

Position Description

Position Title:	Clinical Liaison Coordinator (Genetics and Genomics)
Salary Range:	Professional & Administrative Salaries - Level 4-5
Reporting Manager:	Justine Elliott, Clinical Liaison and Genomics Business Manager
Direct Reports:	None
Home Group:	Strategy, Support and Development

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?

Our people are our biggest asset, and we have a great range of benefits to support them:

- Salary Packaging
- Yoga, Pilates and Mindfulness
- On-site Gym
- Employee Assistance Program (EAP)

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 Clinical Liaison Coordinator's primary purpose is to support the service delivery of high-quality genetics and genomics testing through the Genetics and Genomics Division of VCGS. The Genetics and Genomics Division, as an instrumental part of VCGS, is an innovative leader in the provision of genomics services at a national and international level.

Our unique clinical genomics sequencing service employs a multidisciplinary team approach (scientists, clinical geneticists, genetic counsellors and bioinformaticians) to provide the most comprehensive investigation, interpretation, and patient support. This fully integrated service requires timely coordination and liaison between the clinical and laboratory teams to help diagnose complex genetic health conditions for patients and their families. As such, this position requires excellent communication skills and strong understanding of genetics and clinical environments. The successful candidate will have an opportunity to support the full suite of testing offered by the Genetics and Genomics Division, including clinical exome and whole genome sequencing service delivery, mitochondrial genome testing, prenatal diagnostic testing, cytogenetic and molecular genetic tests

As a member of the Strategy, Support and Development team, you will have a role in providing excellent customer service to assist in building and maintaining relationships with key stakeholders.

This role would suit an individual with a human genetics background (minimum Bachelor of Science/ Bachelor of Biomedicine with Honours in Genetics) looking for experience in the exciting and rapidly growing field of genomics. A Masters of Genomics and Health would be an advantage for success in this role.

This is a diverse role that will provide you with the opportunity to gain experience within busy diagnostic genetics testing service and to expand your knowledge of rapidly evolving genomics technologies. In the role you will support the day-to-day operational activities essential for the delivery of world class genomics services. You will play an important role in:

- Liaising with referring clinicians to obtain comprehensive clinical and phenotype information regarding patients.
- Responding to enquiries from patients, clinicians, and pathology laboratories regarding test ordering requirements.
- Helping to improve operational processes as our service continues to grow.
- Timely entry of patient clinical information into shared laboratory/clinical data bases to facilitate accurate and efficient genomic testing.
- Collaborating with members of the VCGS clinical team to triage patient test requests.
- Working closely with other members of the Clinical Liaison Coordinator team and ClinGen administrative team (Customer Care Group).
- Working closely with the medical scientists within the Genetics and Genomics Division.
- Assisting with the generation of up-to-date information for patients and referrers.
- Supporting the Clinical Liaison and Genomics Business Manager with other duties as required.
- Offering a highly collaborative contribution within the Strategy, Support and Development team.

Key Accountabilities

- Acting as a point of reference for troubleshooting patient test requests (e.g. seek relevant clinical information, clarify test requirements, explain funding arrangements, provide referral pathway details where necessary).
- Working closely with fellow Clinical Liaison team members and Customer Care admin team to ensure patient referrals include complete information and meet requirements for testing prior to triage meetings.
- Communicating effectively with healthcare professionals.
- Collaborating with VCGS medical laboratory scientists regarding patient and clinician information.
- Responding to internal and external emails and phone calls to deal with patient or clinician general enquiries and triage more complex enquiries to the Clinical Liaison and Genomics Business Manager as appropriate.
- Contributing to ongoing process improvements to aid efficient pathways from request to report.
- Supporting educational and promotional activities to assist referrers with an understanding of up to date clinical genomics test information.
- Attending regular team meetings and other professional development and educational opportunities.
- Ensuring consumers can exercise their rights and responsibilities.
- Being responsive to patient/family and clinician complaints and concerns.
- Assisting in/contributing to data generation for research and publications.
- Involving others in the identification of change initiatives and the implementation process.
- Supporting activities relating to evaluation of genomics in clinical practice including participation and contribution to multidisciplinary meetings.
- Maintaining and update personal knowledge in emerging genetic and genomic technologies, particularly as they impact on clinical genomics service provision.
- Contributing to the Strategy, Support and Development team's activities and priorities.
- Willingly take on projects relevant to the position.
- Adhering to MCRI and VCGS policies.

Selection Criteria

Essential:

- Minimum Bachelor of Science or Bachelor of Biomedicine with Honours in Genetics (human). Graduates of the Master of Genomics and Health are encouraged to apply.
- Knowledge and understanding of genetic counselling, including medical, genetic and psychosocial aspects, however, please note this is not a traditional clinical genetic counselling role within the clinic.
- Work with sensitivity to one's own values and those of others.
- Demonstrated motivation, initiative and ability to establish priorities, set and maintain deadlines.
- Excellent communication skills, both written and verbal.
- Exceptional attention to detail and a demonstrated ability to work to a high standard of accuracy as is required in a diagnostic laboratory.
- A demonstrated commitment to high levels of professionalism and confidentiality.
- Ability to identify problems with clarity and move to solve.

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- Confident in the use of digital systems, including data bases, workflow tracking systems and standard computer programs including, Word, Excel, PowerPoint.
 - A willingness to take on ad hoc tasks as required.
 - Ability to be flexible in response to the dynamic needs of the VCGS clinical and laboratory teams, as well as external referrers.
 - May suit a Master of Genetic Counselling graduate interested in a laboratory focussed role.
 - Experience with communicating with health professionals regarding their patients' needs would be an advantage.

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.

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.
- Some positions may be subject to appropriate medical checks to ensure the safety of the incumbent and others.

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.