

POSITION DESCRIPTION

POSITION TITLE:	Outreach Program Manager
ORGANISATION DIVISION:	Clinical Services
WORK LOCATION:	Carlton. Flexible work arrangements are available
EMPLOYMENT TYPE:	0.6
RESPONSIBLE TO:	Head of Rural VES and Outreach Programs
DATE OF LAST REVIEW:	July 2022

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 is a values based organisation and our 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 Australian College of Optometry is committed to improving the eye health and quality of life of community through clinical optometry practice, research and education. We have strong and established relationships with Aboriginal and Torres Strait Islander communities and stakeholders, working and striving for equitable eye health. Our Reconciliation Action Plan provides the organisation with a roadmap for reconciliation. It includes practical actions that will drive ACO's contribution to reconciliation both internally and in the communities in which it operates.

This position responsible for the planning, co-ordination and development of ACO outreach programs to vulnerable communities and the Aboriginal communities, including community engagement and stakeholder contract management. This position will work closely with Optometrist Managers to support targeted and appropriate care provision.

3. KEY RESPONSIBILITIES

This position leads the planning, coordination, monitoring and reporting on ACO outreach programs.

- Lead ACO engagement with Aboriginal communities to support the growth and development of clinical services, care outcomes and pathways.
- Support the improvement, development and growth of clinical services to vulnerable communities
- Foster relationships and work with key organisations in the Aboriginal eyecare sector and other sectors as identified
- Actively participate in the effective business planning, development and reporting of Aboriginal Services and services to vulnerable populations.
- Lead annual service planning and manage Aboriginal services and Outreach Services stakeholder contracts
- Liaise with relevant sites and organisations to maximise and enhance the working relationship between the ACO and health service providers, including Aboriginal Health Service providers
- Develop a team of staff to manage outreach programs to vulnerable communities
- Work independently, effectively and efficiently in pursuit of defined goals in addition to working as a member of the staff team, proactively sharing the workload
- Actively participate in staff meetings and other Clinical Services and ACO meetings
- Other duties as required from time to time to meet the business needs of the ACO

4. KEY SELECTION CRITERIA

Qualifications

- A relevant tertiary qualification in or an equivalent combination of relevant experience and/or education/training.

Knowledge and Experience

- Demonstrate experience working and engaging with various cultural communities and organisations.
- Demonstrate experience working and engaging with Aboriginal and Torres Strait Islander people, communities and organisations
- Demonstrate excellent understanding and awareness of Aboriginal and Torres Strait Islander culture and peoples, other cultures and issues affecting care provision to vulnerable communities
- High-level interpersonal skills with a demonstrated record of communicating to a wide range of diverse stakeholders at all levels
- Demonstrate stakeholder management skills, with a record of establishing and sustaining strong relationships, including the ability to influence and achieve positive change

- Experience and knowledge in the implementation of inclusive policies and practices across an organisation
- Ability to think creatively and be solutions-focussed
- Ability to work independently with appropriate level of supervision and guidance
- Project management/coordination experience with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines
- Intermediate experience across the MS Office Suite Project management experience

5. 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
- adopting work practices that support OHS programs.

6. ORGANISATIONAL RELATIONSHIPS

Reports to: Head of Rural VES and Outreach Programs

Direct reports: Outreach administrative team

Internal Liaisons: Executive Management Team
Senior Management Team
Manager of Aboriginal Services
Marketing and Engagement team members
Optometrists
All ACO staff

External Liaisons: ACCHO's
Indigenous Eye Health Unit, UoM
VACCHO
ASRC
Stake holders of all Homeless Persons Eye Care Programs, aged-care facilities, community health centres, such as EACH and IPC

7. 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 specifies 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 as determined by the ACO. 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.

Vaccination

All employees are required to be up to date with their vaccination or hold a valid medical exemption, as a term and condition of employment at the ACO, so as to align with the Government mandate for COVID-19 vaccination for healthcare workers. Employees are considered to be up to date with their vaccinations as per the Government definition. As of August 2022, two doses and a booster.