

POSITION DESCRIPTION

POSITION TITLE:	Ophthalmic Assistant
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Part time (0.2 EFT)
WORK LOCATION:	Carlton Clinic (work at other ACO locations may be required on occasion)
RESPONSIBLE TO:	Head of Primary Care and Specialist Services
OTHER BENEFITS:	Salary packaging
DATE LAST REVIEW:	New Position (2020)
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

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 Ocular Disease Services team (and other optometry teams) to support the delivery of optometry consultations through the performance of visual field examinations, screening tests and diagnostic imaging (OCT, fundus photography, etc).

There is opportunity for the role to be expanded in future to assist the broader ACO optometry group with the delivery of advanced services in other clinical areas (e.g. paediatric optometry).

This position will be based at Carlton Clinic 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

- Work collaboratively with Lead Optometrist Ocular Disease Services; optometry team and customer service team to support the daily delivery of clinical services in a welcoming, efficient and accurate manner
- Answer patient and staff queries under supervision of the optometrists
- Perform administrative duties involved in operating a busy optometry practice if required
- Assist in the development of new procedures and protocols to improve clinical efficiency; quality and data collection
- 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.
- Assist with ordering and dispensing of spectacles if required

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 (Humphrey and Medmont), 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 Lead Optometrist Ocular Disease Service 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 clinical and customer 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: Lead Optometrist Ocular Disease Services
 Head of Primary & Specialist Eye Care Services
 Director of Clinical Services

Supervises: No direct reports

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

External Liaisons: Patients

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.