

Position Description

Position Title	Pathology Relationship Manager
Position Number	30025777
Division	Community and Continuing Care
Department	Clinical Support Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative G5 L1 – L5
Classification Code	HS5 – HS33
Reports to	Senior Director Clinical Support Services
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Pathology Relationship Manager works in collaboration with the clinical teams and senior leaders at Bendigo Health, and the externally contracted Pathology Provider to maintain effective relationships, address issues proactively and support continuous quality improvement.

The role is responsible for administration of the pathology contract across the health service to ensure delivery of high-quality pathology services, in line with contractual requirements.

Responsibilities and Accountabilities

Key Responsibilities

Quality & Feedback

- Implement and maintain process for reporting and reviewing feedback, complaints, incidents associated with provision of pathology service
- Review, investigate and escalate Pathology related clinical incidents (VHIMS)
- Ensure all policies and procedures are maintained, communicating updates and seeking input on change from relevant clinical stakeholders
- Maintain Pathology credentialing records for accreditation purposes
- Monitor and review the actions of BHCG employees to ensure their behaviour and actions are consistent with BHCG's obligations under the Pathology contract
- Ensure that on-site equipment and facilities are fit for purpose in line with the licence agreement
- Ensure the service operate within a framework of accreditation, best practice and quality improvement
- Ensure that pathology records and archived specimens meet compliance requirements

Contract & Relationship Management

- Develop and maintain an open communication process with the Pathology Contractor (particularly the Manager and Pathologists), the Clinical Departments and any other Stakeholders to ensure all issues are addressed in an effective and efficient manner
- Undertake regular reviews to ensure the compliance with the Pathology Contract KPIs listed in the agreement
- Report on non-compliance to the Senior Director Clinical Support Services for escalation to Executive and Pathology Steering Committee as required
- Support preparation of the agenda, as well as attend the Pathology Steering Committee as a delegate, ensuring allocated actions are completed in a timely manner
- Ensuring that Pathology Staff and related Contractors comply with Hospital by-laws and regulations
- Reviewing monthly invoices to ensure hospital, non-hospital and third-party payees correctly allocated as per the agreement
- Provide regular reports on throughput or cost trends and variances
- Ensure that the lease and licence agreement is maintained

- Verifying that required tests are performed in accordance with the contract
- Assist with the development of documentation required for variations to the contract and renewals
- Assist with the development and reporting on the annual budget for provision of pathology services

Innovation & Improvement

- Assist with the collation of information to support benchmarking to improve utilisation, efficiency and efficacy of private/public clinical support service contracts
- Assist with the digitisation and monitoring of electronic orders and results
- Assist with the development of reports for management of Pathology orders

Key Selection Criteria

Essential

1. Relevant tertiary qualifications in health science, project management, health administration or related discipline
2. Demonstrated understanding and knowledge of Pathology services and testing
3. Excellent communication, negotiating, problem solving and interpersonal skills
4. Demonstrated leadership skills and abilities to effectively build and support teamwork.
5. Proven ability to monitor contract compliance
6. Capable of working independently and collaboratively within a team environment
7. Understanding of acute health service delivery requirements
8. At least 5 years' experience in a similar leadership role

Desirable

1. Understanding of National Safety and Quality Health Standards and Pathology (NPAS) accreditation requirements
2. Knowledge of MBS pathology billing rules and indications

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.

- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.