

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
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- 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 Collector
Business Unit/Division:	Northern Pathology Victoria
Award Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative workers)
Classification:	Pathology Collector Grade 2
Employment Type:	Part Time
Reports to:	Collection Supervisor
Date Prepared/Updated:	July 2026

ROLE STATEMENT

General Role Statement:

Pathology Collector – Northern Pathology Victoria

Northern Pathology Victoria is seeking a technically competent, reliable, caring, and compassionate Pathology Collector.

Key Responsibilities

- Collect patient specimens, including:
 - o Blood samples
 - o Urine samples
 - o Faecal samples
 - o Swabs/fungal collections
- Receive and process specimens for courier collection.
- Perform pre-analytical processing of blood and other samples prior to laboratory analysis.
- Complete collection and processing duties across all Northern Pathology-associated collection sites.
- Ensure accurate specimen handling and adherence to quality and safety procedures.

Required Shift Availability

Successful applicants must be available to work the following shifts:

- 5:00 am – 1:30 pm
- 6:00 am – 11:00 am
- 6:00 am – 2:30 pm
- 7:00 am – 11:00 am
- 7:00 am – 1:00 pm
- 7:00 am – 3:30 pm
- 8:00 am – 1:00 pm
- 8:00 am – 4:30 pm
- 8:30 am – 5:00 pm
- 9:00 am – 5:30 pm

Roster Requirements

- Shifts are rostered across a 7-day rotating roster.
- Weekend and public holiday work is required.
- Shifts may be scheduled at various Northern Pathology Victoria collection sites.

- All employees are expected to be available to work any of the rostered shifts listed above.

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

1. Collection of blood and other specimens (NOT including samples from patients with in-situ PICC/CVC line) for laboratory testing from inpatients (ward collections) and outpatients.

- Collections are performed in accordance with documented protocols
- Performs ECGs
- Collects specimens from paediatric patients after appropriate training
- Uses Pathology Handbook for correct specimen requirements.
- Participates in the documented training policy of the department.

2. Performs patient identification and labels specimens accurately during collection procedure.

- Patient identification and specimen labelling performed in accordance with documented procedures

3. Detects problems or inconsistencies with referral information.

- Request forms are received in the laboratory with all required fields accurately completed.

4. Maintains a customer service approach dealing with clients in a friendly and cooperative manner.

- Customer satisfaction surveys should reflect a positive response in customer service questions.

5. Assists with the processing and data entry of specimens in Specimen Reception as required.

- Performs processing and data entry according to documented protocols.

6. Complies with the Quality Management System of the department

- Understands and complies with accreditation requirements

- Participates cooperatively in the internal audit process
- Actively participates in the improvement suggestion process
- Complies with and completes in a timely manner all mandatory organisational training packages as required
- Acknowledges notifications within the Quality Management System in a timely manner to ensure knowledge is up to date

7. Assists in the maintenance of a safe working environment and adheres to infection control policies.

8. Participates in the continuing education program of the department and attends relevant seminars, lectures and conferences.

- Maintains and advances own professional knowledge by participation in continuing education.

Participate in a seven-day rotating roster, including, overnights, weekends and public holidays. Willingness to participate in reasonable overtime during dire circumstances e.g. pandemics

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

Experience

- Previous experience in a pathology service as a collector, desirable but not essential

Knowledge, Skills and Behaviours

- Effective written and oral communication.
- Ability to act independently without direct supervision when appropriate.
- Ability to work cooperatively as part of a team.
- Customer focussed approach.
- Quickly and effectively solves client needs.
- Shares expertise with others.
- Shows initiative and flexibility.
- Basic Computer skills.
- Knowledge and adherence to equal opportunity legislation.
- Knowledge and adherence to privacy legislation.
- Knowledge and adherence to OH&S legislation

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: