

# Position Description

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<b>Position Title:</b>	General Manager
<b>Service:</b>	Pathology Network
<b>Location:</b>	635 Elizabeth Street, Melbourne
<b>Reports To:</b>	Chief Pathologist and Chief Paediatric and Perinatal Pathologist
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement 2021–2025
<b>Classification:</b>	SA1 + above award payment
<b>Employment Status:</b>	Full time
<b>Immunisation Risk Category:</b>	Category A
<b>Date of Review:</b>	October 2025

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## OVERVIEW

### Lead the Operational Transformation of a Public Pathology Network

A new Public Pathology Network Service is being established — one of only two such networks in Victoria — bringing together pathology services across the Parkville Precinct to deliver coordinated, research-informed, and patient-centred care. This new model will enhance access, consistency, and quality in public pathology service delivery, supporting better outcomes for patients, clinicians, and partner health services.

Led by the Royal Melbourne Hospital, the Network will operate in close collaboration with The Royal Women's Hospital, The Royal Children's Hospital, Peter MacCallum Cancer Centre, and future public health service partners. It will be enabled by a state-of-the-art Laboratory Information System and a shared clinical governance framework that supports safe, integrated, and high-performing services across all network sites.

We are seeking a highly experienced and values-driven operational leader to serve as the inaugural General Manager for the new pathology network. Working closely with the Pathology senior leadership team the General Manager will oversee the establishment and delivery of efficient, responsive, and future-ready pathology operations. This role is critical to embedding the governance, systems, workforce, and partnerships needed to ensure long-term success.

This is a rare opportunity to shape the operational foundation of a next-generation public pathology network, leading collaboration across services, supporting clinical and research integration, and contributing to improved health outcomes across Victoria and beyond.

## POSITION SUMMARY

The General Manager of Pathology Services will provide senior operational leadership and be responsible for the delivery of high-performing, integrated pathology operations across the Network, ensuring services are responsive, aligned, and efficient.

Working in partnership with the Pathology network senior leaders, the General Manager will drive the implementation of the operational governance framework and oversee service-level agreements, workforce strategies, financial performance, and digital transformation initiatives. The role will support consistency and collaboration across pathology services.

The General Manager will play a key role in embedding a cohesive, patient-centred operating model that supports quality care, innovation, and research across all sites. The network senior leadership team will be fully supported to ensure that Pathology continues as a crucial medical service in health service operations.

As part of the senior leadership team, the General Manager will also contribute to strategic planning and ensure operational readiness as the Network grows and adapts to meet future public health needs.

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## KEY ACCOUNTABILITIES

### Operational Leadership

- Provide senior leadership and oversight of overall pathology operations across the network, working with Operations Directors at each network laboratory.
- Lead the establishment and embedding of the network's operational governance framework, ensuring service delivery is aligned, efficient, and consistently high-quality.
- Commits to working as part of a strong, collaborative leadership team to ensure optimal and safe clinical and operational decisions are made within the network's governance framework.
- Operates within the overarching clinical governance framework led by the Chief Pathologist, ensuring that all operational activities align with the network's standards for clinical safety, quality, risk management, and best practice
- Support Operations Directors in implementing local plans and priorities that align with network-wide strategy, fostering collaboration and shared accountability.
- Oversee service readiness and transition planning as the network is established, ensuring seamless commencement and integration across partner sites.
- Guide the operational implementation of key digital enablers, including the Laboratory Information System, to support connected, data-informed services.

### Strategy and Integration

- Ensure operational alignment with the clinical governance framework, enabling safe, integrated, and patient-centred service delivery across adult, paediatric, and specialty services.
  - Support the design and implementation of standardised service models, communities of practice, and improvement initiatives across all laboratories.
  - Lead strategic projects and planning activities that enhance infrastructure, workforce capacity, and service sustainability
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## Financial and Performance Management

- Oversee the development and management of the network's operational budget in partnership with Finance, Pathology Directors, and site-based leaders.
- Monitor network-wide operational performance, supporting Operations Directors in achieving KPIs, performance targets, meeting quality standards, and driving efficiencies.
- Lead contract management, pricing strategies, and procurement activities within the public health financial framework.

## Workforce and Culture

- Provide guidance, leadership, and support to Operations Directors and the broader operational leadership team, fostering collaboration and shared culture across laboratories.
- Promote a high-performing, inclusive, and engaged workforce aligned to the Melbourne Way and Network values.
- Support workforce planning, capability development, succession, and leadership growth across the operational leadership group.
- Guide and support direct reports and the leadership team with strategic feedback and development plans to promote continuous growth, drive excellence and achieve service goals
- 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.

## Quality, Safety and Risk

- Partner with the Quality Director, laboratory leaders, and clinical governance teams to ensure operational adherence to quality, safety, and risk standards.
- Oversee processes for managing service risks, responding to feedback, and driving continuous improvement across the network.
- Contribute to a psychologically safe and accountable work environment, where staff feel empowered to raise concerns and contribute to improvement.

## Research and Partnerships

- Support the operational enablement of research, innovation, and academic partnerships across the network.
- Work collaboratively with member health services, research leaders, and academic institutions to support integrated research and clinical trial activities.

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## KEY RELATIONSHIPS

### Internal

- Medical Directors (Chief Pathologist/Chief Paediatric & Perinatal Pathologist)
- RMH health service Executives and
- Pathology laboratory Directors of Pathology, Quality Managers and staff.

### External

- Partner Health Service Executives and pathology relationship managers
- External partners and stakeholders to Parkville pathology laboratories including commercial partners, clinical services, research bodies, institutions, and universities

- General Managers, Medical Directors and Nursing and Operations Directors from other Services
- Operational support services including:
  - Finance & Logistics
  - People and Culture
  - Strategy, Quality and Improvement
  - EMR
- Department of Health
- Other pathology services and national stakeholders
- Professional Associations and industrial bodies

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## KEY SELECTION CRITERIA

### Formal Qualifications:

- Holds a Bachelor of Applied Science or Bachelor of Science or equivalent
- Hold or be working towards a Doctor of Philosophy, Science or
- Fellowship in a relevant scientific organisation or in a field related to their discipline or specialisation, and
- Post graduate qualifications, in Management/Business/Administration or equivalent.
- Hold an equivalent qualification and/or experience to any of those referred above.

### Essential:

- Commitment to live the Melbourne Way – putting people first, leading with kindness and achieving excellence together.
- Demonstrated and extensive senior clinical leadership experience (10+ years) in a leadership operational role with deep knowledge of pathology services and governance in a complex health service setting.
- Demonstrated ability to manage budgets, optimise service delivery, and drive financial sustainability.
- Proven high level leadership and change management skills, and capacity to build an effective team.
- Strong interpersonal, communication, influencing and motivational skills which demonstrate a capacity to build.
  
- In-depth knowledge and understanding of public health and pathology policy issues including best practice and health care safety and quality.
- Demonstrated commitment to providing operational solutions that uphold clinical safety and quality
- Strong, innovative, analytical problem-solving skills to develop timely, successful solutions and advice on policies and strategies.
- Familiarity with cutting-edge pathology technologies, such as digital pathology, and AI-driven diagnostic tools.

### Desirable:

- Experience in Quality Management/Risk Management.

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## 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.
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#### 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.

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#### 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.

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Employee Signature

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Employee Name (please print)

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Date

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