

## POSITION DESCRIPTION

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<b>POSITION TITLE:</b>	Ophthalmic Assistant
<b>ORGANISATION DIVISION:</b>	Clinical Services
<b>EMPLOYMENT TYPE:</b>	Full-time
<b>WORK LOCATION:</b>	Dandenong Clinics (work at other ACO locations may be required on occasion)
<b>RESPONSIBLE TO:</b>	Head of Primary Care and Specialist Services
<b>OTHER BENEFITS:</b>	Salary packaging
<b>DATE LAST REVIEW:</b>	November 2018
<b>APPROVED BY:</b>	Director of Clinical Services

## 1. THE AUSTRALIAN COLLEGE OF OPTOMETRY

The Australian College of Optometry's (ACO) Vision is to achieve world leading eye health outcomes for all and its Mission is to improve the eye health and well-being of communities through innovation, partnership and leadership in:

**Clinical optometry services** - providing high quality public health eye care for communities in need and leading best practice;

**Research** - undertaking high impact internationally recognised research to improve the understanding of vision science and eye care; and

**Education** - providing best practice clinical learning pathways for optometrists from pre-registration through to professional practice.

The ACO's work is led by the following values and principles:

- We deeply **care** about eye health;
- Everything we do drives this **purpose**;
- Mutual **respect** guides our expectations;
- We foster excellence through **collaboration** with our patients, partners and teams;
- Our commitment to **innovation** pushes us to question and find better ways;
- We **deliver** what we promise to patients, partners and each other.

## 2. POSITION SUMMARY

This position is responsible for providing high quality clinical support to Optometrists providing clinical services to ACO patients. The role involves working as part of the clinical team to support the delivery of optometry consultations through the provision of diagnostic imaging and clinical assistance. In addition, the role will assist the broader team with assistance in the delivery of visual aids and provide assistance to the customer service staff in the clinic.

This position will be based at the Dandenong Clinic site but may be required to work at other ACO service locations on occasion.

## 3. KEY ROLES/RESPONSIBILITIES

To be successful in the role, the incumbent will be required to:

- Assist the optometry team in delivering clinical care, to enable efficient and effective quality patient management
- Carry out diagnostic clinical imaging, visual field testing, screening tests and entrance procedures for patients
- Assist with ordering and dispensing of spectacles, contact lenses and low vision aids

- Answer patient and staff queries under supervision of the optometrists
- Perform administrative duties involved in operating a busy optometry practice (eg. patient bookings, phone enquiries, billing, payments, stock management etc)
- Work collaboratively with the Clinic Site Manager and customer service team to support the daily delivery of clinical services in a welcoming, efficient and accurate manner
- Assist in the development of new procedures and protocols to improve clinical efficiency and quality
- Actively participate, contribute, assist and support the organisational activities of the Clinical Services Division and ACO
- Maintain confidentiality about information acquired about the business of the ACO and in the course of attending to patients and show discretion in the exchange of this information with colleagues.

#### **4. KEY SELECTION CRITERIA**

- Experience working in an ophthalmic clinical setting. A qualification in Orthoptics or similar is desirable.
- Experience in use of Optical Coherence Tomography (OCT), retinal camera, visual field, pachymetry and tonometry instrumentation is strongly preferred
- Knowledge of Optomate (or other practice management systems) is an advantage
- Focus on high quality customer service and patient-centred approach to delivery of clinical care
- Demonstrated capacity to work independently and in a team setting
- Well-developed oral and written communication skills
- Motivation to serve the community and in particular, showing empathy and understanding to people experiencing disadvantage
- Understanding and respecting the feelings, needs and cultural differences of others
- An understanding of OHS principles and risk reduction

#### **5. JOB COMPLEXITY, SKILLS AND KNOWLEDGE**

This position reports to the Optometry Clinic Site Manager on a daily basis, with responsibilities to the Head of Primary Care and Specialist Services.

##### **5.1 Level of Supervision/Independence**

Work will be carried out with some level of independence. Direction is provided on tasks to be undertaken with an opportunity to identify areas for learning and development. The incumbent is expected to take responsibility for outcomes.

##### **5.2 Problem Solving and Judgement**

The incumbent will be expected to have problem solving skills and sound background in optometric/eyecare knowledge. Ability to exercise a good level of judgement to solve problems and prioritise work will be expected.

### **5.3 Resource Management**

Equipment, workstations and all daily resources are to be maintained and managed efficiently.

### **5.4 Breadth of the Position**

This position requires a good level of communication with other staff of the Clinic in order to provide a quality service.

## **6. OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL HEALTH AND SAFETY RESPONSIBILITIES**

All ACO staff are responsible for the following safe work procedures and instructions in accordance with OHS and EHS legislation:

- Complying with OHS and EHS policies and procedures manuals
- Taking responsible care for the health and safety of self and others
- Ensuring that any hazardous conditions, near misses and injuries are reported immediately to a supervisor
- Seeking guidance for all new or modified work procedures
- Participating in meetings, training and other health and safety activities
- Wearing personal protective equipment as provided
- Using equipment in compliance with relevant guidelines, without wilful interference or misuse
- Adopting work practices that support OHS programs

### **Organisational Relationships**

Reports to: Dandenong Clinic Site Manager (Optometrist)  
Head of Primary & Specialist Eye Care Services  
Director of Clinical Services

Supervises: No direct reports

Internal Liaisons: Staff Optometrists (Dandenong)  
Customer Service Team members (Dandenong)  
Head of Clinic Operations & Support Services  
Head of Primary & Specialist Eye Care Services  
Head of Outreach & Community Eye Care Services  
Head of Teaching & Quality

External Liaisons: Patients  
Visitors  
Clinical Partners

## OTHER RELEVANT INFORMATION

### Employment Screening

The ACO employs staff who come into contact with children, elderly and vulnerable people. We are committed to protecting and not placing at unreasonable risk children, vulnerable people, members of the communities we serve and our employees.

***Employment for all positions is conditional on a satisfactory National Police Check valid for working with Children/Vulnerable Groups.*** Police checks must be renewed every three years.

International Police Checks are required from prospective employees who have worked overseas for 12 months or more in the last 10 years.

***Working with Children Checks are required for some positions.*** Working with Children checks must be renewed every five years.

### Privacy Notification

We collect this personal information for the purpose of processing and considering your application for employment and its use is consistent with requirements of the Information Privacy Act 2000. All unsuccessful applications are retained for six months then securely destroyed.

### Diversity

The Australian College of Optometry is an Equal Opportunity Employer. We welcome applications from people with the widest possible diversity of background, culture and experience. The ACO encourages and welcomes the interest from Aboriginal and Torres Strait Islanders for roles within the organisation.