



POSITION DESCRIPTION

POSITION TITLE:	Junior Administration Assistant
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Part time (0.6)
WORK LOCATION:	Carlton clinic
RESPONSIBLE TO:	Manager Outreach Administration
OTHER BENEFITS:	Salary packaging Uniform provided
DATE LAST REVIEW:	September 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 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 providing administration assistance to the Victoria Eyecare Service (VES), Outreach Services, and may participate in other ways to the

pursuit of the mission and objectives of the Clinic and the College. In addition, assistance to the front of house customer service team from time to time.

3. **KEY RESPONSIBILITIES**

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

- Perform efficient and accurate data entry.
- Perform efficient and accurate auditing of online VES applications & claims.
- Professional and informed interactions with patients, practitioners, and other external parties.
- Assist to identify, investigate, and follow up of Outreach unpaid debt.
- Assist in maintaining Outreach Calendar, inform sites & staff of changes as required.
- Liaise with sites and partner organisations regarding Outreach services bookings and service delivery.
- Support the development of new processes and procedures in VES & Outreach.
- Assist with Victorian Aboriginal Spectacle Subsidy Scheme (VASSS) administration.
- Assist with delivery of glasses to Outreach sites & patients.
- Maintain confidentiality of information acquired in the course of interaction with patients and external parties; and
- Other duties may include additional administrative tasks such as photocopying, distribution of daily post, scanning of files & referrals.
- Advise Manager Outreach Administration on any aspect of the operations which is not satisfactory.

4. **SPECIAL REQUIREMENTS**

May be required to assist with reception & dispensing services Carlton.

5. **JOB COMPLEXITY, SKILLS AND KNOWLEDGE**

This position reports to Manager. Outreach Administration

There will be indirect supervision of day-to-day activities with some level of independence.

5.1 **Level of Supervision/Independence**

Work will be carried out under some supervision. Broad direction is provided on specific tasks to be undertaken. Independence on routine tasks is required and responsibility for outcomes is expected.

5.2 Problem Solving and Judgement

Basic problem solving is expected. This is required in a timely manner, so others are not unduly affected during the process.

Sound judgement will be required, particularly when handling difficult situations. Staff will need to ascertain when to refer matters to their supervisor.

5.3 Professional and Organisational Knowledge

A working knowledge of business service policies and procedures is required. Duties may involve procedures that require specific knowledge, which impacts on other areas within the College.

5.4 Resource Management

Equipment, workstations, and all daily resources are to be maintained and managed efficiently.

5.5 Breadth of the Position

This position requires a good level of communication with other staff of the Clinic and external parties in order to provide a quality service.

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

- Completion of year 11 or an equivalent combination of relevant experience and/or education/training.

Knowledge, Experience and Skills

- A strong service focus, including an ability to respond and be pro-active in provision of quality customer service in a diverse environment;
- Knowledge and skills in computer use and practice management systems;
- A capacity to handle adverse responses;
- Highly self-motivated individual who demonstrates initiative with a can-do attitude;

- A capacity to work in a team environment and somewhat independently on a daily basis;
- Well developed communication skills to interact with patients and the Reception team, other staff in the Clinic and external parties:
- Demonstrated life experience in providing empathy and compassion to a range of situations; and
- An understanding of OHS principals and risk reduction.

Organisational Relationship

Reports to: Manager Outreach Administration

Direct reports: -

Internal Liaisons: Head Outreach & Community Eye Care Services
Head Clinical Operations & Support Services
All staff

External Liaisons: Medicare, Outreach sites, VES practices & patients

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.

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.