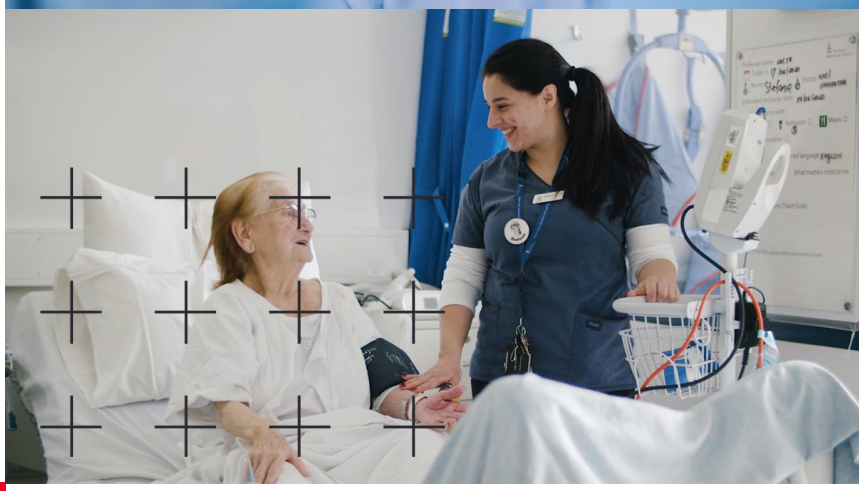
The Royal Melbourne Hospital









Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team

Position Description

Quality Manager

The Royal Melbourne Hospital

THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First

People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

Together 2035 - Our 10 year ambition positions the organisation to have a meaningful impact. Acknowledging the need for ability, adaptability and failing fast, it is assumed throughout this strategy cycle that nothing will stay stagnant. We will continuously strive for excellence in health - through data insights, the latest research, responding to community sentiment, and global trends and importantly the views, needs and feedback of patients, consumers, carers and community.

STRATEGIC PILLARS

Redesigning Together - We are redesigning world-class care
Thriving Together - We are thriving through inspiration & curiosity
Innovating Together - We are leading research excellence for clinical impact

Strategic Drivers
Systems Thinking
Digital Intelligence
Performance & Sustainability

The Royal Melbourne Hospital

Position Description

Position Title:	Quality Manager
Service:	Clinical Governance & Medical Services
Location:	Victorian Infectious Diseases Reference Laboratory
Reports To:	Director
Enterprise Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement 2021–2025
Classification:	Grade 4
Employment Status:	Full Time
Immunisation Risk Category:	Category C
Date of Review:	November 2026

POSITION SUMMARY

The Royal Melbourne Hospital is one of Victoria's leading public health services, providing specialist medical, surgical and mental health services, together with rehabilitation, aged care, outpatient and community programs. Guided by its vision of advancing health for everyone, every day, RMH puts people first, leads with kindness and achieves excellence together.

The Victorian Infectious Diseases Reference Laboratory (VIDRL) is a leading public health laboratory located at the Peter Doherty Institute for Infection and Immunity (the Doherty). VIDRL is a key state, national and international public health laboratory that provides specialised microbiology reference testing across virology, mycology, parasitology, and mycobacteria.

The Quality Manager is responsible for the operational management and continuous improvement of quality management systems (QMS) necessary to maintain compliance with relevant standards and accrediting bodies, including NATA, NPAAC, TGA, and RCPA. The Quality Manager leads a team who ensure a risk-based approach to quality activities that is compliant with ISO 15189 and other relevant ISO standards, and legislative and organisational frameworks. This role will also have responsibility for developing, implementing and monitoring the performance of all Pathology services, including Point of Care (POC), genomics, and innovative testing initiatives. The role includes opportunities to contribute to the strategic planning and quality system to support the Doherty Institute, Australian Institute for Infectious Disease (AIID), Coalition for Epidemic Preparedness Innovations (CEPI) and public health surveillance.

This position will be primarily responsible for:

- Ensuring VIDRL meets its regulatory compliance obligations to, and complies with, the relevant NPAAC, RCPA, NATA, CEPI and ISO standards, and is engaged in a continuous improvement process for the laboratory, including 'closing the loop' on relevant quality improvement activities.

- Implementing, monitoring, and reporting on a process to assess and mitigate risk in Pathology operations, as required by NPAAC. This includes ongoing management of the risk register.
- Initiate Quality Incident and Risk Management Plans.
- Support the development and implementation of Quality systems to support the translation of research activities into clinical practice.
- Develop and maintain statistically robust analytics and reporting
- Establish and manage regular Quality meetings with senior medical and scientific staff in accordance with NPAAC and NATA requirements and issue reviews and reports as required.
- Ensure all areas of the pathology service participate in the relevant appropriate External Quality Assurance Programs for laboratory-based testing
- Maintain, develop and expand the Electronic Quality system (Fast Track)
- Be aware of all updates to quality frameworks relevant to VIDRL
- Support test and development and regulatory approval processes at VIDRL, as directed by VIDRL's Director

KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Manage the implementation, maintenance and continuous improvement of the quality management plan
- Maintain and administer the eQMS, including document control, occurrence and CAPA management, change control, risk management, training and competency.
- Provide advice and support to Section Heads and other laboratory staff regarding compliance with NATA, TGA, NPAAC, RCPA, and other accrediting bodies.
- Maintain and periodically assess the VIDRL internal and external audit program, including activities associated with regulatory accreditation and clinical trial sponsor audits.
- Coordinate and support activities require to achieve and maintain ISO 15189 accreditation, along with any other applicable ISO standard.
- Prepare updated on quality issues and recommendation for corrective and preventative actions.
- Provide quality reports at management review and other operational meetings.
- Support implementation of strategic quality initiatives and quality improvement projects.
- Foster a culture of quality and continuous improvement.
- Provide data, briefings, reports, and/or presentations on activities and achievements to internal and external stakeholders with differing levels of scientific understanding.

KEY RELATIONSHIPS

Internal

- Director
- Deputy Director
- Medical Microbiologists
- Principal Scientist
- Operations Manager
- Laboratory Manager
- Section Heads
- Quality team

External

- Regulatory and accreditation bodies/associations, including NATA, TGA, NPAAC, and RCPA.
- Other health and pathology services Quality and Risk personnel

KEY SELECTION CRITERIA

Formal Qualifications:

- Bachelor of Science, Medical Laboratory Science, Biomedical Science or related and recognised discipline.

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Demonstrated experience in the development, implementation and maintenance of QMS aligned with NATA standards within a diagnostic pathology service.
- Proven ability to coordinate audit readiness, validation activities and accreditation inspections.
- Excellent interpersonal, written and verbal communication skills, with the ability to engage effectively across multidisciplinary professional groups.
- Significant experience in the field of pathology quality management with detailed knowledge of ISO 15189 and regulatory standards.
- Demonstrated experience managing and working within a risk management framework.

Desirable:

- Lead Auditor qualification in Quality Management Systems
- Formal training and experience with application of training methodologies and establishment of staff training and competency programs.
- Formal training in change management methodology.
- Experience transitioning research platforms into in-vitro diagnostic assays.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Achievement of 100% successful external audits by all regulatory and accreditation bodies/associations
- Ability to maintain NATA accreditation to ISO 15189
- Regular reporting of quality indicators to the VIDRL Executive Team
- Maintenance of a complete, thorough, and effective risk register

AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
  - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
  - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
  - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
  - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
  - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date