

POSITION DESCRIPTION

POSITION TITLE:	Administrative Coordinator
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	0.6 Part time
WORK LOCATION:	Carlton
RESPONSIBLE TO:	Director of Clinical Services
OTHER BENEFITS:	Salary Packaging
DATE LAST REVIEW:	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 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 & PURPOSE

This position is responsible for managing and providing high quality day-to-day administrative services in order to support the office of the Director of Clinical Services. This includes both the Director of Clinical Services (DoCS) and Heads of units and is referred to as the clinic management team. The incumbent is required to independently manage relevant Clinical Services and Organisation-wide projects.

This is a pivotal role at the ACO that requires an elevated level of initiative, diplomacy, and excellent communication skills to ensure positive interaction with all levels of staff and external parties including CEOs, government officials, and community leaders. Success in this role requires a hands-on approach to duties as required and the establishment and maintenance of good working relationships across the organisation.

The position may provide administrative assistance to other areas of the Australian College of Optometry as directed.

3. KEY RESPONSIBILITIES

The incumbent will be responsible for providing operational support, including:

- Developing and maintaining the administrative process in the clinic to support effective and high-quality service delivery

- Managing and/or participating in projects as requested by the DoCS or Heads of units
- Management the DoCS diary and calendar including appointments and meetings
- Assisting the clinic management team with administrative functions for meetings, including scheduling, developing, and disseminating both agendas and minutes, as well as catering where appropriate
- Preparation of documents, contracts, reports, spreadsheets, correspondence, power point presentations and as required by the clinic management team
- Coordinate and manage records and databases, complying with or developing administrative systems, process, and policies to ensure all information is accurate, stored correctly, and accessible
- Making travel arrangements for DoCS and clinical staff as required
- Working with Communications as well as People and Culture teams to ensure all clinic information/resources on the ACO website and intranet is up to date
- Co-ordinate, write and maintain information and knowledge resources to ensure the intranet is kept up to date and supports users of the system.
- Liaise and communicate with internal and external stakeholders via telephone, email, and face to face
- Responding to calls and using initiative in dealings with matters for the DoCS and Heads of units
- Establish and maintain effective relationships with internal and external stakeholders
- Acting as the contact point for clinic staff to follow up on any urgent matters that they have outstanding with the DoCS or Heads of Units
- Participating in relevant training and development activities as an effective team member
- Other duties consistent with the position as required and/or requested by the DoCS or Heads of units.

5. JOB COMPLEXITY, SKILLS, AND KNOWLEDGE

This position directly reports to the DoCS and indirectly reports to the Heads of Units.

There will be minimal direct supervision of day-to-day activities. The incumbent will be given broad direction with a high level of autonomy and will be expected at all times to be proactive. The position will have responsibility for a diverse range of activities.

4.1 Level of Supervision/Independence

The incumbent will work under the supervision of and report to the DoCS on a day-to-day basis. They will operate with a high degree of self-direction and autonomy.

4.2 Problem Solving and Judgement

The incumbent will make sound decisions and have the ability to solve problems in regard to day-to-day work practices. Consultation of the DoCS encouraged for complex issues. Sound judgment and the ability to solve problems is an essential part of this

position to ensure the smooth running of the administrative functions of the Division of Clinical Services.

4.3 Professional and Organisational Knowledge

A working knowledge of relevant policies, programs, and procedures required. Duties may involve procedures that require specialist knowledge. An exceptional understanding of, and willingness to embrace, the vision and strategic direction of the ACO is essential.

4.4 Breadth of the Position

The position undertakes tasks essential to the efficient running of the ACO and is very often the first point of contact for external organisations with the ACO.

5. 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

6. KEY SELECTION CRITERIA

Qualifications

- Relevant qualifications (certificate or diploma in Business Administration) and/or a minimum of 2 years' secretarial / administrative/ office management experience at a similar level

Knowledge, Experience and Skills

- Excellent interpersonal and communication skills, both written and oral,
- Demonstrated capacity for effective and positive interaction with a diverse range of people
- Ability to anticipate needs of others and respond accordingly in a positive and initiative-taking manner that reflects well on the ACO

- Ability to relate well to colleagues in a team environment
- Proficiency in Microsoft 365 applications with exceptional knowledge of Word, Excel, and PowerPoint as well as a familiarity with website Content Management Systems
- Well-developed organisational skills with the ability to prioritise competing tasks and meet deadlines
- A commitment to maintaining confidentiality at all times
- Ability to develop and maintain accurate records management procedures (electronic and hardcopy)
- Good critical thinking skills and sound judgment
- A high level of self-motivation, enthusiasm for taking on new tasks and a willingness to undertake training when required

Desirable Requirements

- Experience in the Non-profit and/or public health sector
- Bachelor level tertiary qualification in any discipline

Organisational Relationships

Reports to:	Director of Clinical Services
Supervises:	Administrative staff
Internal Liaisons:	Heads of units Lead optometrists Clinic administrative staff All staff
External Liaisons:	External partners Consultants Training providers Industry and professional associations Suppliers, caterers, and travel agents.

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 lived 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.