

Position Description

Position Title	Deputy Pre-Analytical Manager
Award Classification	HS4 + over award payment
Awad/Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Reports To	Pre-Analytical Manager
Location	Multi-site – Eastern Health Pathology

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 state-wide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs.



1. Position Purpose

The Deputy Pre-Analytical Manager is the operational lead for the day-to-day delivery of pre-analytical pathology services across Eastern Health, including Collections, Central Specimen Reception and courier/specimen transport services. The role is accountable for consistent, safe and efficient operations across sites, for coordinating the workforce that delivers the service, and for managing the operational issues, escalations and quality events that arise day to day.

The Deputy is the senior operational point of contact in the Pre-Analytical Manager's absence within delegated authority, providing continuity of leadership for a multi-site, seven-day service for Pre-Analytical Services Department in compliance with NPAAC, NATA and ISO 15189.

2. Duties and Responsibilities

2.1 Operational Coordination and Service Delivery

- Provide day to day operational oversight across Collections and CSR services and sites.
- Coordinate workflow, staffing and service delivery to maintain continuity and meet service standards.
- Support Team Leaders in managing operational issues, and own resolution and escalation of cross-site operational matters.
- Monitor service performance and respond to operational pressures, demand peaks and disruptions.
- Oversee the courier and specimen transport service, monitoring provider performance against agreed key performance indicators and service level agreements, managing service quality and turnaround, and escalating contract or performance issues.

2.2 Workforce Coordination and People Support

- Coordinate rostering, staffing allocation and workforce coverage across service areas for a seven-day service.
- Support Team Leaders with staff management, performance, conduct and attendance matters under the guidance of the Pre-Analytical Manager and People and Culture.
- Lead and coordinate recruitment and selection across the service, convene selection panels, and oversee onboarding, training coordination and workforce planning.
- Review workforce establishment and staffing levels against service demand and performance indicators, identify where staffing is insufficient to meet service requirements, and develop or initiate business cases for additional resourcing where required.
- Support consultation and change activity at the operational level.

2.3 Quality, Risk, Safety and Compliance

- Coordinate the management and follow up of non-conformances, incidents and corrective actions.
- Support quality systems, audits, document control and compliance with NATA, NPAAC and ISO 15189.
- Monitor adherence to procedures and contribute to quality improvement activity.
- Support occupational health and safety, hazard identification and incident response at the operational level.

2.4 Service Improvement, Projects and Continuity

- Support implementation of service improvements, workflow changes and operational initiatives.

- Coordinate operational components of projects and changes across the service.
- Support business continuity and contingency arrangements for pre-analytical operations.

2.5 Financial and Resource Accountability

- Monitor operational expenditure across the pre-analytical cost centres against budget and provide regular budget and variance reporting to the Pre-Analytical Manager.
- Contribute to the development of annual operating budgets for Collections and CSR with the Pre-Analytical Manager, including forecasting workforce, consumable and equipment requirements.
- Approve operational purchasing and invoices within delegated financial authority and coordinate consumable and reagent procurement across sites to maintain value and continuity of supply.
- Identify cost pressures, efficiency opportunities and resource risks across pre-analytical operations, and escalate material variances to the Pre-Analytical Manager.
- Exercise full delegated budget authority for pre-analytical operations during the planned absence of the Pre-Analytical Manager, within approved limits.

2.6 Decision-Making and Scope of Authority

- Authority to direct and coordinate day to day operational activity across Collections and CSR within approved frameworks.
- Authority to deploy workforce, adjust rosters and reallocate resources operationally to maintain service continuity.
- Authority to approve operational expenditure within delegated financial limits, and to exercise full budget authority for pre-analytical operations during the Pre-Analytical Manager's planned absence.
- Authority to act as the senior operational point of contact in the Pre-Analytical Manager's absence within delegated limits.
- Escalates system level, structural, financial and unresolved IR matters to the Pre-Analytical Manager.
- The role is not responsible for medical or scientific sign off, service design or external service ownership.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining 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 with respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. 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.

5. 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 are consistent with the EH approach to patient and family-centred 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 based on 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 upon with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of ongoing 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 every day

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

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 diseases 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

- Relevant qualification or substantial equivalent experience in health service or pathology operations.
- Demonstrated experience coordinating workforce and day to day service delivery across teams or sites.
- Demonstrated experience managing quality matters, including non-conformances, incidents and corrective actions.
- Sound knowledge of accreditation and quality requirements relevant to pathology (NATA, NPAAC, ISO 15189).
- Experience in operational budget monitoring and financial management at department level or above, including expenditure control and variance reporting.
- Strong organisational, communication and problem-solving skills, with the ability to manage competing operational priorities.

Desirable

- Experience supporting people management, rostering and consultation in a unionised environment.
- Experience contributing to service improvement or operational projects.
- Experience overseeing an outsourced or contracted service against key performance indicators and service level agreements.
- Experience in workforce planning and developing business cases for additional resourcing.

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 support 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