

Position Description

Position title	Pathology Relationship Manager
Department / Division	Ambulatory Services
Classification	Medical Scientist RY9-RZ3 or Clinical Liaison Nurse RN44 CAPR 4.2 or Administration Officer AO61-AO66
Position reports to	Executive Director of Ambulatory Services & Chief Allied Health Officer
No. of direct & indirect reports	No direct reports
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

<p>The Royal Children's Hospital</p> <p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>
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<p>Pathology Network West (PNW)</p> <p>The Pathology Network West (working title) Program is an exciting transformation program spanning four health services of the Parkville Precinct: The Royal Women's Hospital, The Royal Melbourne Hospital, The Royal Children's Hospital, and Peter MacCallum Cancer Centre. This strategic program will amalgamate the pathology services within the Parkville Precinct forming a new public pathology entity that will provide world-class, research-led public pathology services.</p>
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The Parkville Precinct has a strong history of collaboration, with each health service taking responsibility for precinct-wide reforms. The Royal Melbourne Hospital is the lead site for the PNW program, maintaining continued close relationships with the hospitals throughout the program.

Pathology services in the Precinct provide essential services for patients, and insightful and timely advice for clinicians. The vision of the PNW program is to provide more equitable access to larger better equipped pathology services and specialised testing expertise, helping more patients to benefit from research-driven outcomes.

ROLE PURPOSE

The Pathology Relationship Manager role is within Division of Ambulatory Services and works closely with the Executive Director of Ambulatory Services & Chief Allied Health Officer (EDAS/CAHO). The Pathology Relationship Manager will support the EDAS/CAHO in the establishment and integration of the new public pathology entity at RCH. The role will be responsible for building and maintaining strong relationships between RCH's clinical stakeholders and PNW by acting as a key point of contact for all pathology-related needs. The Pathology Relationship Manager will play a crucial role in monitoring service quality and compliance with the service level agreement through analysing performance data.

KEY ACCOUNTABILITIES

Access

- Ensure pathology services meet the current and emerging clinical needs for patients of RCH
- Work with RCH departments and PNW to identify opportunities for innovation and ensure pathology services are meeting current and emerging clinical needs for patients of RCH
- Ensure PNW is informed of any operational changes at RCH which may impact delivery of its services

Quality and Safety

- Support the executive team in the negotiations and establishment of a services agreement and development of KPIs between RCH and the new pathology entity
- Oversee monitoring of clinical quality and safety metrics to enhance clinical governance and care at RCH
- Identify and report risks and issues, and work collaboratively with RCH executives and PNW team to develop mitigations or management plans
- Ensure that data from the clinical risk management system, clinical systems, and stakeholder and consumer feedback processes is used to inform variation and opportunities for improvement projects
- Ensure that consumer participation and improvement co-design is considered and accessed when new service initiatives are being planned
- Assist RCH's quality team to engage with the PNW team in Patient Safety Incident reviews
- Support organisational achievement of the National Safety and Quality Health Service Standards

Stakeholder Management

- Establish and maintain effective internal and external stakeholder relationships
- Work collaboratively with the PNW team to ensure constructive decisions are made in planning for new care initiatives or mitigating safety issues
- With existing resources to understand the current state environment and identify roles and responsibilities (RCH and PNW) to transition to desired future state
- Educate healthcare professionals about new pathology services, tests and processes
- Act as RCH's key liaison person for PNW
- Facilitate and Chair monthly or second monthly RCH pathology meetings to ensure RCH governance processes are met

- Ensure RCH executive team are briefed, kept informed and up to date on PNW performance
- Work with internal teams and PNW to resolve operational issues, such as delays or technical concerns
- Represent RCH on committees, assisting in monitoring service provision and development of proposals to improve service provision

Sustainability

- Development of processes, practices and systems that facilitate the collection and access to data of strategic significance, the creation of business intelligence with identification and visibility of emerging trends
- Prepare performance related reports that enable evidence-based decision making
- Contribute to the review, development and implementation of organisational policies and procedures
- Oversee and manage change and/or impacts to clinical care pathways that may occur during and/or after the transition of service to the new entity in collaboration with RCH executive team and PNW
- Oversight and support of the technology transition requirements from current to future state
- Ensure the necessary contracts, partnership agreements and obligations related to pathology services are managed
- Conduct regular internal visits and meetings with RCH departments to discuss service quality, unmet needs and new offerings

QUALIFICATIONS AND EXPERIENCE

Essential:

- Relevant tertiary qualification in medical sciences, nursing or equivalent professional/business with several years' experience in health services
- Detailed knowledge and understanding of pathology operations and service
- Extensive knowledge and experience in an acute health service setting and proven ability to manage and lead change effectively within a large complex health service
- Demonstrated experience in project management and implementation including development of strategic initiatives, monitoring project plans and performance, reporting, issue and risk management

Desirable:

- Knowledge of health funding pertaining to a paediatric health service
- Strong experience in health service operations management, including clinical and business management and reporting

KEY SELECTION CRITERIA

- Excellent communication (verbal and written), preparation of briefing reports and presentation skills
- High level negotiation and interpersonal skills
- Demonstrated ability to achieve broad objectives operating within complex organisational structures, utilising high level liaison skills with internal and external stakeholders
- Excellent organisational and time management skills with the ability to balance workload and competing demands and conflicting priorities
- Excellent verbal communication and interpersonal skills with the ability to interact with and influence a variety of stakeholders to achieve mutual understanding and agreed outcomes
- Demonstrated experience in change management

- Superior organisational skills and experience working in a high volume and demanding professional environment with proven capacity to prioritise and multi-task whilst maintaining expectations / timelines
- Demonstrated high levels of initiative, highly motivated and adaptable to the program's needs
- Ability to work autonomously and as part of team with a 'can do' and proactive attitude

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety and Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position



The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

March 2025