

POSITION DESCRIPTION

POSITION TITLE:	Optometrist Site Manager
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Full-Time
WORK LOCATION:	Specific Site (work at other ACO Locations may be required on occasion)
RESPONSIBLE TO:	Head of VES and Community Eyecare
OTHER BENEFITS:	Salary Packaging
DATE LAST REVIEW:	March 2021
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 providing management and oversight to ensure the smooth operation of the Wyndham clinical facility, providing quality clinical services to patients, and for participating in the pursuit of the mission and objectives of the Division of Clinical Services and the ACO.

The person in this role provides leadership in optometry and in the operations, organisation, management and development of ACO clinical services in Wyndham location. In addition, the person provides management of Optometrists, and Clinic Support Services Staff (administration, reception and dispensing) in the Division of Clinical Services.

3. KEY ROLES/RESPONSIBILITIES

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

- Manage the establishment and growth of the metropolitan clinic against KPI's including patient growth, marketing, professional networking and staff engagement;
- Manage the operation of the metropolitan clinic, and additional areas as required, including patient management, staff management, clinic performance to KPI's and budget management;
- Provide information and reports, monitor and review policies, quality and standards and support the business planning and development of the clinic;
- Work independently, effectively and efficiently in pursuit of defined goals in addition to working as a member of the team of staff, proactively sharing the workload;
- Provide high quality clinical care, and provide high quality clinical teaching and maintain advanced clinical skills and evidence-based knowledge in optometry care;
- Provide clinical leadership and support for staff and to continually improve clinic

operations and services;

- Contribute to the development of protocols to ensure the provision of a high level of evidence-based clinical care;
- Provide clinical services in a personal and caring way that is timely and responsive to patient needs and that involves patients in decision making;
- Participate in and contribute to the clinical excellence programs of the ACO.

4. **KEY SELECTION CRITERIA**

To be considered for the role, the applicant should have:

Qualifications and Registration

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

Be registered by AHPRA in a capacity that allows the provision of clinical optometry services.

Level one first aid certification (or higher), or willingness to undertake training.

Knowledge, Experience and Skills

The incumbent should have been in full time clinical practice for at least five years and/ or be able to demonstrate the appropriate clinical and professional experience and credentials.

- Demonstrated leadership, staff management and practice management experience.
- Significant clinical experience and involvement in the provision of optometry care.
- Experience in clinical teaching and an expressed interest and commitment to working in the area of clinical education.
- Evidence of achievement of and commitment to high standards of clinical skill and knowledge.
- 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 disadvantaged.
- Demonstrated ability to set and pursue goals for personal and professional development.
- 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 staff to provide good care to patients in an efficient and effective way.
- A high level of competence in the areas of clinical equipment and technology,
- Competent in public speaking.
- Evidence of contributing as a member of a team and ability to work independently.

- Understanding and respecting the feelings, needs and cultural differences of others.

5. SPECIAL REQUIRMENTS

Optometrists are required to be registered to practise optometry in Australia. They must also sign the undertaking and agreements to allow participation in Medicare. Where appropriate 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.

Optometrists 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, gonioscope, PD ruler, pen torch, lens flippers, phoria card, tweezers.

Site Managers are encouraged in the course of their employment to pursue tertiary postgraduate studies. This may be related to clinical specialties or other work-related studies.

Site Managers are expected to maintain a Cardio Pulmonary Resuscitation (CPR) certification to the requirements of the Optometry Board of Australia.

Site Managers are expected in the course of their duties to travel to outreach and other metropolitan clinics of the ACO. Travel and accommodation arrangements are detailed in the ACO Travel Policy.

6. JOB COMPLEXITY, SKILLS AND KNOWLEDGE

This position reports to the Head of VES & Community Eyecare

6.1 Level of Supervision/Independence

Site Managers must be able to work without supervision and is expected to take responsibility for decisions and outcomes. They are expected to liaise regularly with senior managers who are directly responsible for their work and to show initiative with proposals and goals for their areas of responsibility.

6.2 Problem Solving and Judgement

Site Managers are expected to have a high level of problem solving skills and to exercise sound professional judgment. Comprehensive technical knowledge is required to solve a range of problems. Activities will require initiative and independent decision-making.

6.3 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 may be developed in clinical and other ACO services.

6.4 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.

6.5 Breadth of the Position

The incumbent will be required to demonstrate leadership and provide guidance and support for less experienced optometrists, particularly those working as clinical educators. Communication will be required with other health care practitioners, ACO support staff, senior clinical staff and staff at the partner teaching institutions.

The incumbent is expected to provide clinical care to patients with a wide spectrum of presentations, backgrounds and issues, as well as pursuing other activities such as clinical research and involvement in continuing education delivery.

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:	Head of VES & Community Eyecare Lead optometrists of Satellite Clinics
Supervises:	Customer Service staff Staff Optometrists
Internal Liaisons:	Customer Service Team members (<i>metropolitan clinic</i>) Head of Clinic Operations & Service Improvement Director of Clinical Services
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 vulnerable people, members of the communities we serve and our employees.

Employment for all positions is conditional on a satisfactory National Police Check which specifies 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 as determined by the ACO. 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.