

Austin Health Position Description



Position Title: CSR Team Leader

Classification:	HS2
Business Unit/ Department:	Pathology - Central Specimen Reception
Work location:	Austin Health <input checked="" type="checkbox"/> Heidelberg Repatriation <input type="checkbox"/> Royal Talbot <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
Employment Type:	Full-Time
Hours per week:	40 (38 + ADO)
Reports to:	CSR Supervisor
Direct Reports:	
Financial management:	Budget:
Date:	2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

About Austin Health Pathology

Austin Health Pathology is a department of Austin Health and provides service to not only Austin Health and the co-located Mercy Hospital for Women, but also to numerous GPs and Specialists in the metropolitan and regional community. Austin Health Pathology is currently expanding into the Hume, Loddon Mallee and Goulburn Valley areas of regional Victoria, with laboratories in Shepparton, Mildura, Echuca and Swan Hill, and a point-of-care network including Castlemaine, Kerang, Kyneton, Seymour, Kilmore, Cohuna and Kyabram. Austin Health Pathology is committed to providing high quality patient care through routine and complex diagnostic services, expert advice and support for teaching and research.

Austin Health Pathology is an accredited laboratory with the National Association of Testing Authorities Australia (NATA), the Royal College of Pathologists of Australia (RCPA), National Safety and Quality Health Services Standards (NSQHS), National Pathology Accreditation Advisory Council and Medicare Australia, supported by a network of Collection Centres at hospital sites and within the community.

The Department is managed by a Pathology Executive. This group is committed to providing comprehensive laboratory testing in a manner consistent with the needs of a university teaching hospital and the strategic directions of Austin Health.

Austin Health Pathology seeks to maintain its position at the cutting edge of Pathology analytical and clinical services. The Department constantly reviews and updates testing methodologies, instrumentation, and work practices, as well as monitoring result turnaround times and other key performance indicators.

Purpose and Accountabilities

Role Specific:

Under the direction of the Pre-Analytical Services Manager and CSR Supervisor, the Team leader will be responsible for training staff and maintaining training records for Central Specimen Reception (CSR).

This position requires relevant experience in CSR processes and customer service, together with knowledge of pathology. The Trainer will also support the department by preparing and updating documents to according to laboratory protocols and

accreditation requirements.

- Participate in a 24 hours service, 7 days a week rotating roster across all locations.
- Be available to relieve the team leader of their on-call duties if required.
- Co-ordinate, supervise and maintain all aspects of the training and assessments across the pre-analytical area.
- Create, implement and assess online training programs
- Schedule, train, supervise and assess staff on all training modules
- Prepare and present education modules for pre-analytical across the CSR network
- Provide training support, direction and feedback across the CSR network
- Be responsible to monitor and maintain procedures and training documents
- Complete checking and auditing of staff registrations and providing feedback.
- Assist in providing adequate and effective communication to key stakeholders and liaise with internal departments.
- Answer, investigate and resolve all telephone and email enquiries.
- Support and assist with all aspects of the day to day work and activities in CSR.
- Assist the Pre-Analytical Services manager for the documentation of all relevant processes and policies to NATA and NPAAC standards.
- Has a sound understanding of ISO and NPAAC requirements for pathology in the pre-analytical area.
- Prepare reports for the Pre-Analytical Services Manager as required.
- Maintain key stakeholder relationships are positively fostered and all internal and external enquiries are actioned appropriately and effectively.
- Report any incidents into Austin Health Riskman and Pathology Q Pulse Quality Management system.
- Attend and participate in seminars, conferences, and continuing education programs within the Department and externally.
- Other duties as requested by Pre-Analytical Services Manager and CSR Supervisor.

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and

- actively contribute to organisational quality and safety initiatives.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs.
 - Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements.
 - Maintain knowledge applicable to pathology that supports pathology education

Selection Criteria

Essential Knowledge and skills:

- A commitment to Austin Health values
- Minimum 3 years' experience in pathology
- Minimum 3 years' experience in a leadership role
- Training qualification or relevant industry experience
- Experience in developing and maintaining process and policy documents in line with NATA and NPAAC standards
- Strong communication skills (verbal/written)
- Demonstrated experience in Laboratory information systems and processes
- Excellent customer service skills
- Demonstrated computing skills including Microsoft Excel, database queries
- A strong work ethic with ability to manage continuous change
- Ability to work with minimal supervision and in a team situation
- Ability to prioritise and change direction in a fast-paced environment to meet service needs and ensure best possible clinical outcomes

Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications relevant to risk management reporting
- Experience in presenting in a clinical and/or non-clinical setting
- Knowledge and/or experience in a technical discipline
- Experience in rostering

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#).

Document Review Agreement

Manager Signature	
Employee Signature	
Date	

People Management Role-Direct Reports

