Department of Microbiology and Immunology
School of Biomedical Sciences
Faculty of Medicine, Dentistry and Health Sciences

Data Entry and Administration Assistant (Laboratory Specimen Receipt) MDU PHL

POSITION NO 0054125

CLASSIFICATION UOM 4

SALARY $73,943 - $78,476 p.a. (pro-rata for part-time)

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full-time

BASIS OF EMPLOYMENT Fixed-term for 1 year

OTHER BENEFITS http://about.unimelb.edu.au/careers/working/benefits

HOW TO APPLY Online applications are preferred. Go to http://about.unimelb.edu.au/careers, select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.

CONTACT FOR ENQUIRIES ONLY Selena Heaton
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Email sheaton@unimelb.edu.au

Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

Position Summary

The Microbiological Diagnostic Unit Public Health Laboratory (MDU PHL) provides a microbiological investigation, detection, enumeration, reference characterisation, challenge testing and advisory service for the public health community. This is supported by strong molecular biology, a substantial culture collection, and, expertise in infectious disease epidemiology and infection control. We are committed to providing an efficient, effective, legally robust and timely public health laboratory service in the biological, medical and veterinary fields, including forensic operations. These activities incorporate the principles of ISO/IEC 17025, ISO 15189, and ISO 14001 in a Quarantine Approved Premises fulfilling the requirements of The National Health Security Act.

The Specimen Reception Section is a support team within the MDU that is responsible for providing a wide range of administration services including the reception, unpacking, handling and distribution of samples for testing, entry of sample details into databases, handling general enquiries, processing of billing including Medicare claims, general office and other administrative tasks. The Administration Assistant is also required to work weekends and public holidays on a rostered basis when/ as needed.

The Data Entry and Administration Assistant (Laboratory Specimen Receipt) reports to the Operations Manager and is responsible for the delivery of all tasks within the Specimen Reception area.

The School of Biomedical Sciences and its Departments foster a values-based culture of innovation and creativity to enhance the research performance of the University and to achieve excellence in teaching and research outcomes.

We invest in developing the careers and wellbeing of our students and staff and expect all our leaders to live our values of:

- Collaboration and teamwork
- Compassion
- Respect
- Integrity
- Accountability
1. **Key Responsibilities**

- Record and accept delivery of samples, goods and other materials and arrange pick-up of samples and goods for forwarding to alternate destinations.
- Receive and process samples and requests for microbiological investigation under direction and according to written protocols including checking that all relevant documentation is included with samples and handling samples under chain of custody.
- Transfer of samples and specimens to the laboratory using good laboratory practice.
- Liaise with laboratory staff about samples and test requests.
- Provide front of house services to MDU visitors, customers and couriers including telephone inquiries, mail distribution incoming and outgoing, filing and archive retrieval.
- Perform data entry tasks (laboratory results and reports or epidemiological data).
- Participate in the provision of goods and materials to and provide support for the Melbourne Sexual Health Clinic.
- Maintaining the administration and laboratory specimen receipt area through good housekeeping.
- Observe confidentiality and safety precautions and procedures.
- Undertake responsibility for selected MDU-wide activities or other tasks as required by the Principal Scientist, Section Leaders or the Director/Deputy Director.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

2. **Selection Criteria**

2.1 **ESSENTIAL**

- Completion of an appropriate Medical/Health administration diploma or certificate.
- Familiarity with microbiological and medical terminology.
- Familiarity with Word, excel and information management systems.
- Professional, timely and accurate completion of tasks with an attention for detail and the utilisation of effective organisational skills.
- Ability to accurately record all sample information into relevant databases. Accurate transcription of detail is an essential attribute.
- Excellent communication skills along with good customer service focus and the ability to function and interact as a team member.
- Initiative and the ability to work in a self-directed manner.
- Ability to adapt to periodic pressures of the workplace.
- Problem-solve and effectively communicate to supervising staff, potential problems in the workplace, that will directly or indirectly impact adversely on service delivery and the scientific reputation of MDU.
- An understanding of the need to commit to a workplace culture that is cognisant of the on-going requirements of third party audits. Commitment to observe MDU’s: confidentiality, safety and security requirements, procedures, and; ethos.
- Demonstrate a flexible attitude to work, as tasks vary.
2.2 DESIRABLE

- Previous experience in data entry in a medical or laboratory environment
- Previous experience with medical terminology
- Familiarity with or a willingness to learn how to handle clinical samples safely
- Familiarity or a willingness to learn safe use of personal protective equipment

2.3 SPECIAL REQUIREMENTS

- This position requires the incumbent to hold a current and valid Working with Children Check.
- Sign and abide by confidentiality and information use agreement.
- Requirement to participate in employment rosters that include shifts on weekends and gazetted university and public holiday periods.
- The ordinary hours of work for a Full-Time UOM Employee may be programmed between 7:30 am and 7:30 pm, Monday to Friday.
- Undergo successful completion of police and security checks as a condition of employment with the University of Melbourne.
- Vaccination against relevant infectious diseases is recommended and provided.

3. Job Complexity, Skills, Knowledge

The position covers laboratory wide data entry activities of the MDU.

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Data Entry & Administration Assistant will report to the Section Leader and perform tasks as directed. The incumbent will perform these tasks in the Specimen Reception Section with minimal supervision and have general responsibility for receipt and booking-in of samples and specimens, perform data entry and other tasks as described above. The incumbent is responsible for the accurate recording of sample information and other laboratory data that provide documentary evidence of the completion of a valid test procedure. The incumbent will also be required to perform basic laboratory activities on an as needed basis. Within strict guidelines, the position will have independence in day to day decision making.

3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent will have authority to check-in specimens and ensure the correct information is provided by the submitter. The incumbent will be required to apply the correct standard operating procedure (SOP) to the specimen and will be expected to refer to relevant SOP’s to determine guiding principles, as required, to resolve any uncertainty that circumstances may present. In the event that existing SOP’s do not provide sufficient guidance to the circumstance in question the incumbent will seek further professional guidance from supervising staff. In these circumstances, problems relating to test integrity and safety matters should be discussed immediately with the Section Leader.
The incumbent will be required to take corrective action, where possible, in the event of a sample problem and advise senior staff accordingly.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The position requires the acquisition of knowledge of microbiological procedures and terminology, which will develop from both specific workplace training and a practical experience in performing tasks. Central to this knowledge acquisition will be a parallel understanding of good laboratory practice, linking theoretical knowledge with practical capability. The incumbent is expected to understand and adhere to MDU Standard Operating Procedures and perform in a professional environment that is subject to independent audit practices.

3.4 RESOURCE MANAGEMENT

The incumbent will manage the daily receipt of submitted specimens and associated documentation and ensure data entry into the Laboratory Information Management System.

3.5 BREADTH OF THE POSITION

The position covers laboratory wide receipt of samples and data entry activities relating to MDU public health work.

4. Equal Opportunity, Diversity and Inclusion

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University’s People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous deserve to service for excellence and reach the targets of Growing Esteem.
5. **Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

http://safety.unimelb.edu.au/topics/responsibilities/

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. **Other Information**

6.1 **DEPARTMENT OF MICROBIOLOGY & IMMUNOLOGY**

The Department of Microbiology & Immunology is one of the departments within the School of Biomedical Sciences in the Faculty of Medicine, Dentistry and Health Sciences. Further information is available at http://www.microbiol.unimelb.edu.au/ and http://bsac.unimelb.edu.au/.

6.2 **THE MICROBIOLOGICAL DIAGNOSTIC UNIT**

The Microbiological Diagnostic Unit (MDU PHL) is a public health laboratory for the Department of Health, Victoria situated within the Department of Microbiology and Immunology at the University of Melbourne. The MDU has been established for over 100 years on External State Government funding.

The MDU PHL is concerned with provision of services for the laboratory diagnosis of diseases of public health importance, the application of typing methods, use of computer-based data collection systems for epidemiological purposes, and provision of expert opinion. In addition, the Unit undertakes the microbiological examination of foods and water for compliance with regulatory and voluntary codes and standards. MDU PHL is NATA accredited for Biological testing, including Forensic Operations, NATA/RCPA accredited for Medical testing and performs selected Veterinary testing.

6.3 **THE PETER DOHERTY INSTITUTE FOR INFECTION AND IMMUNITY**

doherty.edu.au

The Doherty Institute is a world-class institute combining research, teaching, public health and reference laboratory services, diagnostic services and clinical care into infectious diseases and immunity. It was officially opened in September 2014 and is a joint venture between the University of Melbourne and Melbourne Health. The Doherty Institute has a major focus on diseases that pose serious public and global health threats such as influenza, tuberculosis, HIV, viral hepatitis, Ebola and drug resistant bacteria. The Doherty’s activities are multi-disciplinary and cross-sectoral, placing great emphasis on translational research and improving clinical outcomes. Teams of scientists, clinicians and epidemiologists collaborate on a wide spectrum of activities - from basic immunology and discovery research, to the development of new vaccines and new preventative and treatment methods, to surveillance and investigation of disease outbreaks.
6.4 SCHOOL OF BIOMEDICAL SCIENCES
https://biomedicalsciences.unimelb.edu.au/

As part of the Faculty of Medicine, Dentistry and Health Sciences since 2015, the School comprises three Departments, Departments of Anatomy and Physiology, Biochemistry and Pharmacology, and Microbiology and Immunology. It has 85 research groups across the three departments, awarding-winning teachers and more than 2500 equivalent full-time student enrolments each year.

Our Mission

Create an innovative and inclusive academic environment building on a strong legacy of world-class excellence and lay the foundation for new generations of biomedical researchers to create new knowledge and lead the revolution in biomedicine, and realise their dream of advancing human health locally and globally.

Our Vision

- Promote collegiality and an inclusive academic environment through the engagement of partners, institutes, hospitals, industries, government and the community at large.
- Cultivate the highest level of excellence in research and education.
- Attract and develop a diverse and talented academic workforce.
- Lead the revolution in biomedicine and translate research outcomes into life transforming healthcare.
- Strengthen our intellectual and technological environment through interdisciplinary interactions, integration of resources and creative thinking.
- Seize all opportunities to create the conditions for sustainability.
- Observe the highest standards of ethics and integrity.

6.5 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES
www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry and Health Sciences (MDHS) is Australia’s pre-eminent medical, health sciences and biomedical faculty and is recognised for its research, teaching, training, and policy leadership across all these fields.

The Faculty employs more than 3,000 staff, attracts more than 8,300 students each year and comprises six schools; 37 departments, centres and institutes; and 160 courses.

A large portion of our workforce work in hospital-based departments. We also have over 5,000 honorary staff including hospital-based staff and those in partner research institutes. Our people publish more than 10,000 peer reviewed publications every year and more than 50% of these include an international co-author.

In 2021 our research income was approximately 400M, comprising over 62% of research income for the University of Melbourne and conducting approximately 47% of all research across the University.

We are Australia’s overall leader in clinical and health, ranked 14th globally in 2022 by the Times Higher Education World University Rankings. The 2023 Academic Ranking of World Universities ranks the University of Melbourne as first in Australia in clinical medicine (14th internationally), public health (12th internationally), human biological sciences and medical technology.

The University educates more health professionals, graduates, research and higher degree students and attracts more national competitive funding than any other Australian
university. The Faculty offers a suite of professional entry masters level graduate programs, including the Doctor of Medicine (MD), the Doctor of Dental Surgery (DDS), and the Doctor of Physiotherapy (DPT) in addition to a range of graduate level programs such as the Master of Public Health, Master of Primary Health Care, Master of Social Work, Master of Clinical Audiology, Master of Speech Pathology, Master of Clinical Optometry, and many more in nursing, social work, health sciences and psychology.

Over 1,400 graduate research students conduct research supervised by over 2,300 staff and honoraries across the Faculty’s six schools and in affiliated health services and research institutes. University departments are embedded in a range of health services including the Austin Hospital, Northern Hospital, Royal Melbourne Hospital, St Vincent’s Hospital, The Royal Women’s Hospital, Royal Children’s Hospital, Western Hospital, Mercy Hospital and rural partners such as Goulburn Valley Health.

Our strategic plan, Advancing Health 2030, sets out a unifying vision for the Faculty to meet the challenges of a changing world and continue to make an impact on the health and wellbeing of our communities. The strategy has been designed to support and bring to life the University’s overall Advancing Melbourne strategy. Read more at: https://mdhs.unimelb.edu.au/advancing-health-2030

6.6 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers.

6.7 ADVANCING MELBOURNE

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
- We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
- We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.
We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

6.8 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at http://www.unimelb.edu.au/governance