
Position Description

Position Title:	Administration Assistant- Clinical Genomics
Salary Range:	MCRI & VCGS Professionals & Administrative Award - Level 3.3 -4.4
Reporting Manager:	Head of Service Delivery and Development: Clinical Genomics
Direct Reports:	None
Home Group:	VCGS Clinical Genomics

Who are we?

Victorian Clinical Genetics Services (VCGS) is a not-for-profit subsidiary of the Murdoch Children's Research Institute www.mcric.edu.au and provides a wholly integrated genetic testing, diagnostic and counselling service for health professionals, patients and their families across Victoria, Australia and globally. Our clinical geneticists and genetic counsellors work in close consultation with our medical scientists to provide the most accurate interpretation for complex genetic tests. VCGS also plays a pivotal role in research and development, driving translational research and policy development in the field of genetics.

What is it like to work for us?

We are committed to ensuring a positive working environment that values all backgrounds and experiences. We cultivate an inclusive culture that is underpinned by equal opportunity for all and a culture based on respect, consideration and dignity. We are also committed to developing our people and fostering an environment where learning and development is central to our staff reaching their full potential.

Position Overview

The Victorian Clinical Genetics Service has a long history of delivering high quality genetic and genomic testing to individuals across Victoria, Australia, and internationally. A core strength, especially in the delivery of complex genomic testing, is derived from our multi-disciplinary approach where clinicians and scientists work hand in hand with genetic counsellors, bioinformaticians, and genetic pathologists to analyse and interpret test results and constantly develop, review and refine new and existing approaches to service delivery.

The Genomics Administration team members have a key role in ensuring the efficient and effective accessioning of patient test requests and patient samples. This team serves the needs of the Clinical Genomics laboratory. Clinical Genomics provides genetics and genomics services at a national and international level. The Laboratory offers a unique genomic sequencing service, using the patient's clinical presentation as the tool to drive its analysis pathway. A multidisciplinary team approach (scientists, clinical geneticists, genetic counsellors and bioinformaticians) is employed to provide the most comprehensive investigation, interpretation and patient support required to help find answers to complex genetic health conditions. The laboratory also offer pre and early pregnancy service which is supported by a team of reproductive genetic counsellors who provide educational and clinical support to patients and their doctors.

The role involves providing effective administrative support to ensure that all test paperwork, sample requirements and data entry have been met prior to patient samples being processed. The high-end analytical approach employed by the Clinical Genomics laboratory benefits from the availability of information very early in the diagnostic process for sample triage and intake processes.

The position requires excellent communication skills. Given the need for continuous client and laboratory support and time sensitive tasks, cross coverage for busy periods and leave will be required. The role may therefore require cross training and support between different areas. Administration team members will report directly to the Head of Service Delivery and Development Manager (operational line manager), but their daily work direction (and technical advice) will also come from the Head of Clinical Genomics Laboratory, or team/section leaders from Clinical Genomics laboratory.

Key Accountabilities

- To assist in the provision of the effective and efficient delivery of services by the Clinical Genomics laboratory as part of the Genomics Administration team
- To be a point of reference for troubleshooting patient samples (e.g. seek missing patient demographic data, clinical information, consent forms, billing information, clinician contact details, request external laboratory reports where required)
- Ensure patient referral forms have all appropriate information recorded and meet requirements for testing prior to full data entry
- Genetic testing requests may be received via the online ordering system, email, hard copy (following a clinic appointment) or sent directly to the laboratory. Ensure all required documentation has been received and follow up with relevant referrer where required
- The role requires close collaboration with the Clinical Liaison team as well as the reproductive genetic counselling team who are responsible for education, managing communication and relationships with our patients, referrers and laboratory scientists
- Accurate and timely follow up of information for time sensitive early pregnancy and prenatal diagnosis cases.
- Become proficient in the use of essential laboratory data bases such as GitLab, REDCap, LabWare, Q-pulse and others as required
- Communicate with doctors (or representatives) on the need for repeat sample collections and/or help coordinate as required
- Maintain genetic test waiting lists and communicate with Clinical Liaison team or reproductive screening team regarding required follow up or outstanding issues
- Monitor email in-box dedicated to area of service
- Respond to internal and external calls and and triage more complex enquiries to other team members as appropriate (including Clinical Liaison team and/or medical scientists)
- Contribute to the ongoing development of processes to aid efficient pathway from request to report
- Undertake day to day administrative tasks and procedures that pertain to the area of service
- Ensure Standard Operating Procedures (SOPs) relevant to your service areas are current and accurate
- Ensure proper planning and handover of tasks prior to taking leave or as required
- Attend relevant team meetings
- Undertake other support services to ensure the efficient provision of the service as required or directed
- Given the multidisciplinary nature of VCGS, you may be required to provide support in other areas of the organisation
- Train other staff in your designated responsibilities as required to ensure appropriate back up
- Be an active and supportive team member by taking on activities within your own area of responsibility and by assisting across the team.
- Understand the processes of your work area and have awareness of the processes of other related work area functions.
- Processes within the laboratory may change over time. This may impact administration processes and require you to take on new or additional tasks from time to time.

Selection Criteria

- Victorian Certificate of Education (VCE) or equivalent and/or a Certificate or Associate Diploma in an area of health science/practice.
- Technical/clerical qualifications advantageous.
- Understanding of specimen reception and patient information systems advantageous.
- Previous administration experience in a pathology laboratory or medical reception advantageous.
- A conscientious and responsible approach to administrative work.
- Critical eye for detail.
- Ability to work to a high standard of accuracy as is required in a diagnostic laboratory.
- Ability to manage time effectively, problem identify and solve, prioritise tasks/workload.
- Effective communication skills that are client focused.
- Ability to work independently and within a team.
- General computer skills including familiarity with standard word processing programs including Excel.
- A demonstrated commitment to high levels of professionalism.
- A strong work ethic, attendance and punctuality.
- A willingness to take on ad hoc tasks as required.
- A commitment to maintain confidentiality.

Conditions of Employment

- Working with Children & National Police Clearance (if appointed) in compliance with the Victorian Governments Child Safety Standards
 - The right to reside and work in Australia and you meeting any applicable visa conditions
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Health, Safety & Wellbeing

- We are committed to providing and maintaining a working environment which protects the health, safety and wellbeing of our people, partners and the community
 - Employees conducting duties on behalf of VCGS are expected to meet the environment, health and wellbeing requirements and responsibilities specifically required for the role
 - We are committed to supporting children in their right to be safe and adhere to the responsibilities we have to ensure their protection and safety as per the Child Safety Standards Policy
 - Specified positions may be subject to medical review to ensure that the inherent requirements of the role can be undertaken safely
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Commitment to Our People

- We are committed to creating a positive working environment which values staff from diverse backgrounds and experiences. We strive to foster an inclusive culture that provides equal opportunities for all and a culture where we treat one another with respect, consideration and dignity
- We are committed to developing our people and fostering an environment where learning and development is central to our staff reaching their full potential

As VCGS evolves to meet its changing strategic & operational needs and objectives, so will the roles required of its employees. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. This position description is intended to provide an overall view of the incumbent's role as at the date of this statement.