

POSITION DESCRIPTION

POSITION TITLE:	Practice Manager - Adelaide
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Full-Time
WORK LOCATION:	Adelaide (work at other ACO Locations may be required on occasion)
RESPONSIBLE TO:	Optometrist Site Manager - Adelaide
OTHER BENEFITS:	Salary Packaging
DATE LAST REVIEW:	January 2019
APPROVED BY:	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 innovations, partnership and leadership in:

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

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 practices.

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 leading front of house customer service and dispensing services to patients and supporting optometrists in the Clinic. The primary goal of the position is to provide exemplary customer service and assist with frame and lens selection and spectacle ordering. The person in this position will provide leadership in the development of our patient support services.

The work requires enthusiasm, teamwork, cultural awareness and willingness to engage with patients of diverse backgrounds. The ability to work with a diverse staff group; supervise and instruct students in the clinic; and have a deep understanding of optical products is also required. Duties will include providing detailed reports, following ACO procedures and a commitment to delivering service of the highest quality for ACO patients.

3. KEY ROLES/RESPONSIBILITIES

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

- Assist in the establishment and growth of the Adelaide clinic;
- Provide high quality customer services to patients attending the clinic and manage all administrative aspects of patient visits including patient appointments, patient registration, billing, claiming and payments;
- Implement strategies to maximise bookings and use of clinical resources;
- Provide advice and assist patients in selecting frames to satisfy their prescription, appearance and comfort requirements;

- Discuss and recommend lenses, coatings and frames to suit patient needs;
- Carry out minor spectacle repairs;
- Work as part of a team to provide a high quality, efficient and effective patient support service;
- Work closely with suppliers to ensure timely and efficient delivery of visual aids;
- Respond to enquiries and provide advice on spectacle orders;
- Communicate in a professional manner with patients and staff, building rapport and engagement;
- Make recommendations to management on stock selection and assist with ordering, product auditing and stocktake as required;
- Ensure products meet required standards;
- Maintain a thorough knowledge of optical products;
- Supervise students engaged in activities of the Clinic;
- Monitor compliance to rules, guidelines and procedures of the Clinic;
- Maintain privacy and confidentiality of patient and business information.

4. KEY SELECTION CRITERIA

Qualifications

- Completion of a Certificate IV in Optical Dispensing or other relevant qualification.
- Level one first aid certification (or higher), or willingness to undertake training.

Knowledge, Experience and Skills

- Demonstrated experience in optical dispensing and retail service, with a patient-focussed approach
- Highly self-motivated and enthusiastic individual who demonstrates initiative, with a positive can-do attitude
- Demonstrated experience working in a collaborative team environment and able to build strong professional relationships with dispensary staff, optometrists, reception staff and others at all levels
- Demonstrated ability to lead a team, delegate effectively and motivate others to achieve
- Demonstrated ability to respond and be pro-active in the provision of quality patient services in a similar environment
- A cooperative and supportive attitude towards others, treating people with respect, fostering collaboration and cooperation
- A strong motivation to serve the community and in particular people who are disadvantaged.
- Understands and respect the feelings, needs and cultural differences of others

- Able to prioritise tasks, determine and meet deadlines, and work effectively under pressure
- Sound problem solving skills with a focus on continuous improvement
- Computer literate, familiar with practice management and on-line ordering systems
- An understanding of OHS principles and risk reduction

5. SPECIAL REQUIREMENTS

NIL

6. JOB COMPLEXITY, SKILLS AND KNOWLEDGE

This position reports to the Site Manger - Adelaide.

6.1 Level of Supervision/Independence

Work will be carried out under minimal supervision. Direction is provided on tasks to be undertaken with an opportunity to identify areas for improvement. The person must be able to work without supervision and is expected to take responsibility for outcomes.

6.2 Problem Solving and Judgement

The incumbent will be expected to have excellent problem-solving skills and sound professional judgment. Some activities involve routine work but may involve some situations where they need to use a good level of judgement to solve problems and prioritise work.

6.3 Professional and Organisational Knowledge

Excellent customer service skills and teamwork skills are required. Knowledge of electronic invoicing and billing processes would be required

6.4 Resource Management

Sufficient levels of products and consumables are monitored and purchased in conjunction with the Manager of Clinic Administration.

6.5 Breadth of the Position

The person provides customer services and supports dispensing services to all patients of the Clinic.

6.6 Behavioural expectations

Professional behaviour is expected at all times in the workplace, as evidenced by staff:

- Communicating with patients and colleagues in an open, clear and friendly manner
- Treating others fairly and objectively and ensuring freedom from discrimination, harassment and bullying
- Behaving honestly and with integrity
- Complying respectfully with any lawful and reasonable request given by a staff member's supervisor
- Using resources of the ACO in a proper manner

- Abiding by the policies, procedures and guidelines of the ACO
- Upholding the ACO values and good reputation of the ACO
- Accepting and working with decisions and outcomes determined through the management and governance structures of the ACO
- Establishing a good and healthy work/life balance
- Working constructively to resolve conflict in a timely manner
- Contributing positively to the workplace and the enjoyment and satisfaction of colleagues

7. 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:	Optometrist Site Manager - Adelaide
Supervises:	Customer Service Team members (Adelaide)
Internal Liaisons:	Staff Optometrists (Adelaide) 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.

The Australian College of Optometry is an equal opportunity employer.
With clients from highly diverse cultural and social groups, we welcome applications from people with the widest possible diversity of background, culture and experience including indigenous Australians.