

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:	Medical Laboratory Technician Haematology
Business Unit/Division:	Northern Pathology Victoria / Diagnostic Services
Award Agreement:	Victorian Public Sector (Allied Health Professionals, Single Interest Employers) Enterprise Agreement 2021-2026
Classification:	Medical Laboratory Technician BU1 - BU8
Employment Type:	Full Time 12 Month Fixed Term
Reports to:	Principal Scientist Haematology Senior Scientists Haematology and Blood Bank
Date Prepared/Updated:	3 September 2026

ROLE STATEMENT

General Role Statement:

The Medical Laboratory Technician is responsible for tasks within Haematology and Blood Bank including, but not limited to, reagent and consumable management, blood component and products inventory management, analyser and equipment maintenance, Northern Health ward stock management, QC performance, manual and automated testing in Haematology. In addition, participating in a seven-day rotating roster, including weekday evening, weekend and public holidays.

This position is responsible for:

- Blood Bank and Haematology Analyser and Equipment Maintenance
- Blood Bank and Haematology Laboratory Reagent and Consumable Inventory
- Blood Bank Laboratory Blood Component and Product Inventory
- Emergency release Group O RBC pack management
- Northern Health manufactured blood product ward stock management
- Haematology automated and manual testing
- Haematology associated Laboratory Track Maintenance
- Other general laboratory duties as directed by the Principal and Senior Scientists

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

- Perform operation and equipment maintenance as well as adhere to QC procedures in accordance with controlled documentation.
- Participate in external quality assurance programs.
- Carry out analyser troubleshooting and patient result evaluation.
- Escalate outcomes to Senior Scientists as required.

Processes Specimens and Detects Problems or Inconsistencies with the Specimen, Referral Information or Labelling Requirements:

- Specimens are received and processed according to documented Central Specimen Reception (CSR) protocols.
- Professionally handle phone inquiries or results for telephoning or faxing.

Validates Results as Required with Attention to Clinically Acceptable Turnaround Times:

- Results, both routine and urgent, are appropriately communicated to clients according to documented procedures.
- Ensures result turnaround times are achieved.
- Take appropriate actions to improve performance where possible.

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

- Receive, unpack and store reagents and consumables immediately on arrival.
- Maintains records of reagents and consumables in the inventory control system and notify Senior Scientists of discrepancies or issues.
- Notify Senior Scientists of likely shortages that may potentially impact the service.
- Ensures specimens are stored and disposed of appropriately as per Northern Health Occupational Health and Safety Procedures.

Under the Supervision of Senior Scientific Staff, Evaluate New Methods and Protocols:

- Assists the Senior Scientists with evaluations, and implementation of new methodologies or instrumentation.

Actively Participate 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.

Complies 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.
- 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.
- Notify Senior Scientists of any quality issues that may affect the accuracy of results.

Other duties as assigned by the Senior Scientists, Principal Scientist Haematology, Head of Laboratory Haematology, Operations Manager and Pathology Executives.

Organisation-Wide Contribution

- Comply with Legislation, Northern Health By-Laws, Regulations, Policies and Procedures including those relating to; Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Harassment in the Workplace, Equal Employment Opportunity (EEO).
- Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of duties for which the appointee is employed.
- 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.
- Notify Senior Scientists of any discrepancies or deviations from the policies or procedures.
- Assist Implementing strategies as requested by the Principal Scientist Haematology, Head of Laboratory Haematology or Pathology Executives.
- Exhibit behaviours consistent with Our Commitment and Code of Conduct.

- Utilise VHIMS, RiskMan and FastTrack software for the recording and reporting of all incidents and feedback.
- Contribute to patient safety and quality of care by:
 - Implementing the Risk Management Policy and Framework within area/s of responsibility and ensure risk management strategies and processes are embedded into work practices
 - Promoting a culture of risk awareness and ownership
 - Managing and monitoring business, safety and operational risks within area/s of responsibility, reporting key/emerging risks and opportunities to the Principal Scientist Haematology, Head of Laboratory Haematology, Operation Manager and/or Executive Managers.

Professional Responsibilities

- Complete mandatory training relevant to the role and discipline.
- Participate in performance review including establishing and working toward achievement of a professional development plan

Occupational Health & Safety

- Observe safe working practices, protecting your own and others' health and safety.
- Ensure all health and safety related policies, procedures and directions are complied with in Haematology.
- Report incidents and accidents and collaborate with management to resolve safety issues
- Undertake annual Fire and Emergency Training and comply with fire and emergency procedures.
- Treat others with respect, behaving professionally and in accordance with the NH Code of Conduct and undertake annual Workplace Culture and Equity Training
- Conduct regular safety audits with Health and Safety Representatives and implement required improvements

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.

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

Analyser and Equipment Maintenance

- Maintaining the analysers in the Blood Bank and Haematology laboratory
- Maintaining the Haematology zone of the laboratory's track system
- Maintaining storage devices including blood fridge, blood freezers and platelet incubators within the laboratory and at external sites
- Maintaining other Blood Bank devices e.g. cell washers, plasma thawers, water baths
- Maintaining pipettes, timers and thermometers

Blood Bank and Haematology Laboratory Reagent and Consumable Inventory

- Performing reagent and consumable stocktake
- Receive, unpack and store reagents and consumables immediately on arrival
- Perform pre-acceptance testing prior to using reagents and consumables
- Maintains records of reagents and consumables in the inventory control system and notify the Senior Scientists of any discrepancies or problems with shipments
- Management of inventory to ensure that short expiry products are used first to minimise wastage
- Notify the senior scientists the likely shortage of materials or reagents required to maintain the service

Blood Bank Laboratory Blood Component and Product Inventory

- Performing blood component and product inventory level checks
- Unpack and receipt Australian Red Cross Lifeblood deliveries
- Perform check testing on packed red cell inventory deliveries

Emergency release Group O RBC pack management

- Prepare emergency release RBC packs for laboratory and external sites
- Deliver and retrieve emergency units from external fridge sites

Northern Health manufactured blood product ward stock management

- Prepare ward stock for various Northern Health wards

Automated Haematology

- Preparation and loading of reagents on Haematology analysers
- Preparation and performance of QC on Haematology analysers
- Specimen receipt, handling and testing requirements
- Identification and prioritisation of urgent specimens
- Preparation and staining of blood films including Malaria, FMH, Bone Marrow and Iron
- Performance and reporting of ICTs (e.g. G6PD, Malaria and IM)
- Generate and action outstanding lists to meet TATs

- Specimen integrity review and recollection requests via Medtasker and phone

Blood Bank and Haematology records management

- Assists Senior Scientific staff in maintaining Blood Bank and Haematology records to comply with NPAAC data retention guidelines

Other general Blood Bank and Haematology laboratory duties as directed by Senior Scientists

- Responds cooperatively to requests to participate in the performance of other general laboratory duties

Participates in continuing professional development activities internally and externally

- Attends Blood Bank and Haematology meetings within the laboratory
- Records of attendance or presentations are maintained in training records

Demonstrates an understanding of Customer Service for internal and external customers and is committed to effectively meeting their needs in a helpful and professional manner

- Participates cooperatively and positively with NPV's customers

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential:**

- Minimum of Certificate or Associate Diploma of Applied Science (Medical Laboratory), a Certificate, Diploma or Advanced Diploma in Laboratory Technology or Laboratory Operations or equivalent.

Experience:

- Experience in a large medical diagnostic pathology laboratory with demonstrated experience working in Blood Bank and Haematology departments
- Experience with Laboratory Information Systems e.g. Ultra
- Participating in a seven-day rotating roster, including weekday evening, weekend and public holidays.

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
- IT software skills e.g. Microsoft applications
- Performs accurate data entry (audits show low error rates)
- Assesses suitability of samples for laboratory testing and takes appropriate action as required
- Complies with the Quality Management System of the department
- Knowledge and adherence to equal opportunity legislation
- Knowledge and adherence to privacy legislation
- Knowledge and adherence to OH&S legislation
- Ability to multi-task, collaborate technical and administrative duties
- A high degree of motivation, dedication and creativity
- 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: