



POSITION DESCRIPTION

POSITION TITLE:	Senior Optical Dispenser
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Full Time (Monday-Friday with Saturday rotation)
WORK LOCATION:	Carlton clinic
RESPONSIBLE TO:	Manager of Clinic Administration
OTHER BENEFITS:	Salary Packaging Uniform
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 leading front of house dispensing services to provide excellent care is provided to our patients while supporting our optometrists. The primary goal of the position is to provide assistance in the patient journey through exemplary patient support in frame and lens selection, as well as spectacle fitting, delivery and advice. The person in this position will provide leadership in the expansion of our patient support services and will supervise a team of Optical Dispensing Assistants.

The work requires enthusiasm, teamwork, cultural awareness, and willingness to engage with patients of diverse backgrounds. Ability to work with a large staff group; supervise and instruct students in the clinic; and have a deep understanding of optical products is also required. Duties will include providing detailed reports, following ACO procedures and a commitment to delivering service of the highest quality for ACO patients.

3. KEY RESPONSIBILITIES

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

General Duties

- Manage a team of Optical Dispensing Assistants
- Work as part of a larger team comprising Optometrists, Receptionists and Optical Technicians to provide a high quality, efficient and effective patient support service
- Carry out spectacle repairs
- Provide advice and assist in selection of frames, lenses, and coatings to satisfy patient prescription, appearance and comfort requirements
- Ensure there is prompt, timely, and professional management of workflows in the dispensing team
- Support staff with complex enquiries and / or difficult patients to ensure satisfactory outcomes where possible are achieved
- Facilitate a daily staff roster to ensure appropriate coverage is maintained including overseeing staff breaks and managing all staff absences
- Be actively involved in the creation of the Customer Service team's advanced scheduling
- Communicate in a professional manner with patients and staff, building rapport and engagement

Education & Training

- Provide and facilitate ongoing education for staff in patient support services, dispensing, and optical products
- Coordinate Certificate IV trainees practical requirements and provide learning support as needed to facilitate the successful completion of their course requirements
- Assist and supervise optometry students engaged in dispensing activities to meet their practical learning outcomes and gain experience
- Maintain a thorough and up to date knowledge of optical products and emerging technologies

Continual Improvement

- Assist Clinic senior management in driving the expansion of patient support services in the Clinic
- Proactively seek feedback from patients and make recommendations to management to improve and generate a higher uptake of dispensary services

- Continually review dispensing processes and procedures to make recommendations to management for their improvement
- Make recommendations to management on stock and product selection as well as assist with ordering, product auditing, and stocktake as required
- Ensure products meet Australian Standards standards ?
- Monitor compliance to rules, guidelines, and procedures of the Clinic

4. SPECIAL REQUIREMENTS

Nil.

5. JOB COMPLEXITY, SKILLS AND KNOWLEDGE

This position reports to the Manager of Clinic Administration and is responsible for the provision of excellent service in the dispensing of spectacles and support to patients.

5.1 Level of Supervision/Independence

Work will be carried out under minimal supervision. Direction is provided on tasks to be undertaken with an opportunity to identify areas for improvement. The person must be able to work without supervision and is expected to take responsibility for outcomes.

5.2 Problem Solving and Judgement

The incumbent will be expected to have excellent problem solving skills and sound professional judgment. Some activities involve routine work but may involve some situations where they need to use a good level of judgement to solve problems and prioritise work.

5.3 Professional and Organisational Knowledge

Excellent customer service skills and teamwork skills are required. Knowledge of electronic invoicing and billing processes would be required.

5.4 Resource Management

Sufficient levels of products and consumables are monitored and purchased in conjunction with the Manager of Clinic Administration.

5.5 Breadth of the Position

The person provides and supports dispensing services to all patients of the Clinic.

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
- Adopting work practices that support OHS programs

7. KEY SELECTION CRITERIA

Qualifications

- Completion of a Certificate IV in Optical Dispensing or other relevant qualification.

Knowledge, Experience and Skills

- Demonstrated experience in optical dispensing and retail service, with a patient-focused approach
- Motivated to serve the community and, in particular, for people experiencing disadvantage
- Sound problem solving skills with a focus on continuous improvement
- Able to prioritise tasks, determine and meet deadlines, and work effectively under pressure
- Highly self-motivated and enthusiastic individual who demonstrates initiative, with a positive can-do attitude
- Demonstrated experience working in a collaborative team environment and able to build strong professional relationships with dispensary staff, optometrists, reception staff and others at all levels
- Able to lead a team, delegate effectively and motivate others to achieve
- A cooperative and supportive attitude towards others, treating people with respect, fostering collaboration and cooperation
- Developed communication skills, both written and verbal
- Able to build rapport with and gain the trust of patients
- Able to interact positively with difficult patients
- Understands and respect the feelings, needs and cultural differences of others
- Computer literate, familiar with practice management and on-line ordering systems
- An understanding of OHS principles and risk reduction

Organisational Relationships

Reports to: Manager of Clinic Administration

Supervises: Optical Dispensing Assistants

Internal Liaisons: Heads of Clinic
 Optical Technicians
 Receptionists
 Optometrists

Director of Clinical Services
All staff

External Liaisons: Patients
Suppliers of eye wear and eye care products

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 children, 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.

Working with Children Checks are required for some positions. 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.

The Australian College of Optometry is an equal opportunity employer.

With clients from highly diverse cultural and social groups, we welcome applications from people with the widest possible diversity of background, culture and experience including indigenous Australians.