

POSITION TITLE	ADMINISTRATION ASSISTANT (OUTREACH PROGRAMS AND RURAL VES)
EMPLOYMENT TYPE	FULL TIME
WORK LOCATION	CARLTON – HEAD OFFICE
RESPONSIBLE TO	OUTREACH PROGRAMS COORDINATOR
SALARY RANGE	\$51,500-\$68,000 inclusive of Superannuation

1. ABOUT THE AUSTRALIAN COLLEGE OF OPTOMETRY

We aim to be a global leader in primary public health eye care, providing best practice and holistic care to patients in need. We want to achieve this through clinical excellence, translational clinical and public health research, knowledge building through education, and better collaboration. Patient-centred models will underpin everything we do.

2. STRATEGIC DIRECTION

The ACO’s Strategic Plan is presented under four interconnected ‘pillars’, and they describe very simply what we aim to achieve. The pillars addressing patient care, organisational capability, financial stability, and organisational culture will drive all of our work output over the coming years. They represent a fundamental shift in our mindset and culture, embracing the interconnections between our clinical work and our education and research activities.



The Strategic Plan (2023-2026) is located on the [ACO website](#).

3. POSITION SUMMARY

Reporting to the Outreach Program Coordinator, the Administration Assistant (Outreach Programs and Rural VES) is a member of the ACO’s Operations team. This position is responsible for providing administrative support within the organisation, ensuring smooth and efficient operations to ensure the effective delivery of Victorian Eyecare Services, Outreach and Aboriginal Service activities. The incumbent will be highly motivated and hold exceptional organisational skills, excellent communication skills, and the ability to work independently as well as in a team environment.

This position involves liaison with a range of key stakeholders including outreach and aboriginal service providers and regional practices hosting the Victorian Eyecare Service. This position works as part of a small team, proactively sharing the workload to drive service delivery.

4. POSITION RESPONSIBILITIES (KPI'S TO BE DEVELOPED IN COLLABORATION WITH OUTREACH PROGRAMS COORDINATOR)

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

KEY RESPONSIBILITIES

Operational

Implement and deliver a range of effective and streamlined administrative tasks, providing comprehensive support to the Outreach Program Coordinator and General Manager, Outreach Programs and Rural VES.
Provide high levels of customer service in accordance with best practice guidelines, policy, and procedure.
Provide high level administrative and organisational support to operate service delivery across Outreach, Aboriginal Services and Victorian Eye Care Services (VES), including but not limited to rosters, data entry and invoicing.
Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence.
Liaise with relevant outreach and aboriginal services sites and organisations to maximise bookings and service delivery.
Support the development of new processes and procedures across Outreach, Aboriginal Services and Victorian Eye Care Services (VES).
Perform efficient and accurate auditing of online VES applications & claims.
Assist with the delivery of glasses to locations and patients and identify, investigate, and follow up of unpaid debt where required.
Assist in maintaining booking calendars, aligning with service agreements and inform sites & staff of changes as required.
Assist with Victorian Aboriginal Spectacle Subsidy Scheme (VASSS) administration.
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
Produce verbal and written reports, presentations, and data, in accordance with agreed frameworks and timeframes.
Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records, and reports.
Coordinate meetings and events, including catering, travel and accommodation as needed.
Provide support with accounts payable and accounts receivable functions as needed
Demonstrate leadership for all ACO staff in accordance with the core values of the ACO
Contribute to a high- performance driven culture that provides leadership, coaching and support for all employees
Drive a safety culture across the organisation
Maintain confidentiality about information acquired in the course of interaction with patients, students and employees.
Always act in a professional and ethical way with patients, colleagues and other health care and service professionals and stakeholders.
Other duties as required to meet the needs of the ACO.

5. WORKING RELATIONSHIPS

Reports to:	Outreach Program Coordinator
Supervises:	N/A
Internal liaisons:	General Manager, Outreach Programs and Rural VES Director, Operations Chief Executive Officer Chief Financial Officer General Manager's across organisation

	Rosters Administration Optometrists All staff
External liaisons:	Outreach Site Managers and Coordinators Aboriginal Services Regional Practices Patients

6. KEY SELECTION CRITERIA

To be considered for this role, the applicant should have:

QUALIFICATIONS AND EXPERIENCE

Essential

- Motivated to serve the community and, in particular, for people experiencing disadvantage.
- A qualification in a relevant field/ substantial relevant skills and work experience will be well regarded.

Desirable

- Experience in working for a not for profit, or public health organisation.
- Experience in an administrative support role

SKILLS, AND KNOWLEDGE

- Excellent administrative skills and a demonstrated capacity to deliver effective operational processes and systems.
- Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines.
- A strong commitment to excellence in customer service and a hands-on approach to service provision.
- Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required.
- Demonstrated analytical and problem-solving skills.
- Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues.
- Highly developed computer literacy, including experience using business software such as Microsoft Office.
- Ethical and honourable, demonstrating high standards and values, engendering trust, credibility, and respect.

7. COMPETENCIES

Expected core competencies for all employees are outlined below. Role specific competencies to be discussed, with performance measured against these and the core competencies.

Core Behavioural Competencies	
Vision & Values	Leads and Demonstrates the ACO Vision & Values in everything they do. This is essential for building trust and fostering a culture of respect and accountability in the workplace.
Leading by example	Embeds a workplace culture of care, support, and encouragement for each other and for the community through shaping a safe, respectful, and socially responsibly workplace.
Communicating with impact & clarity	Uses appropriate, clear, and effective verbal and nonverbal cues for the required audience to achieve results, avoid misunderstandings and resolve conflicts.
Patient & Stakeholder Focus	Builds patient and stakeholder confidence by committing to prioritising and understanding needs and delivering a consistently high standard of service. Essential for creating a patient-centred culture to achieve success through stakeholder satisfaction.
Building Capability	Develops own skills and knowledge, with a willingness to take on challenges and seek out new opportunities for learning and growth. Encourages others to do the same, building a culture of continuous learning and development.
Courage, Ethics, & Integrity	Acts in a noble, open, and conscientious way, consistent with ACO values. Challenges unacceptable behaviour and poor performance. Displays a positive attitude in the face of ambiguity and change.
Diversity & Inclusion	Contributes actively to a working environment that recognises, responds and values diversity and inclusion within the ACO and surrounding community.

8. COMPLIANCE

Workplace Safety

ACO employees must take reasonable care for the health and safety of themselves and others. Employees must comply with all reasonable instruction and ACO policies and procedures including reporting of all OH&S hazards, incidents, injuries, and illnesses.

Safety Screening

The ACO employs staff who come into contact with children, elderly, and vulnerable people. We are committed to selecting people to provide a safe environment to our clients. Working with Children Check Card will be required for some positions and must be renewed every five years.

Police Screening

Employment at the ACO is conditional on a satisfactory National Police Check. Police checks must be renewed every three 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.

We encourage applications from Aboriginal or Torres Strait Islander people, LGBTQIA+ people, people living with disability and those from a culturally and linguistically diverse groups.