

# Position Description

|                             |   |                            |                             |
|-----------------------------|---|----------------------------|-----------------------------|
| <b>Title</b>                | <i>Patient Services and Access Administration Support – <b>Outpatient Clinics</b></i>               | <b>Position Reports to</b> | <b>PS&amp;A Team Leader</b> |
| <b>Classification</b>       | <i>HS14 Grade 1</i>   | <b>Employment Status</b>   | <b>Fulltime - Ongoing</b>   |
| <b>Enterprise Agreement</b> | <i>Health &amp; Allied Service, Managers &amp; Administrative Workers (Victorian Public Sector)</i> |                            |                             |

## About The Royal Victorian Eye and Ear Hospital

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 provide 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: [Strategic Plan 2023-2027 Draft for review, 16th January 2023](#)

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 high-quality administrative support within the Patient Services and Access team. The position is responsible for ensuring a smooth and person-centred patient journey from referral to appointment. Key responsibilities include accurate referral entry and waitlisting, appointment scheduling, managing enquiries from patients, carers, and referrers, and delivering frontline support across all outpatient clinic areas. The role also contributes to maintaining service efficiency, data accuracy, and excellence in patient experience.

## 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

- Provide a customer focused approach to service delivery face to face and via phone within the department
- Enter Referrals and wait list patients within required KPI's as set out in the Department of Health Access Policy
- Offer appointments in accordance with patient focussed booking procedures and within requirements of the Specialists Clinics Access Policy
- Ensure that patients are given correct, timely information as required
- Ensure patient concerns and complaints are addressed and managed appropriately within the department or escalated as required
- Participation in quality improvement processes within teams
- Work within the wider multidisciplinary teams to ensure processes and procedures are followed
- Appropriate PPE and Occupational Violence training to be undertaken

- Providing support and direction to patients attending sites.
- Escalation of issues as required
- Other tasks as directed
- 98% accurate data entry with all mandatory fields entered and selected
- Understanding and adherence to Specialist clinics Access Policy requirements and KPI's

### 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.
- Understanding working within your role and responsibilities outlined in the Eye and Ear 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  |
|-----------------------|---|--|
| <b>Qualifications</b> |   |  |
| <b>Experience</b>     |   | <ul style="list-style-type: none"> <li>• Previous Experience on reception or switchboard</li> </ul>  |
| <b>Competencies</b>   | Computer literacy<br><br>Excellent communication skills.<br><br>Customer focused.<br><br>Demonstrated commitment to quality.<br>Ability to work effectively within a multidisciplinary team.<br><br>Initiative and enthusiasm.<br><br>Attention to detail | <ul style="list-style-type: none"> <li>• Solid understanding of Victorian public hospital system.</li> <li>• Computer proficiency with PiMS and or CERNA patient management systems</li> </ul> |

## Reporting Lines

**Position Reports to – PS&A 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: \_\_\_\_ / \_\_\_\_ / \_\_\_\_