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| Title | *Patient Services and Access Administration Support –* **Outpatient Clinics** | Position  Reports to | ***PS&A Team Leader*** |
| Classification | *HS14 Grade 1* | Employment Status | Full Time |
| Enterprise Agreement | *Administrative Officers* | | |

As Australia’s only specialist hospital dedicated to eye, ear, nose and throat care, the Royal Victorian Eye and Ear Hospital (the Eye and Ear) has been delivering expert care for over 150 years. Each year, the Eye and Ear supports around 250,000 patients, including more than 200,000 outpatients, nearly 40,000 emergency presentations, and over 14,000 inpatients. The hospital offers more than 50 specialist outpatient clinics focused on the diagnosis, treatment and ongoing management of vision and hearing loss, as well as a 24-hour emergency department for eye, ear, nose and throat conditions.

### Vision Mission And Values

The Eye and Ear is a recognised world leader in delivering exceptional care. We are committed to becoming the global benchmark in eye and ear health by providing an outstanding patient experience, demonstrating exemplary leadership, empowering our people, and building a strong foundation for the future. Our core values — **Integrity, Care, Excellence** and **Innovation** — guide everything we do.

* **INTEGRITY** We act ethically, take personal accountability, communicate openly and honestly, and treat everyone with respect and trust.
* **CARE** We show compassion and respect for all patients, respond thoughtfully to their needs, and are sensitive to individual and cultural diversity.
* **TEAMWORK** We communicate openly, value diverse perspectives and skills, and collaborate effectively with partners and multidisciplinary teams to achieve the best outcomes for our patients.
* **EXCELLENCE** We consistently strive to deliver our personal best, provide outstanding service, monitor our performance, and pursue innovative ways to improve.

Please read our full Strategic Plan here: <https://www.eyeandear.org.au/page/About_Us/Our_Publications_and_DVDs/>

The Eye and Ear is an equal opportunity employer, committed to fostering a workplace that is inclusive, respectful and free from harassment or discrimination. We actively promote equity, diversity, and cultural awareness across our organisation. The Eye and Ear is also a smoke-free environment.

### Position Summary:

This role supports the Hospital’s strategic priorities by delivering high-quality administrative support within the Patient Services and Access team. It plays a key role in ensuring a smooth, person-centred patient journey from referral through to appointment. Core responsibilities include accurate referral processing and waitlisting, appointment scheduling, responding to enquiries from patients, carers, and referrers, and providing frontline support across outpatient clinics. The role also supports service efficiency, data integrity, and a consistently positive patient experience.

### Key Responsibilities / Performance Outcomes:

1. Work within an ethical and legally compliant framework, ensuring clinical services align with best practice, current evidence, and the National Safety and Quality Health Service Standards (NSQHSS).
2. Possess and maintain information technology (IT) skills appropriate to the requirements of the role.
3. Other – The key responsibilities outlined below are specific to this position and serve as a guide; they are not exhaustive.

**Key Responsibilities / Performance Outcomes**

**Ethical and Legal Compliance**

* Perform all duties in accordance with Eye and Ear policies and procedures, the Code of Conduct, and relevant legislation, always maintaining an ethically and legally sound approach.

**Patient-Centred Service Delivery**

* Provide high-quality, customer-focused service both face-to-face and via phone.
* Support and guide patients attending the hospital, ensuring a respectful and empathetic approach.

**Referral and Appointment Management**

* Accurately enter referrals and waitlist patients within the required KPIs, as outlined in the Department of Health Access Policy.
* Offer appointments in line with patient-focused booking principles and in accordance with the Specialist Clinics Access Policy.
* Ensure all patients receive timely, accurate information about their appointments and care.

**Communication and Escalation**

* Effectively manage patient enquiries, concerns and complaints, resolving issues where appropriate or escalating when necessary.
* Escalate operational or clinical issues in a timely and appropriate manner.

**Teamwork and Collaboration**

* Collaborate effectively within multidisciplinary teams to support consistent, high-quality service delivery.
* Participate in continuous quality improvement initiatives within the department.

**Compliance and Training**

* Undertake appropriate training in personal protective equipment (PPE) use and occupational violence prevention.
* Maintain a strong understanding of, and compliance with, the Specialist Clinics Access Policy and associated KPIs.

**Administrative Accuracy**

* Achieve and maintain a minimum of 98% accuracy in data entry, ensuring all mandatory fields are completed correctly.
* Complete other administrative or operational tasks as directed, contributing to the overall efficiency of the department.

### Quality, Patient Safety And Risk Management

**Quality, Safety and Risk Management Responsibilities**

* Ensure effective use of systems that support quality, safety, and risk management by:
* Delivering patient and family-centred care in genuine partnership with patients and their careers.
* Maintaining and developing the skills and competencies required within your clinical scope of practice.
* Understanding and working within your defined role and responsibilities as outlined in the Eye and Ear Quality Clinical Governance Framework, to support the delivery of safe, high-quality, and person-centred care.
* Actively participating in the reporting and analysis of safety and quality data, including identification of risks and hazards.
* Contributing to quality improvement initiatives and activities.
* Supporting and engaging in the reporting and review of adverse events, incidents, and quality projects.
* Participating in relevant professional development, safety, and quality training.
* Contributing to organisational activities required for health service accreditation.
* Using hospital resources responsibly and in accordance with departmental guidelines.
* Demonstrating awareness of departmental financial considerations and supporting cost-effective practices.
* Engaging in the annual performance development review process.
* Complying with the Eye and Ear Data Accountability Framework.

### Occupational Health and Safety

The Eye and Ear is committed to providing a safe and healthy working environment for all employees. As part of this commitment, employees are expected to:

* Carry out their duties with consideration for their own health and safety, as well as that of colleagues, patients, and visitors who may be affected by their actions or omissions.
* Promote and uphold the organisation’s core values of Integrity, Care, Excellence, and Teamwork.
* Actively engage in wellness@work initiatives that support physical and mental wellbeing.
* Promptly report all hazards, near misses, and incidents—whether or not an injury has occurred—using the Victorian Health Incident Management System (VHIMS Riskman).
* Understand and follow all emergency procedures relevant to their work area.
* Challenge and, where appropriate, address behaviour that may pose a safety risk or contribute to an unsafe working environment.
* Participate fully in return-to-work programs following injury and provide support to colleagues returning to the workplace.

### Selection Criteria: Qualifications, Experience and Competencies

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** |  | * Previous Experience on reception or switchboard |
| **Competencies** | * Proficient computer literacy and ability to navigate digital systems confidently * Strong written and verbal communication skills * Demonstrated customer-focused approach to service delivery * Commitment to quality and continuous improvement * Proven ability to work collaboratively within a multidisciplinary team * Displays initiative, enthusiasm, and a proactive approach to tasks * High level of accuracy and attention to detail | * Strong understanding of the Victorian public hospital system * Proficient in using patient management systems such as PiMS and/or Cerner |

### Reporting Lines

**Position Reports to – Team Leader OPD**

**Number of Direct reports -** *0*

### Key Working Relationships

(Internal)

* Medical staff
* Nursing staff
* Clerical staff
* Other hospital staff

(External)

* Patients, Carers and Consumers
* CERA staff

*All employees are required to hold a satisfactory National Criminal Record Check. Staff involved in direct patient care or clinical roles must also hold a valid Working With Children Check.*

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

Name

Date

The Eye and Ear reserves the right to amend this position description as necessary. Any changes will be made in consultation with the employee. This document outlines the key duties and responsibilities of the role but is not intended to be an exhaustive list of all tasks that may be required.

**Agreement**

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

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

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

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