

Position Description

Position title	Medical Scientist - Point of Care Coordinator (POCC)
Department / Division	Laboratory Services, Division of Ambulatory Services
Classification	Medical Scientist Grade 3 Year 1 – Grade 3 Year 4 (RY9 - RZ3)
Position reports to	Principal Scientist Biochemistry
No. of direct & indirect reports	NA
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>Laboratory Services provides a comprehensive, high quality diagnostic pathology services to both the Royal Children's Hospital (RCH) and the Royal Women's Hospital (RWH), 24 hours a day, 7 days a week.</p> <p>Point of care testing (POCT) is throughout both hospitals, within critical care units, emergency departments, day surgery, theatres, birthing suites, inpatient wards and outpatient clinics at RCH and RWH. Point of care devices currently include glucometers, i-STATs for blood gas/electrolyte analysis and Blood Gas and INR analysers.</p>

Laboratory Services are responsible for managing the inventory of cartridges and reagent replacements, repairs and also training for all these devices so that they are available 24/7 throughout each of the areas of use. They are maintained within an existing POCT quality framework and provision of service that meets the requirements of NATA ISO 15189 (Medical Testing) and the clinical needs of the patients.

ROLE PURPOSE

The Point of Care Coordinator plays a crucial role in healthcare settings, focusing on the management and oversight of point-of-care testing (POCT) programs throughout both the RCH and RWH hospitals. This role is essential for ensuring that point-of-care (POC) testing is integrated effectively into patient care, enhancing the efficiency and accuracy of diagnostic processes. This includes the following.

Management of POCT Programs: Implements and oversees POCT programs across various departments, ensuring compliance with regulatory and accreditation standards. This includes management software and licensing for all POC devices.

Training and Certification: Train and certify staff on POCT procedures, equipment and software use, controlling and quality control measures to maintain high standards of care.

Equipment and Supplies Management: Manages the inventory of POCT supplies and equipment, ensuring everything is in proper working condition and within use-by dates.

Quality Control and External Quality Assurance Programs and Compliance: Ensure Controls quality assurance materials are regularly monitored and results submitted. Ensures instruments in all departments are fit for purpose. Routinely audit POCT practices and records to ensure accuracy and compliance with guidelines

Coordination and Communication: Liaise with laboratory staff, healthcare providers, and department and ward managers to facilitate effective communication regarding POCT services and results

Policy Development: Develops and updates POCT policies and procedures to reflect current best practices and regulatory requirements

KEY ACCOUNTABILITIES

Organisation and Planning

- Managing the existing POCT internal quality control systems and external quality assurance programs.
- Maintaining current and developing new POC equipment inventories.
- Manage the "transitioning-in" of new POCT equipment.
- Maintaining existing controlled documentation and drafting new documentation, as required, for pre-analytical, analytical, post-analytical POC processes, including staff training and on-going competency records.
- Implementing and adhere to service continuity plans during scheduled preventative maintenance, malfunction or repair of laboratory equipment.

Collaborative Practice

- Liaising with POC suppliers, nurse unit managers (NUM) and clinical education teams to facilitate and document staff training and on-going competency for all POC equipment including maintenance of inventory and supplies.
- Working with Pathologists and Clinicians to effectively manage processes for the timely reporting, interpretation and actioning of test results that contribute to patient care. This may involve the procurement and implementation of new POC hardware and middleware/software.
- Promoting and developing partnerships with healthcare and community providers as well as discipline networks.

Continuous Improvement

- Liaise with the Quality Manager to manage periodic review and audits of POC policies and procedures.
- Ensure all work performed is undertaken in compliance with the Laboratory Quality System.
- Develop awareness of governance requirements including safety and quality clinical practice guidelines, procedures and policies including how they apply to clinical role.
- Maintain and monitor the satisfactory performance of laboratory equipment and ensure equipment records are completed within a compliant quality system in accordance with laboratory, NATA and ISO 15189 standards and protocols.
- Work in accordance with hospital Work Health and Safety policies. Assist with the preparation and review of risk assessments for laboratory processes in liaison with elected Workplace Health and Safety (WH&S) representatives to train staff and students to current WH&S policies to ensure a safe workplace.
- Actively participate in quality improvement processes using laboratory (OFI) and hospital (VHIMS) reporting systems.
- Promptly notify the Principal Scientist, Medical Director and/or medical staff as appropriate, of significant scientific or technical problems and review and evaluate technical methods, procedures, protocols and standards.
- Supervise, participate, monitor and promptly and thoroughly review internal and external Quality Assurance Programmes, investigating all non-conformances and trends and implementing any required corrective actions to ensure accuracy of testing.

Leadership

- Model a commitment to continuing professional development and support staff in developing and accomplishing professional goals and objectives.
- Facilitate open and effective communication across all levels of the laboratory services and more broadly across the organisation.

Supervision

- Participate in clinical supervision in accordance with local standard operating procedures and/or the RCH Allied Health Clinical Supervision Guideline which are based on the DHHS Allied Health Clinical Supervision Framework

QUALIFICATIONS AND EXPERIENCE

Essential:

- Bachelor of Applied Science (Medical Laboratory Science), Bachelor of Biomedical Science (Laboratory Medicine) or Bachelor of Science with a major in Biochemistry, or appropriate qualifications to fulfil the definition of a 'Medical Scientist' as defined in Section 9 of the Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement 2021-2025
- Previous experience with a variety of point of care devices and point of care softwares and "middleware" systems such as POCellerator
- Previous experience with hospital electronic medical records (e.g. EPIC) and laboratory information systems (e.g. Medipath, and Beaker)
- Experience within a diagnostic pathology laboratory and an understanding of the delivery of critical care, inpatient and outpatient point of care services is advantageous.
- Specific and demonstrable experience of laboratory accreditation requirements (ISO15189) and point of care quality framework requirements (e.g. National Pathology Accreditation Advisory Council (NPAAC) Guidelines for

Point of Care Testing and The Royal College of Pathologists of Australasia (RCPA) Point of Care Testing – Elements of a Quality Framework)

Desirable:

- Experience in leading others, mentoring and training
- Post graduate qualification or undertaking a post graduate course. A current fellowship of professional society or plans to work towards a fellowship
- Several years' experience in health or related field

KEY SELECTION CRITERIA

- Ability to work under the supervision of the Principal Scientist/s and Laboratory Services Management team to assist with the delivery of point of care laboratory accreditation requirements via the development and management of a point of care quality framework (as documented above).
- Demonstrated ability to perform operational tasks and manage projects within clinical units and wards, with minimal supervision.
- Proven capacity for leadership in a team environment and ability to work well as a senior team member
- Well-developed interpersonal skills, demonstrating an ability to liaise efficiently and effectively with laboratory staff, nursing area managers and their teams, clinical educators, hospital technicians and point of care device and software suppliers.
- Ability to use initiative and anticipate point of care service requirements.
- Personal commitment to assisting with the delivery of high quality point of care results for appropriate clinical patient management and point of care service delivery.
- Quality focussed with a systematic and detailed approach to work.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other

- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

June 2025