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| <b>Position Title:</b>             | Quality Director                                                                                                                                  |
| <b>Service:</b>                    | Pathology Services                                                                                                                                |
| <b>Location:</b>                   | The Royal Melbourne Hospital, Parkville, Melbourne                                                                                                |
| <b>Reports To:</b>                 | Chief Pathologist and Chief Paediatric and Perinatal Pathologist                                                                                  |
| <b>Enterprise Agreement:</b>       | 4. Medical Scientists, Pharmacists and Psychologists<br>Victorian Public Health Sector (Single Interest Employers) Enterprise Agreement 2021-2025 |
| <b>Classification:</b>             | SA2 + above award payment                                                                                                                         |
| <b>Employment Status:</b>          | Full Time/ Part Time                                                                                                                              |
| <b>Immunisation Risk Category:</b> | Category B                                                                                                                                        |
| <b>Date of Review:</b>             | May 2026                                                                                                                                          |

# Position Description

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## OVERVIEW

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 Quality Director to be part of the new Public Pathology Network's senior leadership team.

The Quality Director of Pathology Services is a pivotal role in establishing and embedding a strong quality, safety, and risk culture across the new Public Pathology Network. Working alongside the Pathology Service senior leadership team, this role will lead the integration of quality and risk management functions across laboratory sites, in preparation for achieving NATA and any other relevant external accreditations as a single network in the future.

The role will be a key contributor to laying the foundations of a new network service that will connect esteemed pathology laboratories within the Victoria's Parkville precinct initially, with new and expanding services to be included over time. This role will be instrumental in aligning existing operations under unified quality improvement and clinical governance processes. The Quality Director will support the site Quality Managers to drive quality improvement, harmonisation, and efficiency initiatives, supporting them to be accreditation ready.

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## POSITION SUMMARY

The Quality Director of Pathology Services is responsible for leading the strategic development, implementation, governance and continuous improvement of quality, safety and risk management across an integrated quality and risk management framework for the network pathology service.

This role will maintain oversight of the quality management framework, network level risk, lead the harmonisation of Q-pulse, and support continuing education strategies across laboratories including the integration of new services and partners to the network.

The Director will focus on harmonisation and integration of quality processes and work with pathology senior leaders driving strategic quality objectives. This role plays a key part in aligning the pathology networks practices with national standards and public health priorities, while championing innovation and high-performance, fit for purpose in-service delivery.

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## KEY ACCOUNTABILITIES

### Strategic Quality, Risk and Safety Leadership

- Provide expert advice to the Executive and Clinical and Operational leaders to help shape the long- term strategic direction of the pathology network and drive strategic quality initiatives.
- Lead the design, implementation and continual improvement of an integrated quality and risk management framework for the pathology network to meet accreditation, regulatory, and organisational requirements. This work will be undertaken with the Pathology Executive to achieve it in coordination with Quality Managers, Clinical and Operational Directors.
- Oversee the harmonisation of Q-Pulse system working with Quality Managers throughout the process, working toward a single accreditation quality system.
- Develop and implement aligned quality metrics to monitor the performance of laboratories across the network, ensuring strategic goals and regulatory standards are met.
- In collaboration with Quality Managers, assess, and manage clinical, operational and enterprise risk that impacts laboratory services or patient safety.
- Partner with the RMH Quality & Innovation Director to ensure the pathology quality framework and systems meet the needs of the individual patient populations being served, and principally are in alignment, fostering an integrated approach to continuous improvement across the services.

### Governance, Accreditation and Reporting

- Monitor, analyse, report and provide insights on quality indicators, risks, and trends to the Executive Director and governance committees.
  - Work in collaboration with Quality Managers and the Designated Person from each laboratory to maintain all laboratory accreditation as relevant, including NATA accreditation.
  - Work in collaboration with Quality Managers and the Designated Person from each laboratory to develop and align performance reporting metrics for the network of laboratories.
  - Provide expert advice and strategic oversight of clinical risk, patient safety improvement, capital/ technology investments, incident reporting and escalation processes and support system-wide risk mitigation strategies.
  - Provide support and expert advice to key committees, including the RMH Board Quality Committee and RMH Quality Committee.
  - Support the coordination of National Standards accreditation requirements across partner health services.
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## Partnerships, Research and Innovation

- Build and maintain high trust relationships with member health service teams, customer and consumer stakeholder groups to ensure and continuously improve quality service provision.
- Contribute to opportunities for innovation, service expansion, and process improvement aligned with public health goals; supporting business case development and working with laboratory Quality Managers that all regulatory requirements are met.
- Identify and lead initiatives to modernise and leverage quality systems through digital and AI solutions, streamlined auditing and risk assessment processes.
- Support research and development programs and ensure there is compliance with relevant standards, best practice, and appropriate governance.
- Represent pathology at governance forums and Department of Health advisory meetings.

## People and Engagement

- Promote a culture of quality, safety, and continuous learning.
- Support risk management activities, training needs, and health, safety and wellbeing initiatives are implemented for all staff, including the appropriate sub-specialisation of staff for appropriate patient populations.
- Build and sustain relationships with internal stakeholders, clinical leadership, operational directors and quality teams across the service.
- Actively represent the network in relevant RMH/LHSN governance forums, NSQHS quality committees, and support site quality leads in their ability to report to relevant site specific similar forums.
- Strengthening collaboration with consumers, patients, carers, and families to embed person centred principals across all quality improvement and service development initiatives

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## KEY RELATIONSHIPS

### Internal

- General Manager (Pathology Services)
- Pathology Quality Managers
- Medical Directors - Chief Pathologist and Chief Paediatric & Perinatal Pathologist
- Parkville health service Executives
- Directors of Pathology, Operations Directors and staff.
- RMH Chief Quality Officer
- RMH Quality & Innovation Director
- Health service Quality representatives

### External

- Accreditation and regulatory bodies
- External partners and stakeholders to Parkville pathology laboratories as required
- Other pathology services and national stakeholders.
- Department of Health
- Local Health Service Network

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## KEY SELECTION CRITERIA

### Formal Qualifications:

- Tertiary qualifications in Science or Medical Laboratory Science
- Post graduate qualifications, certification in Quality Management / Administration or equivalent.

### Essential:

- Demonstrated and extensive senior leadership experience (7+ years) in a quality or operational management role in a large multidisciplinary pathology laboratory
- Comprehensive knowledge of ISO 15189:2013, NPAAC and related standards, including NATA corporate (network) accreditation processes
- Strong experience in responding to critical incidents and leading processes to investigate, report and manage agreed action plans
- Proven leader with a mindset and ability to drive service excellence
- Demonstrated ability to manage quality plans, optimise service delivery, and support financial sustainability.
- Proven leadership in Quality system 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.
- Strong, innovative, analytical problem-solving skills to develop timely, successful solutions and advice on policies and strategies.
- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.

### Desirable:

- Experience in operational management within a public health or pathology setting
  - Management experience in a Victorian public hospital or laboratory network
  - Competence managing electronic QMS applications such as Q-Pulse.
  - Familiarity with cutting-edge pathology technologies, such as digital pathology, and AI-driven diagnostic tools
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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, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
  - Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
  - 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.
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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