

POSITION DESCRIPTION

POSITION TITLE:	Head of Specialist Services and Clinical Care
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Full Time
WORK LOCATION:	Carlton clinic, metropolitan clinics, outreach sites, low vision clinics, and hospital clinics
RESPONSIBLE TO:	Director of Clinical Services
OTHER BENEFITS	Salary packaging
DATE LAST REVIEWED:	December 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 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

The Head of Specialist Services and Clinical Care is responsible for leading and developing the Specialist services and clinical care of the ACO. The role will be responsible for developing and implementing innovative programs to improve efficiency and quality of care within ACO specialist clinics and the clinic overall, expand and strengthen relationships with public hospitals and ensure the clinical placement program meets the needs of education partners into the future.

The Head of Specialist Services and Clinical Care will contribute as a clinical educator and specialist practitioner in the pursuit of the mission and objectives of the Division of Clinical Services and the ACO.

The Head of Specialist Services and Clinical Care provides leadership in optometry and the operations, organisation, management and development of ACO clinical services. In addition, the person provides management of Staff Optometrists, Manager Optometrists and Lead Optometrists in the Division of Clinical Services. The Head of Specialist Services and Clinical Care is part of the Clinic Leadership Team and is expected to contribute to the overall success of the clinic and the broad mission and objectives of the Division of Clinical Services and the ACO. The position is also a member of the CEO's Leadership Team.

3. KEY RESPONSIBILITIES

To be successful in this role, the person will be required to contribute to patient care, management, and team leadership through:

- Lead the quality, development and performance of specialist optometry services against budget and key service indicators including patient growth, service provision and staff engagement;
- Lead the quality, development and performance of clinical education activities against budget and key service indicators including service provision and staff engagement;
- Identify best practice and drive improvements in capacity and models of care and patient management in the area of specialist services and clinical education;
- Work alongside the Director of Clinical Services to develop clinical services that lead the professions and build and expand hospital relationships;
- Lead the engagement and liaison with clinical education and assessment partners;
- Lead and support teams of staff expert in the delivery of clinical education and high-quality clinical care and management;
- Advance and grow the provision of clinical services through innovation and enhancement, partnerships, specialist referrals and establishment of clinical initiatives, in line with the strategic goal of the ACO;
- Provide information and reports, monitor and review policies, quality and standards, and support the business planning and development of advanced care services and clinical teaching;
- Procure and maintain clinic equipment, as well as provide staff training in clinic equipment;
- Assist the Director of Clinical Services in implementing new policies and procedures as required to achieve the service targets and key performance indicators against budget for the Division, as well as to achieve the mission and strategic plan of the organisation;
- Contribute to planning and implementing new developments that will expand and grow clinical services;
- Develop and coordinate ongoing clinical education and development programs for clinic staff;
- Foster collaborative working relationships within the team based on mutual trust and respect, motivating individuals to achieve high performance standards;
- Deliver skilled public speaking assignments;
- Provide patient centred care and clinical services of high quality and apply a high standard of clinical skill and knowledge;
- Maintain specialist clinical skill and knowledge in ocular disease care by participation in teaching, education and research;
- Contribute to and participate in the generation of knowledge by clinical research;

4. SPECIAL REQUIREMENTS

Optometrists are required to be registered to practise optometry in Australia. They must also sign the undertaking and agreements to allow participation in Medicare. They are expected to be therapeutically endorsed and participate in PBS prescribing. They are encouraged to become a member of the Australian College of Optometry and maintain membership of the Optometry Australia. Head and Lead Optometrists are encouraged to become Fellows of the College.

All Optometrists employed by the ACO are expected to provide their own hand held ophthalmic equipment which includes (but is not limited to) retinoscope, direct ophthalmoscope, indirect ophthalmoscope, 90D or equivalent lens, 20D or equivalent lens, gonioscopy, PD ruler, pen torch, lens flippers, phoria card, tweezers.

All Optometrists employed by the ACO are expected to contribute to the profession and community through ongoing participation in education.

In addition, they are expected to maintain first aid and cardio pulmonary resuscitation (CPR) certification as required to retain their registration and Optometry Australia membership.

The Head of Specialist Services and Clinical Care will be based primarily at Carlton. Travel may be required to the metropolitan clinics of the ACO across Australia, outreach optometry services, low vision clinics at various locations and hospital-based clinics.

5. JOB COMPLEXITY, SKILLS AND KNOWLEDGE

This position reports to the Director of Clinical Services in the Division of Clinical Services.

Direction and support will be provided to the Head of Primary and Specialist Eye Care Services in his/ her management responsibilities and s/he is expected to exercise a high level of autonomy. S/he must operate within the framework of guidelines and protocols established by the ACO and profession.

5.1 Level of Supervision/Independence

Head Optometrists must be able to work independently prioritising their own workload and taking responsibility for decisions and outcomes. They are expected to liaise regularly with the Director of Clinical Services who is directly responsible for their work and to show initiative with proposals and goals for their areas of responsibility, as well as for the broader organisation.

5.2 Problem Solving and Judgement

The appointee will be expected to have a high level of problem-solving skills with a methodical and resourceful approach. Sound professional judgement is required for situations of clinical care, staff management and to oversee areas of responsibility.

Comprehensive technical knowledge is needed to solve a range of problems. Activities will require initiative and independent decision-making.

5.3 Professional and Organisational Knowledge

A working knowledge of all relevant policies/programs of the ACO and profession is required. Professional procedural and clinical knowledge should be contemporaneous. Specialist knowledge is required in areas of responsibility and is encouraged in other ACO services.

5.4 Resource Management

The person will be expected to manage resources relating to their areas of responsibility and in other roles relating to assistance with operational management.

5.5 Breadth of the Position

Head Optometrists will be required to demonstrate leadership and provide guidance and support for less experienced optometrists. Communication will be required with other health care practitioners, ACO support staff and other senior clinical staff and external agency staff when working off Carlton site (metropolitan clinics, outreach sites, low vision services, hospital-based services).

Head Optometrists are expected to provide clinical care to patients with diverse presentations, backgrounds and issues.

Other activities may include assisting the management team with staff development, pursuing clinical research and generating knowledge through publications in the optometric literature and involvement in the continuing education program of the ACO.

5.6 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

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

7. KEY SELECTION CRITERIA

Qualifications

A degree or Optometry Council of Australia and New Zealand certification that allows registration to practice optometry and prescribe therapeutic medicines in Australia.

A postgraduate qualification in public health or equivalent combination of training, education and clinical experience in primary health care.

Knowledge, Experience and Skills

The Head of Specialist Services and Clinical Care will be required to have been in equivalent full time clinical practice for at least seven years and can demonstrate clinical and professional experiences and credentials.

To be considered for selection as the Head of Specialist Services and Clinical Care, the applicant should have:

- Extensive clinical experience and expertise in clinical education or the provision of one or more advanced care services;
- Demonstrated ability to drive the business development and clinical enhancements;
- A demonstrated and expressed interest in organising and managing staff;
- Leadership ability and the potential to participate in staff management and development;

- Evidence of a strong service focus, including responsiveness and initiative in the provision of quality services;
- A strong motivation to serve the community and in particular people who are experiencing disadvantage;
- Well-developed interpersonal skills and an indication of working well with other people;
- Self-motivation, flexibility and a positive can-do attitude;
- Evidence of being able to support and assist for staff to provide good care to patients in an efficient and effective way;
- Evidence of the ability to review, manage and improve processes and systems;
- A good understanding of data analysis and reporting;
- Well-developed time management skills and ability to manage multiple tasks and prioritise workload;
- A high level of competence in the areas of clinical equipment and technology;
- Evidence of contributing as a member of a team, as well as the ability to work independently;
- The ability to evaluate complex business information, identify problems, develop solutions, and to make sound and insightful decisions;
- The ability to communicate effectively, express ideas clearly and logically, and to write in a clear, concise and easy to understand manner;
- A high level of competence in public speaking;
- Ethical and honourable, demonstrating high standards and values, engendering trust and credibility;
- A cooperative and supportive attitude towards others at all levels, treating people with respect, fostering collaboration and cooperation;
- The ability to listen to the opinions of others and take their views into consideration;
- Willingness and ability to identify and introduce innovative processes improvements, encouraging innovation and creativity;
- The ability to instil in others a sense of urgency and personal commitment, motivating them to achieve high performance standards by making work rewarding and satisfying;
- Understanding and respecting the feelings, needs and cultural differences of others;

Organisational Relationships

Reports to: Director of Clinical Services

Supervises: Lead and Manager Optometrists
Optometry staff

Internal Liaisons: Chief Executive Officer
Head of Clinic Operations and Support Services
Head of Community and Outreach Eye Care Services
Head of Teaching and Quality
Lead and Manager Optometrists
Staff and Sessional Optometrists
Clinic dispensary and administration staff
All staff

External Liaisons: Other eye care and health professionals
External agency staff at metropolitan, outreach, low vision and hospital clinics

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 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.

Employment in this role is conditional on a satisfactory Working with Children Check. Working with Children checks must be renewed every five years.

Pre-employment Medical Check

For specific positions where there are particular physical demands a pre-employment medical check with your Medical Practitioner would be required.

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.