

Title	General Practice / Referrer Liaison Officer	Position Reports to	Director Medical Services
Classification	HN Classification as per experience	Employment Status	Ongoing, Part Time (0.2 FTE)
Enterprise Agreement	Medical Specialists (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement 2022 – 2026		

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 more than 160 years. The Eye and Ear has over 90 different outpatient specialist 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 190,000 patients, with over 130,000 outpatients, nearly 44,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our vision is to inspire and advance specialist eye and ENT care. Our mission is to improve health and wellbeing outcomes through excellence in clinical care, teaching and education, research and innovation. Our values of **Integrity, Inclusive and Accessible Care, Collaboration and Excellence** 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
- **INCLUSIVE AND ACCESSIBLE CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **COLLABORATION** 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://eyeandear.org.au/about/publications/strategic-plan/>

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. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the **Child Safe Standards**.

The Eye and Ear is a smoke free environment.

Position Summary:

The General Practice / Referrer Liaison Officer is responsible for leading and supporting referrer engagement for the Eye and Ear, with a predominant focus on general practitioners and optometrists, while also supporting engagement with specialists, primary care networks, community providers and other relevant external stakeholders. The role promotes an integrated, person-centred approach to care by strengthening relationships with external referrers, improving access to services, supporting continuity of care across health sectors, and contributing to improved referral quality, service integration and efficient use of resources across care settings. Acting as a key link between the hospital and community-based referrers, the position supports communication, education and partnership activities that improve understanding of Eye and Ear services and referral pathways, facilitate continuity of care, and contribute to better patient and service outcomes.

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.

Information Technology (IT) skills that are commensurate with the requirements of the role.

Referrer engagement and relationship management

- Build, maintain and strengthen productive relationships with key external referrers to the Eye and Ear, including general practitioners, optometrists, specialists, audiologists, primary care networks, community health providers and other relevant stakeholders.
- Act as a key contact point for external referrers seeking information, support or escalation regarding Eye and Ear services, access pathways and referral processes.
- Promote a collaborative and responsive interface between the hospital and community-based referrers to support sustainable partnerships and improved patient care.
- Maintain a sound understanding of Eye and Ear clinical services, referral criteria, access pathways and operational processes to provide accurate and timely advice to referrers.

Referral pathway education and communication

- Develop, coordinate and deliver referrer communication and engagement activities to improve understanding of Eye and Ear services, referral pathways, access requirements and models of care.
- Support the development and dissemination of referral guidance, pathway information, service updates, educational resources and stakeholder communications for external referrers.
- Promote referral quality by working with internal teams and external stakeholders to improve the completeness, appropriateness and timeliness of referrals.
- Assist in communicating changes to services, clinics, referral criteria or processes to relevant external stakeholders in a timely, clear and accessible manner.
- Partner with relevant teams to align education activities with organisational priorities, teaching programs and professional development initiatives.

Access, continuity of care and service integration

- Identify opportunities to improve access to services and continuity of care between the Eye and Ear and community-based providers.
- Support improved service integration across hospital, specialist, primary care and community settings by facilitating communication and problem-solving around referral and care coordination issues.
- Contribute to initiatives that support patients to receive care in the most appropriate setting and reduce avoidable barriers, duplication or fragmentation across the care continuum.
- Work collaboratively with internal clinical and operational teams to understand referrer needs, address emerging issues and support practical improvements in referral pathways and service interfaces.

Stakeholder engagement and outreach

- Contribute to the planning and delivery of referrer engagement initiatives, outreach activities, education sessions, stakeholder forums and events that promote the Eye and Ear's services and strengthen external partnerships.
- Represent the Eye and Ear professionally in engagement with community referrers, partner organisations and other stakeholders.
- Support partnerships with professional groups, primary care networks, community organisations and sector stakeholders relevant to the hospital's services and strategic priorities.
- Maintain awareness of sector developments relevant to ophthalmology, ENT, specialist hospital access, referrer engagement and integrated care.

Service improvement and organisational contribution

- Collect, analyse and report information relevant to referrer engagement, referral issues, stakeholder feedback and service improvement opportunities.
- Contribute to the identification, development and implementation of initiatives that improve referral quality, referrer communication, pathway usability and access to services.
- Participate in relevant meetings, committees, working groups and projects as required.
- Prepare reports, briefings, presentations, correspondence and stakeholder materials to required standards and formats.
- Use information technology and organisational systems effectively in the performance of the role.
- Work collaboratively with internal clinical and operational teams to support referrer needs and service improvement priorities.
- Other duties as directed consistent with the employee's skill level and classification.

Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework 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.

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.
- Adhere to all Occupational Health and Safety requirement of the role and workplace, including when undertaking outreach or off-site engagement activities.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications	MBBS or equivalent	FRACGP or FACRRM
Experience	Experience in stakeholder engagement, liaison, service development, project coordination or primary care engagement in a health service setting	Experience in specialist hospital, ambulatory care, ophthalmology, ENT, public health or community health settings
	Experience building productive relationships with external stakeholders, including community-based health professionals and service partners	Experience working with GPs, optometrists, Primary Health Networks or specialist referrer groups
Competencies	Strong communication, interpersonal and relationship	Knowledge of Victorian public health referral pathways,

	management skills	integrated care and continuity of care principles
	Strong organisational skills, including ability to work independently, manage priorities and deliver within timeframes	Understanding of ophthalmology and/or ENT service delivery and community referrer needs
	Ability to work collaboratively across multidisciplinary teams	Familiarity with Victorian primary care and specialist access stakeholders
	Sound IT skills, including Microsoft Office and organisational systems	
	Commitment to confidentiality, cultural safety, equity, inclusion and professional conduct	

Reporting Lines

Position Reports to – Director Medical Services
 Number of Direct Reports – Nil

Key Working Relationships

Internal

- Director of Medical Services
- Clinical Directors and Heads of Unit
- Ambulatory and Specialist Clinics leadership
- Access, bookings and referral management teams
- Medical, nursing and allied health staff
- Outpatient services and Emergency Department
- Quality, Safety and Consumer Experience teams
- Communications, Strategy and relevant corporate support areas

External

- General practitioners
- Optometrists, Orthoptists, Audiologists
- Medical specialists and specialist practices
- Primary care networks / primary health networks
- Community health and community service providers
- External hospitals and health services
- Professional colleges, peak bodies and other referrer-facing organisations
- Other relevant partners and stakeholders connected to Eye and Ear services

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: Nathan Vos - Director Medical Services
 Date: April 2026

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: ____ / ____ / ____