks and vehicle audits to identify/report any issues with equipment.
- Carry out minor maintenance activities on transport courier vehicles, such as tyre pressure checking, oil checking, cleaning and re-fueling



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- Pick, pack, order and distribute stock for Pathology services as needed
- Operate manual handling equipment ensuring safe work practices.
- Resolve any problems arising or complaints and escalate issues as required.
- Complete other duties as directed by manager

Selection criteria

Essential skills and experience:

- A demonstrated safe driving history and adherence to safe driving practices
- Demonstrated commitment to quality and excellence in service delivery.
- Demonstrated ability to establish and maintain effective relationships with members of staff, internal and external service providers, clients and the public at all levels in a professional, confidential and courteous manner.
- Ability to meet deadlines and maintain high levels of accuracy and attention to detail.
- Excellent organisational skills with the ability to determine priorities and organise workload effectively and efficiently.
- Well-developed verbal and written communication skills.
- Flexible attitude to work requirements.
- Basic computer skills or a willingness to learn.
- Ability to work with minimal supervision.
- Full, non-restricted Victorian drivers licence.

Desirable but not essential:

- Experience in pathology operations
- Experience in pick, packing and distribution
- Experience in courier operations

Professional qualifications and registration requirements

- Full, non-restricted Victorian drivers licence.

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.



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- 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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