

Eastern Health



POSITION DESCRIPTION

Position Title:	Pathology Collector
Award Classification:	Pathology Collector IN24 Grade 2
Award / Agreement Name:	Health & Allied (04) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025
Current Effective Date:	April 2024
Next Review Date:	April 2026
Reports to:	Pathology Collection Services Manager

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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.

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2. POSITION PURPOSE

Organisational Environment

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

The Pathology Collection Department provides inpatient and outpatient services across all Eastern Health sites. These sites include Box Hill Hospital, Maroondah Hospital, Angliss Hospital, Healesville Hospital & Yarra Valley Health, Yarra Ranges Health Lilydale, Peter James Centre, Wantirna Health and Blackburn.

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

Key Purpose of Position

Responsible for specimen collection from patients including blood, urine, faeces, wound swab, respiratory swab, nail clippings, hair clipping, skin scraping and preparing samples to send it to Eastern Health Pathology laboratories and provide high level of patient care.

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

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3.1 Collection of blood and other specimens (NOT including arterial blood gases or samples from patients with in-situ (PICC/CVC line) for laboratory testing from inpatients (ward collections), outpatients

- Collections are performed in accordance with documented protocols
- Performs ECGs

- Is able to use the EMR electronic ordering system for collection of inpatient and Outpatient Pathology Collection Services.
- Uses Pathology Handbook for correct specimen requirements.
- Required to participate in a rotating roster and work across all Eastern Health Pathology Collection sites, including inpatient ward round services

3.2 Performs patient identification and labels specimens accurately during collection procedure.

- Patient identification and specimen labelling performed in accordance with documented protocols.

3.3 Detects problems or inconsistencies with the referral information.

- Request forms are received in the laboratory with all required fields accurately completed.

3.4 Maintains a customer service approach dealing with clients in a friendly and cooperative manner.

- Customer satisfaction surveys should reflect a positive response in customer service questions.

3.5 Assists with the processing and data entry of specimens in Specimen Reception as required.

- Performs processing and data entry according to documented protocols.

3.6 Participates in the continuing education program of the department and attends relevant seminars, lectures and conferences.

- Maintains and advances own professional knowledge by participation in continuing education activities.
- Attend and participate in regular staff meetings as directed by Pathology Collection Services Manager

3.7 Complies with the Quality Management System of the department.

- Understands and complies with accreditation requirements
- Participates cooperatively in the internal audit process
- Actively participates in the improvement suggestion process
- Complies with and completes in a timely manner all mandatory organisational training packages as required
- Acknowledges notifications within the Quality Management System in a timely manner to ensure knowledge is up to date.

3.8 Assists in the maintenance of a safe working environment and adheres to infection control policies.

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- Demonstrated compliance with occupational health and safety policies
- Works in a manner that ensures safety of oneself and that of colleagues
- Complies with Hand Hygiene Standards
- Maintains a clean, organised and uncluttered work environment
- Correctly uses any information training, personal protective equipment and safety devices provided
- Undertakes only those tasks for which authorisation and/or necessary training is provided, and for which all necessary safety arrangements are in place.

4. 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.

5. 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 characterized by change. All programs should endeavor 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.

6. 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 fulfill your role and responsibilities within the organization. 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 minimizing 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.

7. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any

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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 2000.

8. 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 behavior and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

9. 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.

10. 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.

11. ATTACHMENTS

- Attachment 1 Key Selection Criteria

12. NOTE

Statements included in this position description are intended to reflect in general the duties and

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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: ____ / ____ / ____

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ATTACHMENT 1

KEY SELECTION CRITERIA

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Qualifications & Experience

Essential:

Recognized Certificate III or IV in pathology collection

Desirable:

Previous experience in a pathology service as a Pathology Collector

Key Skills & Competencies:

Observable behaviours that may indicate the existence of competency

- Effectively applies technical knowledge to solve a range of problems
- Effective written and oral communication
- Ability to act independently without direct supervision when appropriate
- Ability to work cooperatively as part of a team
- Required to participate in a rotating roster and work across all Eastern Health Pathology Collection sites, including inpatient ward round services
- Well-developed interpersonal skills and a professional approach
- Customer focus approach
- Quickly and effectively solves client needs
- Shows initiative and flexibility
- Knowledge and adherence to equal opportunity legislation
- Knowledge and adherence to privacy legislation
- Knowledge and adherence to OH&S legislation.
- Problem solving skills
- Ability to raise and complete QO's, VHIMS and other incident reporting within delegated area of responsibility
- Timely reporting and communication to Patient Collection Service Manager

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ATTACHMENT 2

Key Result Areas /Key Performance Indicators

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Key performance Indicators KPI

- Performs venepuncture and specimen collection techniques in line with departmental protocols
- An understanding of patient identification requirement
- Adheres to the required patient identification and specimen labelling standards
- Adhere Hand Hygiene protocol
- Complies with the Quality Management System of the department.
- Effectively and timely reporting to Patient Collections Manager
- Effective and timely communication of any relevant operational feedback to Patient Collections Manager
- Effectively work with in teams.
- Accountable and responsible for own delegated work and work areas.
- Timely reporting and handover of KPI's Patient Collection Run Sheets and statistics
- Performs patient episodes in the required time frame meeting current KPI's standards
 - KPI's 7 to 8 patients per hour

ATTACHMENT 3

Eastern Health/Department/Specialty Information & additional position requirements

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Department / Specialty Area	Pathology / Specific Discipline
Campus / Physical Location	Eastern Health

SPECIALTY SPECIFIC INFORMATION

Organisational Context

Eastern Health is a public health service that plays a pivotal role in providing public health services in the eastern metropolitan region of Melbourne. Eastern Health delivers acute, sub-acute, mental health, continuing care and community health services from close to 50 locations in the east. Eastern Health attends to the healthcare needs of a community diverse in culture, age, socio-economic status and healthcare needs. Eastern Health supports a population in excess of 750,000 people spread across a geographic area of 2,800 square kilometres, from the inner eastern suburbs of Melbourne to semi-rural areas in the Yarra Ranges.

Eastern Health actively supports teaching, training and research in the disciplines of medicine, nursing and allied health and is affiliated with a number of universities including Monash, Latrobe and Deakin Universities.

Eastern Health has seven large facilities from which services are provided including:

- Angliss Hospital in Upper Ferntree Gully
- Box Hill Hospital in Box Hill
- Healesville Hospital & Yarra Valley Health
- Maroondah Hospital in Ringwood East
- Peter James Centre in Burwood East
- Wantirna Health in Wantirna
- Yarra Ranges Health in Lilydale
- Blackburn Surgical Public Hospital

Eastern Health Pathology operates laboratories at the Box Hill, Maroondah and Angliss Hospital operational 24 hours a day.

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

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