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| Title | Patient Support Unit Lead – Ambulatory Services | Position Reports to | Director of Ambulatory Services |
| Classification | *HS6* | Employment Status | Full-Time – Fixed Term |
| Enterprise Agreement | *Health and Allied Services, Managers and Administrative workers enterprise Agreement 2021 - 2025* |

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.eyeandear.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.

### Patient Support Unit – Department of Health Guidance

### Patient Support Units (PSUs) are a critical enabler to achieving both the Planned Surgery Reform Blueprint and the Specialist Clinics reform agenda, with the primary aim to ensure that all Victorians can access timely planned surgery or non-surgical treatment, and experience safe and equitable outcomes now and into the future.

### PSUs deliver timely engagement with patients on both surgical preparation lists and Specialist Clinics waitlists, referral management and pathway redesign or optimisation options.

### PSUs also have a focus on priority populations to enhance patient experiences and drive equitable care delivery. Priority populations include but are not limited to Aboriginal and Torres Strait Islander patients, patients living with disability, culturally and linguistically diverse patients and patients from a low socio-economic background.

The program now reflects a strategic transition already underway, as it evolves to focus on early intervention, pathway redesign and specialist clinics (outpatients) reform.

### Position Summary:

The successful candidate will have the opportunity to drive pathway transformation, improved Specialist Clinic access and collaboration initiatives, as well as involvement in applicable Parkville Local Health Service Network (LHSN) priorities. The role will work closely with internal teams and network health services to deliver key reforms and change through local and inter-health service forums and working groups.

To be successful in the role, you will be a great collaborator, learn fast, adaptable, an excellent communicator and have a strategic approach to problem-solving and planning. You should have a good grasp of health service operations and skilled in managing multiple priorities and projects.

You will need to have experience in planning, implementing and evaluating programs to achieve priority objectives within the public sector.

### Key Responsibilities / Performance Outcomes:

The Patient Support Unit Lead – Ambulatory Services will:

* Support and facilitate the Eye and Ear to build an improvement program of Specialist Clinic reform work aiming to improve access to quality non-admitted service delivery and programs.
* Develop and support the implementation of the PSU annual plan with specific focus on those actions related to Specialist Clinics initaitives and non-surgical pathways to improve access and reduce waiting times for non-admitted care at the the Eye and Ear. This includes ensuring robust processes are established for project planning, implementation, reporting & evaluation.
* Establish and manage project governance, including establishment of processes and structures to ensure strong governance and delivery against agreed commitments.
* Lead and support clear and consistent project communication; this includes presenting data analysis, project reports and outcomes of improvement initiatives to relevant staff and committees.
* Engage and build relationships with key project stakeholders including LHSN representatives, the Department of Health and other health sector stakeholders. This includes close collaboration with peers in other health services across the LHSN.
* Support future business case development, to transition new models of care into business as usual.
* Undertake and utilize data analysis to inform improvement initiatives.

### 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.
* Effective and timely communication with patients and relatives on matters related to their care.
* Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
* Build effective working relationships in a co-operative framework with clinicians and non clinical staff.
* Effective management of complaints with escalation to Patient Representative.
* Rapid response to public and media enquiries in accordance with Hospital policies
* Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Quality%20and%20Clinical%20Governance%20Framework.docx)) 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.
* Monitor patient demand and availability of beds within the organisation to maximise the efficient utilisation of 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](http://home.rveeh.local/InfoHub/Policy/Procedures/Data%20Integrity%20Framework.docx)).

### 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.

### Selection Criteria: Qualifications, Experience And Competencies

### Essential for Performance in the Position

* Tertiary qualifications in an appropriate discipline and/or demonstrated equivalent relevant industry experience
* Project management experience and planning and organisational skills, including the ability to prioritise tasks, work effectively under pressure and achieve goals within established timeframes
* Excellent writing skills, including policies and reports
* Highly developed interpersonal and communication skills in dealing with a range of individuals and stakeholder groups
* Ability to work independently and autonomously under broad direction, and as a lead and member of the Ambulatory Services team
* Proven working style which is flexible, positive and collaborative
* High level conceptual and analytic skills
* High level computer literacy, including advanced Microsoft Excel, PowerPoint, and Word skills
* Strong understanding of the Victorian health care system
* Comprehensive understanding of the acute Public Health Sector and Department of Health *Elective Surgery Access Policy* and the *Specialist Clinic Access Policy*
* Ability to be self-directed, motivated and to work as part of a team
* Commitment to accuracy and quality in all prepared work

### Desirable but not essential for Performance in the Position

* Knowledge and understanding of local and international best practice in Specialist Clinic, outpatient and non-admitted care pathways and patient flow
* Post graduate qualifications are an advantage

### Reporting Lines

**Position Reports to –** *Director of Ambulatory Services*

**Number of Direct reports –** *TBA*

### Key Working Relationships

(Internal)

### The Patient Support Unit Lead – Ambulatory Services is a member of the Ambulatory Services unit and will require close working relationships with relevant staff including

* Director of Ambulatory Services
* Ambulatory Services Management Team
* Patient Support Unit Lead – Surgical Services
* Chief Operating Officer/Chief Nursing Officer
* Board of Directors
* Executive
* Clinical Operations Managers
* Security
* Communications and Marketing Team
* Consumer Liaison Officer
* All Eye and Ear Staff.

(External)

* Parkville Local Health Service Network
* Department of Health
* Patients, Carers and Consumers

*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.*

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

Name: Tracy Siggins, Director of Ambulatory Services

Date: July 11, 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: \_\_\_\_ / \_\_\_\_ / \_\_\_\_