

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:	Pathology IT Application Support Officer
Business Unit/Division:	Pathology
Award Agreement:	Health and Allied Services Managers and Administrative Workers (Enterprise Agreement 2021 – 2025)
Classification:	HS5
Employment Type:	Permanent Part Time
Reports to:	Pathology IT Application Support Manager
Date Prepared/Updated:	7/7/2026

ROLE STATEMENT

General Role Statement:

Pathology IT Application Support Officer is responsible for providing comprehensive technical and administration support for the applications, systems, and equipment utilised by Northern Pathology Victoria. This role ensures the reliable, secure and efficient operation, maintenance, and optimisation of pathology information systems and associated technologies to support high-quality laboratory services. The role works closely with Pathology team, EMR, Vendors and NH ICT team.

This position is responsible for:

- Respond to and resolve help desk requests from pathology staff and system users.
- Provide support and incident resolution for pathology laboratory information systems (LIS), middleware applications, and associated equipment.
- Perform system maintenance, configuration, troubleshooting, and ongoing administration.
- Monitor data quality and ensure system integrity and accuracy
- Coordinate and support implementation of new software releases, upgrades, and enhancements.
- Contributes to the planning and delivery of pathology-related IT projects, including system testing, validation, and deployment activities.
- Conduct testing of new systems, functionality, and software updates before implementation.
- Maintain system documentation and support procedures.
- Liaise with vendors, IT teams, and laboratory stakeholders to resolve technical issues.
- Provide end-user training and ongoing support for laboratory information systems and pathology middleware applications.
- Assist in developing user guides, training materials, and best-practice processes.
- Collaborates closely with laboratory staff, ICT teams, and external vendors to maintain system reliability, supports continuous improvement initiatives, and ensures technology solutions align with operational and clinical requirements.

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:

- Be responsible and accountable for all applications related incidents and ensure these are resolved in a timely fashion.
- Provide feedback and training to end users on the correct use of the pathology applications.

Strategic and Project Management Leadership:

- Assists the Pathology staff, and Pathology IT Application Support Manager with project management and evaluation of new pathology applications and hardware.
- Identifies efficiencies within the laboratory information or middleware systems and proposes them to the Pathology IT application support Manager.
- Identifies risks associated with pathology applications and escalates them to Pathology IT Application Support Manager.

Organisation-Wide Contribution:

- Contributes to and supports Northern Health ICT projects involving pathology systems and applications, providing subject matter expertise, coordinating technical activities, and ensuring successful implementation of project objectives in alignment with operational and clinical requirements.

Diversity and Inclusion:

- Conducts self in a way that is respectful of others.
- Supports achievement of Northern Health's Cultural Responsiveness Plan; and
- 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.
- Perform other IT related duties as directed by IT Applications Support Manager, Operations Manager or Director of Pathology

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Tertiary qualifications in Medical Science, Information Technology or equivalent.
- 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:**Essential:**

- At least three years' experience with relevant industry, preferably experience with laboratory information systems (e.g. ULTRA LIS and pathology middleware e.g. AMS, Aqure, Testo with demonstrated ability to learn and understand new systems)
- Experience in training scientists and/or support staff on use of various software/applications.
- Experience in customer service.
- Involvement with IT related projects, preferably in Pathology.

Desirable:

- Experience working in a diagnostic pathology laboratory as a Medical Scientist or Pathology IT Application Support
- Experience in interfacing diagnostic equipment to a laboratory Information System.
- Knowledge of HL7/FHIR message formats and experience working with interface engines like Mirth, Rhapsody, or Epic bridges.
- Experience on system administration on UNIX platform and Oracle database.
- Strong SQL skill and/or reporting experience
- Experience with automated laboratory systems, such as track.
- Familiar and participate in User Acceptance Test (UAT)

Knowledge, Skills and Behaviours:

- Practical knowledge in coding and testing pathology laboratory information systems and pathology related middleware systems.

- In depth knowledge of workflow in pathology testing.
- Knowledge and some understanding of pathology tests in various disciplines, such as Haematology, Chemistry, Anatomical Pathology, Immunology and Microbiology.
- An understanding of HL7 integration.
- Able to communicate (both written and verbal) effectively with a wide range of people from technical and non-technical backgrounds, in a purposeful, constructive and impartial manner.
- Able to teach in a clear, concise and interesting manner.
- Ability to plan and organise work to meet deadlines.
- Ability to work as a member of a team with limited supervision and in a team environment of high work volume and conflicting priorities.
- Excellent problem-solving skills, ability to understand and translate business priorities and needs into technology requirements and opportunities.
- Commitment to the provision of a high level of customer service and to the achievement of service delivery standards.
- A high degree of motivation, dedication and creativity as an IT application support personnel.
- A can-do attitude and an innovative mind-set.
- Approachable, patient and willingness to help others better understand the systems.
- A commitment to Northern Health values: Safe, Kind and Together.

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: