**POSITION DESCRIPTION**

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| **POSITION TITLE:** | **Dispensing Services Office Support** |
| **ORGANISATION DIVISION:** | Clinical Services |
| **CLASSIFICATION:** | GEN-A1 to GEN-A3 |
| **EMPLOYMENT TYPE:** | Part-Time (0.65)  12 Month Fixed Term |
| **WORK LOCATION:** | Carlton |
| **CURRENT OCCUPANT:** | Unfilled |
| **RESPONSIBLE TO:** | Manager Clinic Administration |
| **OTHER BENEFITS:** | Salary packaging |
| **DATE LAST REVIEW:** | 29 November 2021  **ATE LAST REVIEW** |
| **APPROVED BY:** | Director Clinic Operations |
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**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 out 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 assisting the efficient processing of spectacle and contact lenses orders in our dispensary. This work involves assisting the managing of orders sent to external suppliers, as well as the processing and sorting of returned work. Professional liaison with staff, external suppliers and patients of the Australian College of Optometry will be required. Cleaning and disinfection of contact lenses and related materials and quality control of materials forms part of the duties. Assistance in administering and maintaining stocks of frames, lenses and consumables will also be required.

**3. KEY RESPONSIBILITIES**

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

* Accurately enter order details into practice management system
* Order any spectacle and contact lenses required
* Sort, process and distribute returned work
* Sort and process incoming work from Metropolitan Clinics
* Assist with following up overdue work
* Order consumable stock as required
* Liaise with staff and external suppliers
* Maintain confidentiality about information acquired in the course of work
* Interact professionally with patients by telephone and in person
* Clean, disinfect and prepare contact lenses and related materials
* Assist in maintaining quality control systems as required
* Assist the teams in Dispensing Services, Clinical Services and ACO as required
* Be actively involved in clinical excellence and auditing

**4. SPECIAL REQUIREMENTS**

Nil.

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

This position reports to Manager Clinic Administration.

There will be high level of direct supervision of day-to-day activities with some level of independence.

**5.1 Level of Supervision/Independence**

Work will be carried out under supervision. Broad direction is provided on tasks to be undertaken. Independence on routine tasks is required and responsibility for outcomes is expected.

**5.2 Problem Solving and Judgement**

Basic problem solving is expected. This is required in a timely manner so others are not unduly affected during the process.

Sound judgement will be required. Some work may require contact with patients of the Australian College of Optometry and this is expected to be done in a professional manner and with sensitivity and discretion.

**5.3 Professional and Organisational Knowledge**

A working knowledge of relevant policies and procedures is required. Duties may involve procedures that require knowledge, which impacts on areas within the College.

**5.4 Resource Management**

Assist with ordering required stock.

**5.5 Breadth of the Position**

Services provided will support the efficient running of the ACO dispensary and will require effective communication to provide a quality service.

**6. OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL HEALTH AND SAFETY RESPONSIBILITES**

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.

1. **KEY SELECTION CRITERIA**

**Qualifications**

* Completion of year 12 or an equivalent combination of relevant experience and/or education/training.

**Knowledge, Experience and Skills**

* A strong service focus, including ability to respond and be pro-active in provision of quality customer service in a similar diverse environment
* Knowledge and skills in data entry, computer use and practice management systems
* Self motivated individual who demonstrates initiative with a can-do attitude
* A capacity to work independently and in a team environment
* Developed communication skills to interact with patients, staff and external suppliers
* An understanding of OHS principals and risk reduction

**Organisational Relationship**

Reports to: Manager Clinic Administration

Supervisors: No direct reports

Internal Liaisons: Director of Clinical Services

Head of Clinic Operations and Service Improvement

Senior Managers, Lead Optometrists, Site Managers, Clinic Optometrists

Dispensing Staff

All staff

External Liaisons: Spectacle and contact lens suppliers

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 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.