



Statewide Clinical Support Services (SCSS)

ROLE DESCRIPTION

Role Title:	Laboratory Manager/Senior Medical Scientist
Classification Code:	MeS-4
LHN/HN/SAAS/DHW:	Statewide Clinical Support
Hospital/Service/Cluster:	SA Pathology
Division:	Microbiology & Infectious Diseases
Department/Section/Unit/Ward:	FMC Bacteriology
Role reports to:	Service Manager – Microbiology& Infectious Diseases
Role Created/Reviewed Date:	May 2021
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Laboratory Manager of Microbiology will provide leadership for the laboratory by applying professional, scientific and technical knowledge. The manager will be responsible for the provision of a timely, cost effective, and efficient customer focussed diagnostic service as required by SA Pathology and the Microbiology and Infectious Diseases Directorate.

Working in partnership with the Head of Department and Directorate Manager, the Manager contributes to strategic planning, formulating and implementing standardised procedures and reporting, establishing and monitoring key performance indicators, daily and longer term staffing of the department and ensures relevant regulatory, quality, ethical and financial requirements of the Department are maintained. Also, as a senior scientist in the Department, the Manager in conjunction with other senior staff will initiate, foster and participate in appropriate research and development activities, and training and teaching activities.

Direct Reports:

Supervisor Reports to: Clinical Director and Directorate Manager
 Supervisor's Position: Head of Department
 Subject Position: Laboratory Manager
 Staff Supervised: Medical Scientists, Technical Officers, OPS and ASO staff

Key Relationships/ Interactions:

Internal

- > Frequent communication with medical staff, within SA Pathology regarding specimens, testing and results.
- > Communication with staff within directorate and across directorates regarding specimens, tests and equipment.

External

- > Communication with staff requesting pathology testing regarding specimens, testing and results.
- > Communication of results to a variety of authorised staff.
- > Inform medical personnel including Infectious Diseases Consultants, ward staff and Infection Control staff of test results as required or requested.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Having an extensive knowledge of scientific testing.
- > Development and communication of laboratory procedures that improve efficiencies and ensure regulatory compliance.
- > A significant contribution to efficient workflow review, planning and implementation in order to manage workload pressures.
- > The incumbent will be required to fully participate in the laboratory roster and may be require to participate in a 24-hour/7 day roster which includes a shift roster and an on-call roster and cover staff absences at short notice.

Delegations:

- > As per Statewide Clinical Support Services HR and Financial delegations.

Key Result Areas and Responsibilities

Key Result Areas	Major Responsibilities
Specialised Area	<ul style="list-style-type: none"> > Be responsible for the provision of timely, cost effective, efficient and customer focussed diagnostic service as required by SA Pathology and the Microbiology and Infectious Diseases Directorate. > Control and coordinate the activities of staff within the Department. > Provide leadership to achieve organisational and personal objectives. > Implement short, medium and long term strategic plans for the Department as determined by the SA Pathology and the Directorate management team. > Set goals and establish priorities for the Department. > Ensure the provision of a quality diagnostic service through validation, documentation control and review of methods, training manuals and work instructions. > Ensure an efficient use of resources by monitoring expenditure, work distribution and workloads. > Encourage the ongoing development of staff within the Department by initiating and authorising staff development projects, establishing deadlines and monitoring and reviewing staff performance. > Contribute to patient management by monitoring test performance and turnaround times. > In consultation with Heads of Units ensure efficient management of human resources within the Department of Microbiology by being responsible for personnel management including the maintenance of staff records, staff training and development, staff interviews, staff control and discipline. > Assist the Head of Department with the investigation of problems and the preparation of memos, briefings, submissions and reports as required. > Coordinate safety within Department and ensure that all work is performed in accordance with current Occupational Health and Safety Legislation, Departmental/Directorate procedures and NATA requirements. > Ensure the confidentiality of laboratory results and patient information. > Ensure that the Department is appropriately provisioned with diagnostic equipment, reagents and consumables and the sustainment of this equipment is maintained. > Participate in the ongoing risk management and business continuity planning for the department in coordination with SA Pathology and the Directorate Management Team.
Management	<ul style="list-style-type: none"> > Identify best practice in all aspects of the laboratory service and implement in accordance with Directorate and organisational requirements. > Maintain up to date knowledge of the laboratory discipline. > Initiating and managing research and development projects related to the diagnostic work of the laboratory. > Analysing, publishing and presenting project data in peer reviewed journals and at meetings.

	<ul style="list-style-type: none"> > Provide management and direction to scientists and technical staff in relation to pathology services. > Manage the day to day activities of the laboratory. > Monitoring established key performance indicators and implement strategies to achieve the KPI's on an ongoing basis. > Ensuring staff have access to training and development opportunities. > Provide staff with performance targets and feedback on their performance. > Observing the principles of good personnel management, including complying with SA Pathology policies on EEO and WH&S. > Ensuring the timely recruitment of staff to approved vacancies. > Co-ordinating the timely preparation of shift rosters. > Determining objectives, priorities and strategies for managing the laboratory. > Ensure efficient administration and financial management of the laboratory. > Optimising the use of physical and human resources. > Validating and verifying new methods and technology for implementation in the laboratory. > Ensuring methodology in use is current and reliable. > The incumbent may be required to deputise for the Directorate Manager. > Undertaking staff counselling and disciplinary procedures.
<p>Service Provision</p>	<ul style="list-style-type: none"> > Performing a wide range of routine and complex diagnostic tests and procedures requiring professional judgement in Microbiology and Infectious Diseases. > Ensuring that the Department's service(s) within Microbiology and Infectious diseases is effective and efficient in the provision of diagnostic services and ensure the quality of results from their area(s). > Exercise professional expertise and competence to perform standard diagnostic services; > Validate and report results in a timely fashion and provide with turn-around time monitoring; > Liaison with medical, scientific and other staff, both internal and external to SA Pathology, regarding sample and test information and provision of test results; > Monitor and resolve technical problems to ensure test accuracy; > Co-ordinate priorities and perform urgent tests to ensure smooth workflow and fast turnaround time > Contribute to service improvement by identifying and implementing changes; > Contributing to the review, development and evaluation of methods and equipment. > Optimising turn-around-times for test results. > Being available to respond to enquiries and complaints from referring medical practitioners. > Ensuring efficient stock control. > Ensuring equipment is maintained for optimal performance. > Providing scientific and technical expertise to the development, evaluation and implementation of new diagnostic methods and equipment.

	<ul style="list-style-type: none"> > Participating in the conduct and evaluation of appropriate quality control and assurance programmes and that performance is regularly reviewed. > Participating in the documentation and review of laboratory practices and procedures. > Participating in the day-to-day supervision and training of laboratory staff. > Liaising with medical and scientific personnel including Infectious Diseases Consultants, Ward Staff and Infection Control Staff as required regarding tests requested and results. > Participating in the preparation of research publications and scientific presentations. > Participating in and initiate research and development projects. > Participating in educational programs within the Department and in undergraduate and post graduate teaching outside the Department as authorised by SA Pathology and the Directorate. > Participate in the educational activities of various professional organisations and societies. > Making a significant contribution to research and development programmes through planning of research projects, supervision of staff and evaluation of results through preparation of reports, evaluations and presentations at scientific meetings and for publication. > Participating in meetings and committees or working groups as required by SA Pathology and the Directorate.
Quality Management	<ul style="list-style-type: none"> > Active participation in the application of Quality Management principles in accordance with appropriate regulatory framework. This includes: <ul style="list-style-type: none"> o Procedural audits and reviews as directed o Implementation of new methods and procedures o Ensuring acknowledgement of relevant procedural updates o Ensuring appropriate and immediate reporting of incidents, errors and complaints o Participate in risk management and continuous quality improvement activities as part of day to day work practices. > Understanding, maintaining and applying the principles of internal quality control and external quality assurance programs and contribute to the resolution of problems that may arise. > With the Heads of Units monitor and review laboratory performance and report this to the Department and Directorate management team, ensure the quality of testing methods conforms to accepted ISO and NATA guidelines and monitor the Department's Quality Management system to ensure ISO and NATA standards are maintained at the highest level.
Professional Development	<ul style="list-style-type: none"> > Maintaining membership and participating in the scientific activities of relevant professional societies. > Demonstrating a commitment to professional continuing education through regular literature review and attendance at relevant conferences as required; > Participation in Work Experience Programs, undergraduate student training and placement programs. > Contributing to professional conferences/workshops through the submission abstracts or contributing to oral presentation. > Assist/co-ordinate in the training of other staff and students as required.

Work Health & Safety	<ul style="list-style-type: none">> Contribute to Work Health and Safety within SA Pathology by taking reasonable care to protect personal health and safety of other staff, wear protective clothing and use safety equipment as directed.> Report incidents and risks in a timely manner.> Collaborate with senior staff in resolution of issues and mitigation of risks.> Complete mandatory training obligations including emergency evacuation and fire training.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

[The Requirements for Supervision in the Clinical Governance of Medical Pathology Laboratories \(Fifth Edition 2018\)](#) by the National Pathology Accreditation Advisory Council (NPAAC), defines a scientist as a person with competence to perform the functions required and who is authorised to perform these functions. A medical scientist must possess one of the following qualifications:

- a. *A degree at Australian Qualifications Framework level 7 awarded from a university in Australia with >70% of subjects relevant to the field of pathology of a 3-year degree*
- b. *A degree at Australian Qualifications Framework level 7 with subjects relevant to the field of pathology awarded by an overseas tertiary institution if the qualification is assessed as equivalent to a degree accredited by the Australian Institute of Medical Scientists*
- c. *An associate qualification conferred by the Australian Institute of Medical Technologists before 1 December 1973.*

Personal Abilities/Aptitudes/Skills

- > Accept accountability and responsibility for own practice
- > Demonstrate excellent communication, critical thinking, organisational and problem-solving skills
- > Establish priorities and adapt to changing work demands
- > Ability to lead motivate and coordinate staff activities to ensure a high level of team performance
- > Ability to produce a high-quality result by education, training and review of staff performance
- > Ability to implement service improvements in response to Directorate requirements and customer needs.
- > High level of analytical skills, in particular, the ability to solve scientific problems in a logical manner to develop practical outcomes.
- > Demonstrated ability to handle conflict and resolve sensitive issues.
- > An ability to work effectively under pressure and show a high level of attention to detail
- > Communicate openly and honestly;
- > Function as a proactive team member;
- > High level of interpersonal skills
- > Exercise time and team management skills
- > Provide professional opinion on the clinical significance of diagnostic findings;
- > Communicate with health care professionals
- > Proactively identify opportunity for further improvement within the objectives of the Pathology Directorate.

Experience

- > A high level of relevant scientific experience across several disciplines
- > Experience in providing diagnostic services under reduced supervision;
- > Experience in quality management systems and procedures and in the selection and management of work policies and procedures.
- > Experience in the management of human resources including staff recruitment, training and education and motivation and performance management

- > Experience in providing a high level of advisory and consultancy service to executive and management on a range of technical, scientific, financial and management related matters.
- > Experience in financial planning and budget management.
- > Experience in using complex software for data analysis;
- > Experience in database search and literature review to assist with results interpretation;
- > Experience in writing of reports;
- > Experience in change management

Knowledge

- > Extensive post-graduate experience in diagnostic Microbiology and Infectious Diseases laboratories and/or research laboratory experience in Medical Microbiology and Infectious Diseases.
- > Expertise in the scientific principles and analytical methods used in diagnostic Microbiology and Infectious Diseases.
- > Extensive knowledge of the diagnostic pathology industry
- > Knowledge of quality systems and the regulatory and accreditation requirements as they apply to the provision of a clinical pathology service.
- > Knowledge of budget planning and control.
- > A knowledge of computer and information handling systems
- > Knowledge of the principles of Public Administration and Personnel Management
- > Knowledge of NATA/NPAAC accreditation requirements, quality standards and ethical guidelines;
- > Knowledge of External Quality Assurance Programmes
- > A high level of knowledge of Work Health & Safety and Equal Employment Opportunity principles

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > PhD and or Fellowship of HGSA/RCPA
- > MHGSA
- > Membership of a professional society involved in the further education of medical scientists.
- > Possession of a post graduate qualification such as a Fellowship or master's degree in a related scientific discipline.
- > Possession of a post graduate qualification in management, such as an M.B.A., graduate diploma or certificate.

Personal Abilities/Aptitudes/Skills

- > Nationally or internationally recognised Research and Development skills as evidenced by publications and/or a higher degree.
- > Current teaching skills internally and externally to the Department.
- > Financial and cost centre management skills.
- > Current leadership of a diagnostic and/or research laboratory workgroup.
- > A demonstrated ability to direct, lead, motivate and co-ordinate staff activities to ensure high level of team performance by education, training and review of staff performance.
- > Ability to delegate appropriately.
- > Counselling, advocacy and negotiation skills.
- > National or international recognition of contributions to Microbiology and Infectious Diseases and or Laboratory Management.

Experience

- > Extensive experience in Microbiology and Infectious Diseases Laboratory Management/Supervision.
- > Extensive experience in Laboratory Information Systems and other IT applications relevant to diagnostic services.
- > Proven track record in leadership, project management or human resource management.
- > Experience working with professional independence at a high level of expertise
- > Experience in the management of a multi-disciplinary diagnostic pathology laboratory
- > Experience in the provision of a 24-hour diagnostic service
- > Experience in designing and conducting education and competency programs
- > Experience in liaising with medical practitioners and resolving client concerns
- > Experience in setting objective performance standards and developing mechanisms to ensure adherence to those standards
- > Experience in maintaining laboratory accreditation
- > Experience in complex report interpretation/writing

Knowledge

- > Extensive experience in Microbiology and Infectious Diseases Laboratory Management/Supervision.
- > Extensive experience in Laboratory Information Systems and other IT applications relevant to diagnostic services.
- > Knowledge of leadership theory and personnel management.
- > Knowledge of financial management.

- > Recognised knowledge in all diagnostic pathology disciplines
- > Knowledge of SA Pathology policies and procedures
- > Proven track record in leadership, project management or human resource management.
- > Experience in the provision of a 24 hour diagnostic service.
- > Evidence of extensive experience in financial management.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

SA Pathology's mission is to provide:

- > The people of South Australia with comprehensive quality pathology and associated clinical services that improve patient outcomes and the health of the community through a commitment to education, innovation and research
- > Our customers with exceptional services and support
- > Our staff with a working environment conducive to fulfilling their potential
- > The Government of South Australia with cost-efficient, sustainable pathology and clinical services.

Values

Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

Integrity:	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
Compassion:	Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.
Accountability:	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours

Respect: We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.

Excellence: We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our community.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: _____ **Role Title:** _____

Signature: _____ **Date:** _____

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name: _____ **Signature:** _____ **Date:** _____

Version control and change history

Version	Date from	Date to	Amendment
V1	10/01/2023		Original SCSS version.