

Position Description

Pathology Collector Team Leader Grade 4

Classification:	Pathology Collector Team Leader Grade 4
Business unit/department:	Specimen Pathology Collection
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input checked="" type="checkbox"/> (please specify)
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Employment type:	Full-Time
Hours per week:	40
Reports to:	Pathology Collection Supervisor
Direct reports:	N/A
Financial management:	Budget: n/a
Date:	Nov 2025

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

This position requires relevant experience in Pathology Collection processes and customer service together with a general knowledge of pathology. The Team Leader will be responsible with assisting the Collection Supervisor with, rostering, On Call, training and general operation of the collection service across the designated Austin area. Supporting Pathology Collection Services in maintaining the highest level of service at all times to our patients and clients and ensuring that specimen integrity is maintained and patient care is not compromised

About the Directorate/Division/Department

Austin Health Pathology (AHP) provides comprehensive laboratory pathology testing to all the campuses of Austin Health and Mercy Hospital for Women. AHP also provides specialised testing to a number of external clients, including other public and private pathology laboratories. Pathology services are provided in a manner consistent with the needs of a university teaching hospital and the strategic direction of Austin Health. AHP performs high volume tests and most complex low volume testing, with an expanding volume of point of care testing performed at the majority of metropolitan

and rural campuses. Its specialty areas of expertise include molecular diagnostics, thrombophilia testing, protein chemistry, neuropathology, hepatopathology, gynaecologic and perinatal pathology, and isolation and identification of antibiotic resistant pathogenic organisms. AHP has recently commenced service provision in regional Victoria and is planning for further integration that will arise from a broader State-wide pathology reform program recently announced by DHHS. The reform will deliver the establishment of three pathology networks across the state, with the aim of improving patient outcomes by ensuring equitable and consistent access to high quality testing. AHP is managed by the Pathology Executive (PE), comprising the Chief Medical Officer, Medical Director of Pathology, the Pathology General Manager (Operations), Pathology Business Manager, and other discipline leads, and is responsible for both the service and business aspects of the Pathology Service. AHP plays a major role in providing teaching and research expertise and facilities to Austin Health and the wider community. Formal lectures, tutorials, seminars and job training are provided to both post graduate and undergraduate students from The University of Melbourne and RMIT. In house research and development, collaborative projects, and clinical trials make up the bulk of the research activities.

Position responsibilities

Role Specific:

- Participate in rotating rosters, training and competencies as required.
- Be accountable to the Pathology Collection Supervisor for all professional collection-related issues.
- Perform specimen collection, including ECGs, according to Austin Pathology standard operating procedures. Ensure safety standards required are met at all times. Report and deal with any incidents according to Austin Health policy.
- Ensure that all patients are correctly identified following Austin Pathology protocols.
- Ensure that requests are complete and include all relevant patient identity and demographic data, doctor name, as well as clearly identifying the tests required.
- Ensure that adequate supplies of consumables are available and that the work environment is clean and appropriately maintained.
- Minimise patient/client waiting time and inconvenience.
- Take responsibility for ensuring completion and monitoring all workload recording on the appropriate daily activity worksheets.
- Monitor and maintain equipment as required.
- Participate in audits, trials or other quality activity as required.
- Maintain responsibility for own professional development.
- Assist in the training, assessment and development of nursing students, enrolled nurses and others as required.
- Ensure that all procedures and protocols are followed in accordance to ISO:15189 and NPAAC requirements.



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- Rotate to other collection centres, both internal and external as necessary.
- Maintain professional standards of dress, behaviour, and courtesy when dealing with Hospital staff, patients and clients.
- Ensure that excellent customer service is always provided to our patients, clients and other staff.
- Undertake other duties as required to enhance the performance and expansion of the service.

Position Specific: Team Leader

- Perform On Call roster responsibilities, being available to answer phone calls from staff.
- Ensure efficient, equitable and cost-effective rostering of staff to meet the workload and quality requirements of the pathology collection service.
- Be responsible for overseeing the ordering of consumables and ensure that adequate supplies of consumables are available and the work environment is clean and appropriately maintained.
- Have a sound understanding of ISO: 15189 and NPAAC requirements and ensure that all procedures and protocols are followed.
- Assist in the selection and appointment of staff where required.
- Assist in the training and competency of all staff where required.
- Report directly to the Pathology Collection Supervisor or Client Services Team on all Clinical and Management issues.
- Management of timesheet entries

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values: Together We Achieved, We Bring Our Best, Our Actions Show We Care, We Shape the Future
- Excellent communication skills and customer service skills.
- Excellent computer skills, willingness to learn new systems as required
- Displays commitment and enthusiasm for the job. A strong work ethic.
- Completion of Certificate III in Pathology Collection
- Experience and expertise in all aspects of pathology collection.
- Demonstrated ability to function autonomously within the work environment.
- Ability to take direction and responsibility as delegated.



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- Ability to work as an effective team member.
- Possess current Drivers licence

Desirable but not essential:

- A sound understanding of information technology including clinical systems and applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.

Professional qualifications and registration requirements

Certificate III in Pathology and / or equivalent experience.

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.



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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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