**POSITION DESCRIPTION**

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| **POSITION TITLE:**  **WORK LOCATION:**  **FRACTION:**  **RESPONSIBLE TO:** | Casual Switchboard Attendant  Carlton  Casual  Clinic Administration Manager |

1. **THE AUSTRALIAN COLLEGE OF OPTOMETY**

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.

1. **POSITION SUMMARY**

This role was initially established as part of the Australian College of Optometry’s ongoing response to COVID-19. This job share role will be responsible for the screening of all visitors to the building, ensuring those entering the building aren’t displaying symptoms relating to COVID-19. Although COVID screening is a primary function of this role, you will also have additional administrative duties as required.

1. **KEY RESPONSIBILITIES**

The incumbent will be responsible for:

* Being the first point of contact of all visitors, staff, and patients at the ACO;
* Taking the temperature of all visitors, staff, and patients entering the building;
* Ensuring an accurate record of visitors and patients is kept whilst maintaining confidentiality as required;
* Assisting visitors and patients with information, directions, and enquiries;
* Ensuring all visitors, staff and patients use correct PPE;
* Providing excellent customer service;
* Accept deliveries and notify recipients;
* Administrative assistance for clinic activities; and
* Ad hoc duties as required, within your skills and competence as required.

1. **KEY SELECTION CRITERIA**

To be successful in this role, you have:

* Flexible working days and hours;
* Excellent communication and interpersonal skills;
* Developed customer service skills;
* A confident and energetic ‘can do’ approach;
* Demonstrated ability to work effectively as part of a team and autonomously;
* Demonstrated ability to be organised and punctual;
* Basic skills computer skills and using MS Office Suite (Word, Excel, Outlook);
* Demonstrated ability to maintain confidentiality and adhere to the highest ethical standards;
* Commitment to diversity and equality culture;
* The ability to operate under pressure and stay calm; and
* A professional and presentable approach.

1. **ENVIRONMENTAL, HEALTH & SAFETY RESPONSIBILITIES**

All ACO staff are responsible for observing and practicing safe work practices and procedures, including:

* Taking reasonable care for the 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 willful interference or misuse; and
* Adopting work practices that support OHS programs.

1. **ORGANISATIONAL RELATIONSHIPS**

Reports to: Clinic Administration Manager

Supervises: -

Internal Liaisons: Chief Executive Officer

Directors of Divisions

Senior Management Team

All other managers

All staff, including sessional, casual, and honorary staff

External Liaisons: Patients

Contractors

Stakeholders

Others where relevant

**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 specifiesworking 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.

**Vaccination Mandate**

All employees are required to be vaccinated against COVID-19 as per government mandates and ACO policy. Proof of vaccination will be required as appropriate to fulfill mandates and policy.

**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.