

POSITION DESCRIPTION

Position Title:	Transfusion Quality Officer
Business Unit/Division:	Diagnostic Services
Award Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists And Psychologists) Enterprise Agreement 2021-2025
Classification:	Medical Scientist Grade 3 RY9-RZ3
Employment Type:	Part-time (0.5 FTE)
Reports to:	Head of Diagnostic Haematology Principal Scientist (Haematology & Blood Bank)
Date Prepared/Updated:	29 August 2025

General Role Statement:

The key purpose of the role is to work collaboratively with all staff to ensure safe, appropriate and sustainable use of blood and blood products and patient centred blood management. The role includes the stewardship of blood and blood products, to minimise wastage and patient blood management to reduce the need for transfusion where possible, to monitor and promote safe, appropriate and economic use of blood components/products in accordance with national and international guidelines and standards by working with medical, nursing and laboratory staff.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

The transfusion quality officer works closely with the blood transfusion nurse, and together they are responsible for:

- Developing key performance indicators (KPIs) for and monitor patient blood management initiatives, appropriate use of blood and blood products, blood wastage and promoting safe and appropriate transfusion practice
- Developing, implementing and maintaining transfusion policies/protocols which are in accordance with national and international guidelines
- Effectively coordinating and assisting with the training and education of staff regarding safe and appropriate use of blood in conjunction with existing health service education
- Developing a process for monitoring and managing transfusion incidents, errors and adverse events, and presenting action/risk reduction plans to the governance committee
- Auditing compliance with guidelines/policies and effectively disseminating data
- Auditing local audits and observation of transfusion practice, and participating in audits as requested by Blood Matters
- Reviewing and analysing adverse events and errors reported to the transfusion laboratory, in local incident reporting system (e.g. VHIMS) and provide staff feedback and aggregate reports, and using incident data to identify risks and inform risk reduction strategies
- Reporting adverse events to the Serious Transfusion Incident Reporting (STIR) System or Australian Red Cross Lifeblood as appropriate
- Developing (or contributing to) in consultation with appropriate stakeholders, improvement / quality action plans and risk reduction strategies.
- Effectively managing change within the organisation
- Liaising between clinical and laboratory staff to address issues related to transfusion practices/processes between these settings if/when they arise
- Producing/presenting reports regarding transfusion to relevant committees, and supporting Standard 7 committee in blood management submissions for the relevant governance committee
- Supporting the organisation's haemovigilance system
- Maintaining awareness of current standards, guidelines and practices relating to transfusion
- Providing specialist blood management knowledge to the multidisciplinary team
- Participating in other quality activities related to transfusion

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- As above in the role statement
- Providing specialist blood management knowledge to the multidisciplinary team
- Demonstrate personal and professional conduct commensurate with experience
- Participate in educational activities aimed at promoting self-education and further career advancement, including teaching activities and project development
- Demonstrate active involvement in the education and promotion of clinical and laboratory staff

Organisation-Wide Contribution

- Performs duties in line with documented policies and procedures
- Developing, implementing and maintaining transfusion policies/protocols which are in accordance with national and international guidelines
- Ensuring the workplace complies with workplace health and safety requirements
- Ensuring the workplace adheres to equal employment opportunity and anti-discrimination requirements

Diversity and Inclusion

- Conducts self in a way that is respectful of others
- Supports achievement of Northern Health's Cultural Responsiveness Plan
- In collaboration with other staff, initiate and support training and events that promote diversity, inclusion and gender equity
- Ensure compliance with OH&S, anti-discrimination, equal opportunity and other legislative requirements
- Ensure there is diversity among staff (e.g. gender, ethnicity) and the workplace is inclusive for people of all background

Innovation and Culture Change

- Actively engages in the organisational change process
- Promotes a culture of person-centred care
- Enables empowering environments where employees and colleagues can be themselves, raise concerns and innovate without fear of failure
- Displays an innovative mind-set
- Ensure a culture of continuous improvement and ongoing professional development among all staff
- Foster an environment for innovation, including research and education

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Bachelor degree of Applied Science (Laboratory Medicine) or equivalent from a tertiary institution recognised by the Australian Institute of Medical and Clinical Scientists (AIMS). Higher qualifications in related fields are desirable

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience

- Minimum 8 years' experience in diagnostic pathology , with a minimum 3 years' experience in a hospital/laboratory quality officer role, or equivalent quality responsibilities as pathology laboratory scientist
- Post-graduate qualification in Transfusion Practice or working towards/willingness to undertake transfusion practice microcredentials course offered by Lifeblood

Knowledge, Skills and Behaviours

- Demonstrated excellence in interpersonal skills and ability to develop positive working relationships with a broad range of professional disciplines
- Demonstrated understanding of the Blood Management Standard and quality improvement principles
- Excellent organisational skills
- An understanding of quality and safety improvement principles and change management methodologies
- Ability to negotiate and resolve problems in a collaborative or independent manner
- High level of written and verbal communication, including computer skills
- Experience in project manager
- Experience in training and education

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: