

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 2025-2027
Position Reports to:	Specimen Reception Senior Laboratory Assistant Pre-Analytical Manager, Pathology Laboratory Managers

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.



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, results interpretation, clinical consultation, teaching and research. Pathology requests are received from five 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. Availability to work morning, afternoon and night shifts as well as across sites is a requirement of this role. **Availability to work Mondays is an inherent operational requirement of this position.**

Key result areas

- Provide a friendly, courteous, and professional greeting and support to all visitors/patients.
- Answer and assist incoming callers in a friendly, courteous, and professional manner at all times.
- Ensure appropriate standard of presentation and maintenance of the reception area.
- Provide administrative support to the Pre-Analytical Manager and Team Leaders as appropriate.
- Ensure the accurate and timely preparation and registration of pathology specimens for laboratory testing.

1. MAJOR DUTIES AND/OR RESPONSIBILITIES

The following responsibilities and accountabilities exist to ensure we deliver our National Standards. Refer to Eastern Health's Clinical Governance Framework for more information.

- Carry out compliance and improvement against the key elements of quality and safety.
- Be responsible for the quality of care at the point of care.
- Receive, clock, prepare aliquots if required, number and prioritize specimens for analysis in accordance with set protocols, ensuring that all specimen identification marks are consistent with the patient details on the request form.
- Receipt of samples and the unpacking of eskies from other Eastern Health Pathology and external laboratories, ensuring that all specimens sent to the laboratory are receipted and traceable.
- Identify and problem-solve, to their level of expertise, unlabelled and inadequately labelled specimens in accordance with set protocols.
- Receipt of trial (research) specimens, ensuring that all specimens are prepared, processed, stored, or sent to other laboratories according to specific trial requirements.
- Accurate data entry from pathology request forms, ensuring no delays to the workflow through the laboratory.
- Preparation of specimens to be forwarded to other laboratories, including preparation of slips with billing details and the packaging of the specimens into appropriate containers.
- Capacity to work under minimal supervision either as part of a team or individually.
- Assist in the storage of specimens, slides, tissues, and their safe disposal.
- Clean and disinfect laboratory benches as instructed.
- Handle telephone inquiries regarding specimens and results within the limits of their knowledge.
- Record requests for internal and external specimen pickup on the courier log.
- Carry out the printing, mailing, and faxing of reports as required.
- Take part in rostered weekends, public holidays, and shift work as required.

- Responsibility for keeping files up to date and archiving when necessary.
- Perform reception duties, processing patients and specimens, at public/private outpatient and procedure clinics.
- Accurate entry of all pathology requests.
- Accurate entry of data and search for patient information in Eastern Health's IPM computer system as required.
- Printing of accession numbers for sample preparation.
- Test and maintain laboratory equipment in accordance with set protocols and promptly advise the supervisor of any malfunction.
- Supervise maintenance schedules for all equipment within the section and ensure that all maintenance is performed correctly and on schedule.
- Operate routine analytical equipment under supervision during the hours of operation of the laboratory and in accordance with Pathology protocols.
- Perform maintenance on laboratory equipment as specified.
- To utilize online manuals/specimen handbooks.
- To ensure specimens are transported in a timely manner to the laboratory using the correct processes.
- To be fully conversant with safety, follow Infection Control & OH&S Guidelines specific to the Unit
- Assist colleagues with questions when needed.

Technical skills/knowledge/experience

- Advanced keyboard and data entry skills.
- Standard written and advanced verbal communication.
- General office skills involving photocopying, filing, and archiving records.
- Good customer relations abilities.
- Previous experience in a laboratory is highly regarded.

Capabilities

- Actively plans, prioritizes, and tracks progress on tasks.
- Has a positive "can-do attitude."
- Willingly shifts focus when priorities or circumstances change.
- Takes responsibility for ensuring own learning outcomes are applied and integrated into work practices.

Essential

Victorian Certificate of Education or equivalent.

Desirable

Previous experience in a Pathology laboratory would be an advantage.

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.

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: ____/____/____

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