

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 Community Hospital
- 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
- Mernda Community Hospital

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.

Essential:

- 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.



POSITION DESCRIPTION

Position Title:	Laboratory Assistant - Biochemistry
Business Unit/Division:	Pathology
Award Agreement:	Health & Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	Laboratory Assistant
Employment Type:	Full-Time / Part-Time
Reports to:	Biochemistry Principal Scientist and Senior Scientists
Date Prepared/Updated:	02/03/2026

ROLE STATEMENT

General Role Statement:

The role is responsible for performing a wide range of general laboratory duties which contribute to the efficient, high-quality operation of the Biochemistry Department at Northern Pathology Victoria.

This Role is Responsible for:

- Performing a wide range of laboratory tasks using manual and automated processes as described in controlled Pathology documentation.
- Participating in a 7-day (including public holidays) laboratory roster in accordance with the operational need of the Biochemistry department.

Laboratory Duties Include:

Operation of Analytical Systems and Performance of Quality Control (QC):

- Operate a range of analytical instrumentation including maintenance and troubleshooting
- Perform assay calibrations, quality control testing and required investigations
- Perform manual laboratory methods and procedures as required
- Assist in processes involved with Point-Of-Care testing
- Participate in both internal and external quality assurance protocols.
- Refer to scientific staff as necessary.

Processing Patient Specimens:

- Process patient specimens in accordance with documented Pathology protocols.
- Professionally handle phone inquiries or results requiring communication.

Assisting with the Storage of Reagents, Specimens and the Safe Transport and Disposal of Specimens:

- Organise and maintain the Biochemistry Department in accordance with 5S principles
- Monitor levels and order of all Biochemistry consumables and identify potential stock shortages
- Unpack, sort and store all Biochemistry consumables upon arrival
- Perform pre-acceptance testing of new reagent lots as required
- Assist senior scientists with regular inventory stocktaking
- Ensures specimens are stored and disposed of appropriately as per NPAAC requirements and Northern Health Occupational Health and Safety Procedures.

Evaluating Methods and Protocols Under the Supervision of Senior Scientific Staff:

- Assists scientific staff with evaluations, and implementation of new methodologies or instrumentation as required.

Actively Participating in Training Programs, Competency Assessments, Relevant Conferences, Seminars and Continuing education programs:

- Participates in mandatory training and competency programs within each discipline.
- Maintains, advances and records professional knowledge by participating in continuing education activities, including presentations.

Complying with the NPV Quality Management System:

- Understands and complies with accreditation requirements.
- Participates cooperatively in the internal audit process.
- Active participation in the continuing improvement process.
- Completes all mandatory organisational training packages in a timely manner.
- Acknowledges notifications within the Quality management system.
- Notify senior staff of any quality issues that may affect the quality of patient results.

Other duties as assigned by the Senior Scientists, Head of Departments and Pathology Executives.

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

Organisation-Wide Contribution:

- Performs duties in line with documented policies and procedures.
- Ensures the workplace complies with workplace health and safety requirements.
- Ensures the workplace adheres to equal employment opportunity and anti-discrimination requirements.
- Notify senior staff of any discrepancies or deviations from the policies or procedures.

- Assist Implementing strategies as requests by the senior scientists, Head of Departments or Pathology Executives.

Diversity and Inclusion:

- Conduct self in a way that is safe, kind and respectful of others.
- Support 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.

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.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

Essential:

- Certificate or Diploma of Applied Science (Medical Laboratory) qualification, or equivalent

Experience:

- Experience in a diagnostic laboratory with demonstrated experience working in Biochemistry highly desirable.
- Experience with Laboratory Information Systems, particularly Abbott AMS® and Ultra® would be considered to be a major advantage.

Knowledge, Skills and Behaviours:

- The ability to communicate effectively and convey information in a clear and concise manner.
- Demonstrate an ability to work independently as well as part of team.
- Use experience, knowledge and initiative to make decisions.
- Able to multi-task and collaborate technical and administrative duties.
- Demonstrate a high degree of motivation, dedication and innovation.
- Devote ongoing commitment to Northern Health’s core values: Safe, Kind and Together.

Employee Declaration

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

Signature:

Date: