

Position Description

Title	<i>Administration Support - Cochlear Implant Clinic</i>	Position Reports to	Clerical Team Leader CIC
Classification	<i>HS14</i>	Employment Status	Part time - Mon, Tues & Wed
Enterprise Agreement	<i>Administrative Officers</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 (the Eye and Ear) has been providing care for the senses for over 150 years. The Eye and Ear operates more than 50 outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss, and provides a 24-hour emergency service. Each year, the Eye and Ear provides care for approximately 250,000 patients, including 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
- Building a platform for the future

Our values guide everything we do:

INTEGRITY – We act ethically, accept accountability, communicate openly and treat everyone with respect.

CARE – We demonstrate compassion, respect diversity, and respond to the needs of those we serve.

TEAMWORK – We collaborate effectively and value the contributions of multidisciplinary teams.

EXCELLENCE – We strive for continuous improvement and deliver the highest standards in all areas of our work.

Strategic Plan: https://www.eyear.org.au/page/About_Us/Our_Publications_and_DVDs/

The Eye and Ear is an equal opportunity employer committed to inclusion, diversity, and a safe workplace. The hospital is a smoke-free environment.

Position Summary

This role is primarily based within the Cochlear Implant Clinic and is responsible for providing high-quality administrative support to ensure the efficient coordination and operation of clinic services.

The role supports clinical teams through accurate data management, referral and waiting list administration, appointment coordination, and billing functions. The position contributes to ensuring smooth clinic operations, maintaining data integrity, and supporting service delivery within the Cochlear Implant Clinic.

Key Responsibilities and Performance Outcomes

Administrative and Operational Responsibilities

- Perform administrative duties to support the effective operation of the Cochlear Implant Clinic.
- Accurately enter and maintain patient and clinic data within hospital information systems.
- Ensure all mandatory data fields are completed, maintaining a minimum data accuracy standard of 98%.
- Coordinate clinic bookings, including new appointments, follow-up appointments, and waitlist management.
- Manage incoming referrals and ensure appropriate registration and allocation.
- Maintain and manage clinic waiting lists in accordance with hospital policies and access requirements.
- Support clinic workflow to ensure efficient patient throughput and clinic utilisation.
- Record and update appointment outcomes accurately and promptly.
- Perform Medicare Benefits Schedule (MBS) billing functions in accordance with hospital policies and procedures.
- Ensure timely and accurate documentation within all relevant systems.

Systems, Compliance and Governance

- Operate within hospital policies, procedures, Code of Conduct, and relevant legislation.
- Demonstrate competency in all required administrative and clinical information systems.
- Maintain confidentiality and ensure compliance with privacy legislation.
- Adhere to data governance and accountability requirements.
- Support audit, reporting, and quality assurance processes as required.

Teamwork and Communication

- Work collaboratively with clinical and administrative staff to support clinic operations.

- Communicate effectively with internal and external stakeholders.
- Escalate administrative or operational issues appropriately.
- Demonstrate flexibility and adaptability in supporting clinic operational requirements.
- Participate in team meetings and contribute to continuous improvement activities.

Quality, Safety and Risk Mana

- Employees are expected to support the organisation's quality and safety framework by:
- Maintaining competency relevant to the role.
- Supporting accurate reporting and documentation.
- Participating in quality improvement initiatives.
- Reporting incidents, risks, or hazards through appropriate systems.
- Supporting accreditation and compliance activities.
- Using hospital resources responsibly and efficiently.
- Participating in performance development and training activities.

Occupational Health and Safety

- Employees are required to:
- Work safely and follow health and safety policies and procedures.
- Report hazards, incidents, and near misses.
- Follow emergency procedures.
- Support a safe and respectful workplace environment.
- Participate in workplace health and wellbeing initiatives.

Selection Criteria

Essential

- Strong computer literacy and ability to use administrative systems.
- Excellent communication and organisational skills.
- High level of accuracy and attention to detail.
- Ability to work effectively within a team environment.
- Demonstrated initiative and ability to manage workload independently.
- Commitment to quality and continuous improvement.

Desirable

- Previous experience in health administration or a hospital environment.
- Experience with patient administration systems and clinic scheduling systems.
- Experience with Medicare billing processes.

Selection Criteria: Qualifications, Experience & Competencies

	Essential	Desirable
Qualifications		
Experience	<ul style="list-style-type: none"> • Computer literacy • Excellent communication skills • Customer focused • Demonstrated commitment to quality Ability to work effectively within a multidisciplinary team • Initiative and enthusiasm • Attention to detail 	<ul style="list-style-type: none"> • Previous experience in a health administration or customer service-based role

Reporting Lines

- **Reports to:**
Clerical Team Leader – Cochlear Implant Clinic
- **Direct Reports:**
None

Key Working Relationships

- Cochlear Implant Clinic administrative team
- Cochlear Implant clinical and allied health staff
- ENT Specialists
- Cochlear Care Centres
- External service providers
- University of Melbourne
- Hearing research and service organisations

Compliance Requirements

- All staff are required to have:
- National Criminal Record Check
- Working With Children Check (if required)

Position Description Approval

Author / Manager:

Name: _____

Date: _____

Agreement

I have read, understood and agree to comply with this Position Description.

Name: _____

Signature: _____

Date: ____ / ____ / ____