

PS&A Contact Centre Position Description

Title	<i>Patient Services & Access Support – Contact Centre</i>	Position Reports to	PS&A Team Leader
Classification	<i>HS14 Grade 1</i>	Employment Status	Full Time Ongoing
Enterprise Agreement	<i>Administrative Officers</i>		

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.eyearandear.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:

Aligned with the Hospital's strategic priorities, this role provides operational and back-of-house administrative support within the PS&A Contact Centre, contributing to service delivery without direct frontline patient interaction.

The position is responsible for enabling a safe, efficient, accurate, and patient-centred referral and communication workflow by supporting core contact centre functions across telephony and digital systems.

Key Responsibilities / Performance Outcomes:

1. 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).
2. Information Technology (IT) skills that are commensurate with the requirements of the role.
3. Other- The key responsibilities specific to this position are as listed below. This list is intended as a guide and is not all-inclusive

Key Responsibilities / Performance Outcomes

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.

Key Responsibilities / Performance Outcomes

- Maintaining high-volume call and referral data processing accuracy
- Supporting queue performance, appointment integrity, and communication systems
- Ensuring patient and referrer contact records are accurate, auditable, and compliant
- Contributing to workflow efficiency, service continuity, and revenue-protecting processes
- Identifying and escalating operational, safety, and clinical risks flagged via phone or system interactions
- Supporting a psychologically safe and legally compliant environment for staff and consumers
- Partnering with internal teams and system stakeholders to strengthen contact centre performance and process improvement
- This role underpins contact centre operations by ensuring that:
 - Referrals, waitlists, and appointment records are entered and maintained within KPIs
 - Patient communications (SMS, secure messaging, call outcomes) are correctly logged and traceable
 - Systems used for patient flow and contact centre operations (e.g., PiMS, IPFX, Flow, secure messaging platforms) are leveraged to support data integrity and operational efficiency
 - Administrative processes are delivered with rigour, confidentiality, systems awareness, and continuous improvement focus

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 ([link](#)) 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.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications		
Experience		<ul style="list-style-type: none"> • Previous Experience on reception or switchboard
Competencies	<p>Computer literacy</p> <p>Excellent communication skills.</p> <p>Customer focused.</p> <p>Demonstrated commitment to quality.</p> <p>Ability to work effectively within a multidisciplinary team.</p> <p>Initiative and enthusiasm.</p> <p>Attention to detail</p>	<ul style="list-style-type: none"> • Solid understanding of Victorian public hospital system. • Computer proficiency with PiMS and or CERNA patient management systems

Reporting Lines

Position Reports to – PS&A Contact Centre Team Leader

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 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

Date

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: ____ / ____ / ____