

# Austin Health Position Description



## Position Title:

Classification:	Pathology Collector Grade 2
Business Unit/ Department:	Pathology
Work location:	Austin Health <input type="checkbox"/> Heidelberg Repatriation <input type="checkbox"/> Royal Talbot <input type="checkbox"/> <b>Other [Mitchell Shire]</b>
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Employment Type:	Casual
Hours per week:	0
Reports to:	Collection Supervisor
Direct Reports:	
Financial management:	Budget:
Date:	June, 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](#).

## About Austin Health Pathology

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.

## Position Purpose

This position requires relevant experience in Pathology Collection processes and customer service together with a general knowledge of Pathology.

The Pathology Collector is to ensure that specimen integrity is maintained and patient care is not compromised. Collection services has to maintain the highest level of service at all times to our patients and clients.

## About Austin Pathology

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.

## Purpose and Accountabilities

### Role Specific:

- Participate in rotating rosters, training and competencies as required.
- Be accountable to the Pathology Collection Manager/Supervisor/Team Leader for all professional collection-related issues.
- Maintain professional standards of dress, behaviour, and courtesy when dealing with Hospital staff, patients and clients.
- Ensure that excellent customer service/privacy and confidentiality is always maintained to our patients, clients and other staff.
- Perform adult/paediatric/neonate bleeds and specimen collections, attend ward rounds, perform Venesections, Home Visits, ECGs and other specific tasks such as, use of blood Gas machine, hemocue, Istat, blood fridge monitoring, daily stats, stock ordering as required and 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 set to be in line with NATA requirements.
- 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.

- Partake 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.
- Rotate throughout Austin Collection Centre's, both internal and external as necessary.
- Undertake other duties as required to enhance the performance and expansion of the service.
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#### 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 centred 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

## Selection Criteria

#### Essential Knowledge and skills:

- 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.
- Appropriate qualifications. **A minimum of a Certificate III in Pathology**

***Collection and/or relevant industry experience.***

- 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.
- Able to work well with others.

**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.
- Driver's License

## 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

We welcome applications from Aboriginal and Torres Strait Islander people. 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

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	

Collections  
Manager

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graph TD; CM[Collections Manager] --- CS[Collections Supervisor]; CM --- TL[Team Leader]; CM --- PC[Pathology Collector];
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The diagram is an organizational chart. At the top is a grey rounded rectangle containing the text 'Collections Manager'. A vertical line descends from the bottom of this box. Three horizontal lines branch off to the right from this vertical line, each connecting to a white rounded rectangle. The top rectangle contains 'Collections Supervisor', the middle one contains 'Team Leader', and the bottom one contains 'Pathology Collector'.

Collections  
Supervisor

Team  
Leader

Pathology  
Collector