

Position Description

Title	<i>PS&A Support - Cochlear Implant Clinic</i>	Position Reports to	<i>PS&A Team Leader</i>
Classification	<i>HS14 (HS1)</i>	Employment Status	<i>Part time</i>
Enterprise Agreement	<i>Administrative Officers</i>		

About the Eye and Ear Hospital

- As Australia's only specialist eye, ear, nose, and throat hospital, the Royal Victorian Eye and Ear Hospital (Eye and Ear) has been delivering exceptional care for 150 years. With over 50 outpatient clinics dedicated to diagnosing, monitoring, and treating vision and hearing loss, the hospital also provides a 24-hour emergency eye, ear, nose, and throat service. Each year, the Eye and Ear cares for approximately 250,000 patients, including over 200,000 outpatients, nearly 40,000 emergency patients, and more than 14,000 inpatients.

Our Vision, Mission, and Values

- The Eye and Ear strives to be a world leader in eye and ear health through outstanding patient experiences, exemplary leadership, and continuous innovation. Our core values guide everything we do:
- Integrity** – Acting ethically, taking accountability, and fostering trust and respect.
- Care** – Delivering compassionate, respectful, and patient-centered services.
- Teamwork** – Encouraging open communication, collaboration, and multidisciplinary cooperation.
- Excellence** – Striving for the highest standards in patient care, service, and continuous improvement.
- For more details, read our full Strategic Plan here: [Strategic Plan](#)
- The Eye and Ear is an equal opportunity employer committed to creating an inclusive and diverse workplace free from discrimination and harassment. We are also a smoke-free environment.

Position Summary

- This role is part of the Patient Services and Access Unit and will primarily be based in the Cochlear Implant Clinic. Other areas within this unit include the Emergency Department, Contact Centre, Specialist Clinics, Switch, and Admissions.
- The primary focus of this role is to provide high-quality administrative support and customer service to patients and their families, ensuring a seamless experience within the Cochlear Implant Clinic.

Key Responsibilities & Performance Outcomes

- Operate within ethical and legal frameworks, ensuring compliance with National Safety and Quality Health Service Standards (NSQHSS).
- Utilise IT systems effectively as required by the role.
- Adhere to Eye and Ear policies, procedures, and the Code of Conduct.
- Deliver exceptional customer service in person, over the phone, and within the call center, Admissions, and Concierge functions, meeting key performance indicators (KPIs) for call handling.
- Provide accurate and timely information to patients.
- Address and escalate patient concerns or complaints as needed.
- Be flexible in working across different sites and areas as required.
- Participate in quality improvement initiatives within the team.
- Work collaboratively with multidisciplinary teams to uphold best practices.
- Maintain 98% accuracy in data entry, ensuring all mandatory fields are completed.
- Support smooth clinic operations by adhering to the Specialist Clinics Access Policy and KPIs.
- Accurately manage external referrals, waiting lists, and patient bookings, including Medicare Benefits Schedule (MBS) billing processes.

Quality, Patient Safety & Risk Management

- Employees are responsible for:
- Providing patient- and family-centered care.
- Maintaining professional skills relevant to the role.
- Understanding and following the Eye and Ear Quality Clinical Governance Framework.
- Participating in reporting safety concerns, analyzing data, and engaging in improvement activities.
- Complying with the Eye and Ear Data Accountability Framework.
- Using hospital resources responsibly and demonstrating cost-effective practices.
- Engaging in professional development and accreditation activities.

Occupational Health & Safety (OH&S)

- The Eye and Ear is committed to a safe and risk-free work environment. Employees are expected to:
- Work safely and ensure the safety of others.

- Promote organizational values of integrity, care, excellence, and teamwork.
- Participate in workplace wellness initiatives.
- Report hazards, near misses, and incidents using the Victorian Health Incident Management System (VHIMS) Riskman.
- Follow emergency procedures and discourage unsafe behaviors.
- Support injured colleagues returning to work as part of rehabilitation programs.

Selection Criteria: Qualifications, Experience & Competencies

Essential

- Computer literacy
- Excellent communication skills
- Customer-focused approach
- Commitment to quality and continuous improvement
- Ability to work effectively within a multidisciplinary team
- Strong attention to detail
- Initiative and enthusiasm

Desirable

- Previous experience in health administration or customer service

Reporting Structure & Key Relationships

- **Reports to:** PS&A Team Leader
- **Direct Reports:** None
- **Key Working Relationships:**
 - Cochlear Implant Clinic and Ambulatory Services administrative staff
 - Cochlear Implant Clinic Allied Health team
 - Eye and Ear ENT specialists
 - Cochlear Care Centres
 - Community service providers and referrers

Pre-Employment Requirements

- All staff must pass a National Criminal Record Check. Employees in direct patient care roles must also hold a valid Working with Children Check.

Position Agreement & Review

- The Eye and Ear reserves the right to modify this position description as required. Employees will be consulted regarding changes. The statements included in this description reflect the duties and responsibilities of the position and are not exhaustive.

Agreement

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

Name: _____

Signature: _____

Date: ____ / ____ / ____