

POSITION DESCRIPTION

Position Title:	Laboratory Assistant Grade 3
Award Classification:	IV9
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers, and Administrative Workers) Single Interest Enterprise Agreement 2022-2025
Position Reports to:	Specimen Reception Senior Laboratory Assistant Pre-Analytical Manager, Pathology Laboratory Managers, Angliss and Maroondah Hospitals.

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



POSITION PURPOSE

The Eastern Health Pathology service is provided by laboratories across three sites located at Box Hill Hospital, Maroondah Hospital and Angliss Hospital.

Services include specimen collection, analytical testing, result interpretation, clinical consultation, teaching and research. Pathology tests are received from six hospitals within Eastern Health and from consultant and general practitioner referrals.

The laboratories operate 24 hours per day 7 days per week 365 days per year. Night shift duties are a requirement of this role.

1. MAJOR DUTIES AND/OR RESPONSIBILITIES

- 1.1. Processes specimens and detects problems or inconsistencies with the specimen, referral information or labelling requirements.
 - Specimens are processed according to documented specimen reception protocols.
- 1.2. Contacts the requesting Medical Officer or other relevant staff when additional information is required or specimens cannot be processed according to laboratory protocols.
- 1.3. Performs data entry of all relevant patient, doctor, billing and testing information into the laboratory information system with a very high degree of accuracy.
 - Data entry is performed according to documented protocols.
 - Audits show low error rates.
- 1.4. Specimens and documentation are prepared for dispatch for referred work and meet the relevant timelines.
 - Specimens are processed according to documented referred work protocols.
- 1.5. Performs diagnostic tests by automated and manual methods.
 - Tests are performed in accordance with documented protocols
- 1.6. Maintains and operates all equipment and performs QC.
 - Equipment maintenance and QC is performed in accordance with documented procedures and the appropriate records are completed.
 - Participates in the quality assurance programs of the department
 - Advises the senior scientist of instrument or quality control problems. Seeks advice when problems are encountered.
- 1.7. Undertakes other general laboratory duties as directed by senior scientific staff that are not in conflict with award.
 - Responds cooperatively to requests to participate in the performance of other general laboratory duties.
- 1.8. Participates in continuing education activities within the Eastern Health Pathology.

- Records of attendance or presentations are maintained in training records.
- 1.9. Demonstrates an understanding of Customer Service for internal and external customers and is committed to effectively meeting their needs in a helpful and professional manner.
- Participates cooperatively and positively with Eastern Health Pathology's customers.
- 1.10. Assists with storage of reagents, specimens and the safe transport and disposal of specimens.
- Brings to the attention of supervisor shortage, or likely shortage of materials required to maintain service.
 - Maintains records of reagents and consumables in the inventory control system
 - Ensures specimens are stored appropriately and disposal is performed as per Eastern Health Occupational Health and Safety Procedures.
- 1.11. Complies with the Quality Management System of the department.
- Understands and complies with accreditation requirements.
 - Participates cooperatively in the internal audit process.
 - Active participation in the improvement suggestion process.
 - Complies with and completes in a timely manner all organisational leave requirements, mandatory and other training packages as required.
- 1.12. Assists in the maintenance of a safe working environment and adheres to infection control policies.
- Demonstrated laboratory compliance with occupational health and safety policies.
 - Works in a manner that ensures safety of oneself and that of colleagues.
 - Maintains a clean, organised and uncluttered work environment.

2. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

3. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

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4. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

Victorian Certificate of Education or equivalent.

Desirable

Previous experience in a Pathology laboratory would be an advantage.

Key Skills & Competencies:

- Effective written and oral communication
- Ability to act independently without direct supervision when appropriate
- Ability to work cooperatively as part of a team
- Customer focus approach
- Quickly and effectively solves client needs
- Shares expertise with others
- Shows initiative and flexibility
- Computer keyboard skills
- Knowledge and adherence to equal opportunity legislation
- Knowledge and adherence to privacy legislation
- Knowledge and adherence to OH&S legislation

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au