

# Position Description

<b>Title</b>	<b>Head of Unit – Otology</b>	<b>Position Reports to</b>	Executive Director Medical Services/ Chief Medical Officer
<b>Classification</b>	Dependent upon the experience of appointee	<b>Employment Status</b>	As contracted Fixed Term (5 years)
<b>Enterprise Agreement</b>	AMA Victoria - Victorian Public Health Sector Medical Specialists Enterprise Agreement 2022-2026 or successive agreements		

As Australia's only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

## Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world's leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

### •INTEGRITY

We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect

### •CARE

We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity

### •TEAMWORK

We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients

### •EXCELLENCE

We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

[https://www.eyear.org.au/page/About\\_Us/Our\\_Publications\\_and\\_DVDs/](https://www.eyear.org.au/page/About_Us/Our_Publications_and_DVDs/)

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke-free environment.

### Position Summary:

The Head of Unit (HOU) – Otology is responsible for providing effective professional, clinical, and operational leadership to the Otology Unit at the Royal Victorian Eye and Ear Hospital. The role ensures the delivery of high-quality, timely, and patient-centred care while meeting agreed performance targets across service delivery, clinical standards, and financial outcomes.

As a key member of the Senior Leadership Team, the HOU contributes to the strategic direction of the hospital and plays an active role in advancing the organisation's mission, vision, and values. The HOU will bring extensive clinical expertise in Otology, alongside proven leadership and management experience.

The position is also responsible for building and maintaining a skilled and effective workforce through staff supervision, development, and training, and for fostering a culture of excellence, safety, collaboration, and continuous improvement within the Unit.

### Key Responsibilities / Performance Outcomes:

1. Provide high quality standards of patient care. This includes assessment, planning, implementation and evaluation of care in collaboration with patients, carers and a multidisciplinary team.
2. Work within an ethically and legally sound framework. Ensure that the delivery of clinical services within the Department is in line with best evidence-based practice and the National Safety and Quality Health Service Standards (NSQHSS).
3. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
4. Information Technology (IT) skills that are commensurate with the requirements of the role.
5. Punctual attendance at Clinic and/or Theatre
6. Number of units of clinical service delivered per session
7. Amount of teaching time delivered
8. Attendance at Senior Medical Staff and Eye section meetings
9. Timeliness of leave requests
10. Carry out treatment of patients within the limits of policy determined by the Head of Clinic and entailing Committee.

11. Carry out investigations which are relevant on patients of the unit or patients referred from other medical staff.
12. Train attending medical/technical staff as required by the Head of Clinic or Chief Medical Officer.
13. Supervise the work of Hospital Medical Officers and assistant technical staff allotted to the Unit.
14. Advise the Head of Clinic in respect to matters pertaining to the Unit.
15. Arrange instruction of Registrars and students.
16. Complete or arrange for the completion of medico-legal reports on hospital patients as requested by the Chief Medical Officer or Head of Clinic.
17. Participate in the provision of out of hours cover as requested by the Head of Clinic.
18. Participate in regular evaluation of the services provided by the Clinic.

## Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Providing care that is patient and family-centred and delivered in partnership with the patient and their carer.
- Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework to deliver safe high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost-effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear Data Accountability Framework ([link](#)).

## Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work
- All clinical practitioners involved in medication management have an obligation to practice within legislation, the Poisons Control Plan, hospital policy and procedures.
- The requirement for Advance Life Support training will be determined for nursing and medical staff working in specific departments based on acuity.

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

## Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
<b>Qualifications</b>	<i>Maintain current registration with relevant National Board in conjunction with the National Agency (AHPRA) or equivalent</i>	<i>high level of clinical competence</i>
<b>Experience</b>	<ul style="list-style-type: none"> <li>-Fellowship with the Royal Australasian College of Surgeons (OHNS).</li> <li>-Registration with the Medical Board of Australia.</li> <li>-Working with Children Check (Victorian)</li> </ul>	
<b>Competencies</b>	<i>Appropriate further training and experience</i>	

### Reporting Lines

#### **Position Reports to**

Executive Director Medical Services  
Chief Medical Officer

### Key Working Relationships

#### **Internal**

- Executive Director Medical Services/Chief Medical Officer
- Director of Medical Services
- Clinical Director ENT Services
- *Clinical Director Emergency*
- Director of Surgical Services
- Director of Ambulatory Services
- Medical Workforce Unit Manager

#### **External**

Referring Health Professionals

### Author of Position Description or Manager of Position:

Name: Dr Birinder Giddey, Executive Director Medical Services

Date: July 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

### Agreement

I have read, understood and agree to comply with the position description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_