



POSITION DESCRIPTION

POSITION TITLE:	Head of Satellite Clinics
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Full Time (4 days per week/0.89 minimum)
WORK LOCATION:	ACO Satellite clinics across Australia, Carlton clinic
RESPONSIBLE TO:	Director of Clinical Services
OTHER BENEFITS	Salary packaging Low cost CPD
DATE LAST REVIEWED:	February 2022
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 Satellite Clinics is responsible for ensuring efficient service delivery, service growth, and future expansion of services locations across the network of ACO satellite clinics throughout Australia. They are also responsible for developing and implementing innovative programs to improve efficiency and quality of care provided within ACO satellite clinics and in conjunction with the other Heads, the clinic overall.

The Head of Satellite Clinics is based primarily at our satellite sites, with 2 days a week of clinical work expected to be provided across the network of clinics as an active clinical staff member. The appointee also contributes as a clinical educator and/or specialist practitioner. It is expected the Head of Satellite Clinics travels to and works from all ACO satellite locations in a co-ordinated manner. Travel may also be required to outreach optometry services, low vision clinics at various locations and hospital-based clinics.

The Head of Satellite Clinics provides leadership in optometry practice, while overseeing operations, organisation, management, and development of ACO clinical services. In addition, the appointee manages a team of Staff Optometrists, Manager Optometrists and Lead Optometrists in the Division of Clinical Services. The Head of Satellite Clinics 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 Senior Management Team.

3. KEY RESPONSIBILITIES

To be successful in this role, the person will be required to contribute to achieving Clinical Services strategic goals and objectives relating to satellite clinics, management, and team leadership through:

- Lead the development, quality, and performance of optometry services in ACO satellite clinics against budget and key performance indicators including patient growth, service provision, and staff engagement;
- Drive improvements in capacity, models of care and patient management across the network of satellite clinics including opportunities for additional sites;
- Lead and support teams of staff expert in the delivery of high-quality clinical care and management;
- Procure and maintain clinic equipment, as well as provide staff training in clinic equipment;
- Advance and grow the provision of clinical services through innovation and enhancement, expanded external partnerships, specialist referrals, and the establishment of clinical initiatives in line with the strategic goal of the ACO and leading the profession;
- Provide information and reports to support the business planning and development of advanced care services and clinical teaching, as well as monitoring policies, quality, and standards with reviews of these areas as required;
- Support the development of clinical education and development programs for clinic staff;
- Deliver skilled public speaking assignments;
- Contribute to and participate in the generation of knowledge through participating in clinical research;
- As a clinician, provide patient centred care and clinical services of high quality and apply a high standard of clinical skill and knowledge; and
- Assist in implementing new policies and procedures as directed to achieve the service targets and key performance indicators against budget for the Service Area, as well as to achieve the mission and strategic plan of the organisation.

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 once they become eligible.

All Optometrists employed by the ACO are expected to provide their own handheld 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.

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 cardiopulmonary resuscitation (CPR) certification as required to retain their registration and Optometry Australia membership.

5. JOB COMPLEXITY, SKILLS, AND KNOWLEDGE

This position reports to the Director of Clinical Services in the Service Area of Clinical Services.

Direction and support will be provided to the Head of Satellite Clinics in their management responsibilities, and they are expected to exercise a high level of autonomy. They 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 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 and comprehensive technical knowledge. Sound professional judgement is required for situations of clinical care, staff management and to oversee areas of responsibility. 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 further encouraged regarding 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.

Head Optometrists are expected to provide clinical care to patients with diverse presentations, backgrounds, and clinical and/or health 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; and
- 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; and
- 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.

As well as either 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 Satellite Clinics 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 Satellite Clinics, the applicant should have:

- Extensive clinical experience and expertise in clinical education or the provision of one or more advanced care service(s);
- Demonstrated ability to drive business development and clinical enhancements through the review, management and improvement of processes and systems with an emphasis on innovative and creative solutions;
- Demonstrated leadership capability as well as ability to organise, manage, and assist with the development of staff in order for them to provide good care to patients in an efficient and effective way;
- Evidence of strong service focus, including responsiveness and initiative in the provision of quality services particularly for people who are experiencing disadvantage;
- A good understanding of data analysis, reporting as well as an ability to evaluate complex business information, identify problems, develop solutions, and to make sound and insightful decisions;
- 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;
- The ability to communicate effectively and express ideas clearly and logically whether verbal or written to individuals or a larger audience; and
- Ethical and honourable, demonstrating high standards and values, engendering trust, and credibility.

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 Service Improvement
Head of rural VES and Community Outreach Programs
Head of Specialist Services and Clinical Care
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 satellite, 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.