



The Royal
Children's
Hospital
Melbourne

Position Description

Position title	Medical Laboratory Technician
Department / Division	Central Specimen Reception / Division of Ambulatory Services
Classification	Grade 1 Year 1 – Grade 1 Year 8 (BU1 – BU8)
Position reports to	Specimen Reception Manager
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

The Royal Children's Hospital
<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>

ROLE PURPOSE
<p>The Medical Laboratory Technician is responsible for supporting the Genetic Counsellor role in the timely processing of samples and data entry of patient results for genetic testing. Additionally, the Medical laboratory Technician will support Specimen reception in receipting, ID Check, data entry and processing of specimens for Pathology Laboratory testing as well as preparation and dispatch of specimens to specialised referral laboratories. The Medical Laboratory Technician also performs general laboratory duties, equipment maintenance and administrative tasks as directed or required by senior staff. The Medical Laboratory Technician is also responsible for responding to specimen, testing and result enquiries from Laboratory Services staff or external stakeholders, escalating them as required.</p>

KEY ACCOUNTABILITIES
<p>Laboratory</p> <ul style="list-style-type: none"> • Perform Specimen Reception duties at the Royal Children's Hospital laboratory and Royal Women's Hospital laboratory as required by the rotational roster. • Provide a high-level service in the receipting and checking of specimens, data entry, specimen processing and dispatch. • Work collaboratively with the Genetic Counsellor to ensure all testing is dispatched and testing results received and reported in a timely manner. • Operation, maintenance, and report of malfunction of automated equipment/instrumentation under the supervision of scientific staff. • Testing of routine specimens and QC either by manual or automated equipment/instrumentation processes according to established laboratory procedures. • Preparation of reagents, general laboratory duties as directed. <p>Clerical</p> <ul style="list-style-type: none"> • Perform data entry and registration of patient details on the Laboratory Information System (LIS) to a high level of efficiency and accuracy. • Screen incoming telephone calls and referral of enquiries to appropriate departments and/or personnel. • Manage enquiries, concerns or issues raised by Laboratory Services staff or external stakeholders, escalating them as required. • General administrative housekeeping, including maintenance of filing systems and general departmental filing. <p>Training, Education, Research and Development</p> <ul style="list-style-type: none"> • Attend, participate in and successfully complete training provided by the hospital, as directed by senior staff. • Contribute to the continuous improvement of processes and procedures, assisting in the effective and efficient operation of the Specimen Reception. • Ensure all tasks are completed in accordance with Departmental and Organisational policies and procedures. • Maintain current certificate in Safe Transport of Infectious Substances by Air. • Participate in departmental continuing education program/s. <p>Communication</p> <ul style="list-style-type: none"> • Maintain a safe work environment by reporting hazards, unsafe work practices, areas or equipment. • Develop and maintain a strong business relationship and open communication with key internal and external stakeholders. • Ensure confidentiality in conveying communication of any information relating to patients.

QUALIFICATIONS AND EXPERIENCE

Essential:

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

Desirable:

- Previous experience performing specimen processing in a diagnostic laboratory.
- Previous experience performing data entry in a diagnostic laboratory.
- Previous experience and/or knowledge in molecular genetics
- Certificate in Safe Transport of Infectious Substances by Air.

KEY SELECTION CRITERIA

- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders.
- Demonstrated ability to organise and plan work effectively, adapting to changes as required.
- Demonstrated ability to adhere to processes, standards, procedures, and guidelines as set by the organisation.
- Proven ability to work both within a team environment and complete individual tasks.
- Proven ability to perform data entry to a high level of accuracy and efficiency.
- Strong communication skills both verbal and written.
- Strong organisational and time management skills with the ability to prioritise workload and to balance sometime competing and conflicting priorities.
- Ability to use initiative and anticipate needs.
- Quality focussed with a systematic approach to work.
- Ability to travel and work across multiple sites.
- Ability to be flexible and work different shift times as rostered, including after-hours, weekend, and public holiday shifts.

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.
- Participate in rotating roster, which may include night, evening, and weekend shifts on a 24-hour roster, as required by the operational requirements of the department.

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 & 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

April 2023