

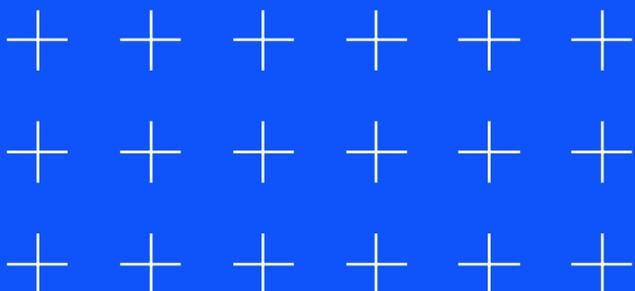
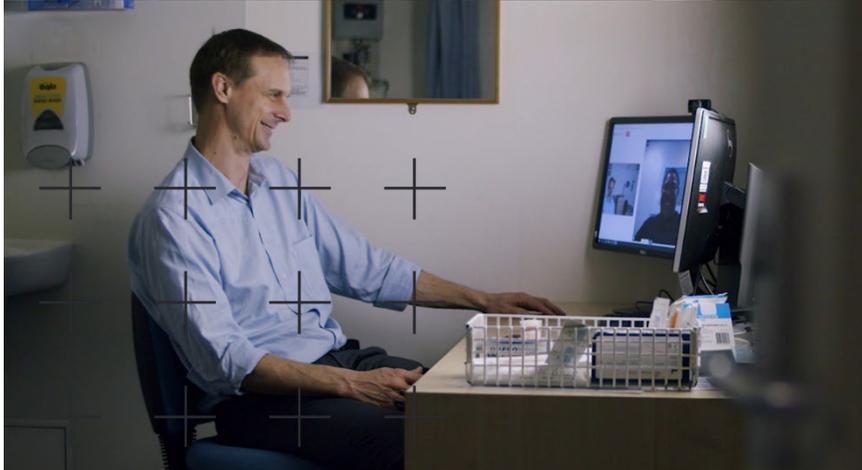


**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
everyday.**

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Operations Director, Pathology



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.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability



Position Description

Position Title:	Operations Director, Pathology
Service:	Access, Critical Care and Investigative Services
Location:	The RMH Parkville
Reports To:	Access, Critical Care and Investigative Services (ACCIS) General Manage
Enterprise Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement 2021–2025
Classification:	SA1
Employment Status:	Full Time
Immunisation Risk Category:	Category B
Date of Review:	January 2026

POSITION SUMMARY

- Oversee effective and efficient operations of the MH Pathology service (provided by The Royal Melbourne Hospital)
 - Develop strategic pathways to align with organisational objectives and business for future state
 - Provide support to the Director of Pathology in maximising effectiveness of Pathology service delivery
 - Inspire and assist pathology department managers to focus on service delivery, service development and career development
 - Engage and motivate Pathology staff to develop and excel, while working in line with the RMH values
 - Provide accurate and timely service performance reporting
 - Assist the Director of Pathology and Pathology Quality Manager with regulatory compliance, risk mitigation and clinical governance
 - Have a client focused approach, develop mutually beneficial collaborative partnerships and a positive work environment for staff
 - Actively create and promote a culture of high performance and continuous improvement
 - Provide guidance pertaining to pathology and associated activities to the broader organisation and external stakeholders
-



-
- Working with Parkville precinct partners to develop a partnership approach to the delivery of pathology services that align with the principals of the upcoming Public Pathology Victoria
-



KEY ACCOUNTABILITIES

- Work collaboratively with principal scientists, medical staff and colleagues across RMH teams to ensure pathology supports safe and effective patient care.
- Deliver operational goals within allocated budget, to ensure high levels activity and revenue across pathology services are achieved
- Develop and monitor KPI's for departmental activity and performance to strive for continual improvement and efficient use of resources.
- Work with the service General Manager, along with Director of Pathology and other clinical leads to implement RMH strategic objectives.
- Ensure processes are in place to enable consultation with key stakeholders to meet needs of patients, clinicians and research partners.
- Speak up for safety, our values and wellbeing, take all reasonable steps to provide a safe work environment.
- Support staff training, development and continuing education initiatives.
- Engage with laboratory and other partner health services, external clients and customers to enhance Pathology service delivery as it expands into the new network service.
- Responsible for implementing service improvements arising from key stakeholder or patient feedback.
- Contribute to organisation-wide and service initiatives and planning activities.
- 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.
- Actively support a culture of research and clinical innovation that is responsive to the changing needs of the health service.
- Contribute to and facilitate change in line with RMH and MH Pathology's strategic plan
- Consistently model and promote the RMH values, Melbourne Way and code of conduct.
- Meet regularly with Pathology Executive to report on service delivery – not limited to financial, workforce, quality, projects and improvements.
- Other duties as directed by the Director of Pathology and service General Manager.
- Ensure quality assurance programs and monitoring processes are in place and comply with relevant guidelines.
- Take an active role in identifying innovative solutions to operational issues within the Pathology service.
- Work with the capital planning team to operationalise capital projects as related to pathology.

KEY RELATIONSHIPS

Internal

External



-
- Director of Pathology
 - Service General Manager
 - Medical Directors
 - Nursing and Operations Director
 - Deputy Pathology Operations Managers
 - Pathology Quality Manager
 - Pathology Collections NUM
 - RMH Executive Team
 - Principal Scientists, Pathology Department managers
 - Pathology Heads of Department
 - Pathology Staff
 - Finance manager
 - RMH Clinical Units
 - People & Culture Business Partner
 - Quality, Safety & Risk
 - Parkville Precinct Partners
 - Other health services
 - Melbourne Private
 - Regulatory and accreditation bodies
 - Industry stakeholders
-



KEY SELECTION CRITERIA

Relevant tertiary qualifications and experience as a medical laboratory scientist, business or leadership qualification.

Essential:

- Holds a Bachelor of Applied Science or Bachelor of Science or equivalent
- Proven record of achievement of at least 10 years as a senior manager in a pathology and/or hospital environment.
- Ability to contribute effectively as a team member and leader within the multidisciplinary team environment
- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Ability to work to deadlines, priority and ability to work under pressure
- High level interpersonal and communication skills with a well-developed capacity to liaise effectively with and successfully negotiate complex and sensitive issues and apply conflict resolution
- Advanced problem solving and assessment skills, capacity to make decisions that will improve service delivery
- Demonstrated ability to facilitate effective workplace change and build organisation change readiness, capability and resilience
- Sound knowledge of public pathology service delivery, including quality systems and accreditation requirements
- Experienced in change management, project management
- Commitment to a culture of continuous improvement, education, training and research
- Effectively manage a diverse workforce and support personal and professional development of staff

Desirable:

- Competent computer skills in using management and decision support systems, including the usual software packages, databases and spreadsheets
- Post graduate qualification (or studying towards) in leadership, business management or equivalent

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
 - Valid Police Check and Working with Children's Check (WWCC)
-



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
