

# Position Description

<b>Title</b>	<i>Team leader- Cochlear implant Business Unit</i>	<b>Position Reports to</b>	Director Cochlear Implant Business Unit
<b>Classification</b>	<i>HS23, Grade 3, Level 3</i>	<b>Employment Status</b>	Part-time
<b>Enterprise Agreement</b>	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021–2025.</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.eyeandear.org.au/page/About\\_Us/Our\\_Publications\\_and\\_DVDs/](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.

## Position Summary:

This role will work operationally within the Cochlear Implant Unit to coordinate the daily activities of the Cochlear Implant Unit administration staff.

The Team Leader – Cochlear Implant Business Unit will work with the CIC multidisciplinary leadership team to ensure that day-to-day administrative processes, procedures and activity are coordinated within the unit, in line with organisational policy and agreed service priorities.

Well-developed communication skills will be required as liaison with clerical, clinical and leadership staff will be a key component of the role. The role will also involve consultation with team members to identify workflow inefficiencies and improve workflow processes, education opportunities, compliance requirements, identify and resolve issues as they arise, conduct root cause analysis of issues and support staff through change within the CIC as the unit prepares and plans for its future state.

## 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.
- Monitor agreed activity and KPI targets, identify emerging issues, and escalate barriers preventing targets being met in accordance with local escalation pathways.
- Provide regular reporting and discussion to demonstrate identification of variances and contribute to agreed corrective actions, under the direction of the Director and in collaboration with the Clinic Co-ordinator.
- Evidence of proactive approach to resolving concerns and complaints.

## Service Efficiency & Effectiveness

- Daily allocation of work within the administration team to ensure equitable workloads
- Ensure systems and processes support the accurate and timely management of patient appointments, referrals and patient information within the organisation and with external stakeholders.
- Attend to requests from other staff in an efficient, professional and friendly manner.
- Communicate effectively and work as a team with other administration staff in order to streamline administration processes.
- Lead and ensure effective co-ordination of appointments and patient support services in order to maintain a patient focused service.
- Accurate and timely data entry for VINAH reporting and Medicare Billing.
- Any other administrative tasks as directed.

## Leadership

- Promote team work within the CIC Administration team and broader allied health and medical CIC team.
- Work collaboratively and interact regularly with the CIC Clinic Co-ordinator to ensure daily operations of the Cochlear Implant Business Unit are efficient and effective

- Establish and maintain good working relationships with all internal departments and external stakeholders.
- Promote an environment of excellent customer service, cooperation and respect
- Promote understanding of DHHS KPI's and ensure that these processes are adhered to.
- Clerical staff to have portfolio's for which they have responsibility, but a multitasking approach should be a general philosophy within the team
- Promote multi-disciplinary awareness and understanding of E&E HR policies
- Review and optimise current referral management processes for referrals from Cochlear Care Centres (CCC), Victorian Cochlear Implant Program (VCIP) service providers and private rooms of medical staff (working in the CIC) to ensure referral management protocols are robust and efficient (noting the mandatory requirements of the DoH Specialist Clinics Access Policy)
- Review and optimise the communication and information sharing processes between CIC, CCCs, VCIP service providers and CIC surgeons private rooms to ensure timely and accurate communication, ensuring internal and external stakeholder have the required visibility of the patient/families journey to ensure a seamless patient experience.

### Communication

- Liaise and communicate effectively with all staff, patients, customers and external stakeholders
- Ensure communication between team members and the CIC leadership structure
- Organise and attend relevant meetings as required or directed.

### Staff Support/Human Resource Management

- In conjunction with the Director Cochlear Implant Business Unit participate in the recruitment, selection, appointment and development of new clerical staff as required.
- Conduct performance reviews in conjunction with the Director Cochlear Implant Business Unit. Monitor staff leave approvals, leave coordination and replacement in collaboration with the Director Cochlear Implant Business Unit. Ensure adequate training is provided to all staff when required and mandatory training requirements are fulfilled.
- Co-ordinate the local area orientation program for all new clerical staff.
- Ensure staff attend relevant in-service education.

### Data Management and Provision

- Demonstrate comprehensive understanding of the Patient Information Management System and provide support to staff utilising the software.
- Monitor KPI's for referral, wait list, appointment management, phone call and email management and clinic utilisation, and identify issues and contribute to mitigation and resolution actions (including implementing local process changes as directed).
- Assume responsibility for the VINAH data error handling, cleansing and education of staff.

### Clerical Duties

Ensure all data is recorded and entered accurately in accordance with the DoH Specialist Clinics Access Policy requirements for:

- Patient Registration
- Referral Management
- Waiting list entry
- Undertake appointment management for both new and review appointments via a patient focussed booking approach
- Undertake MBS billing functions within the CIC in accordance with MBS clinic billing policies and procedures
- Assist and prioritise with front-desk (CIC reception) and telephone enquiries and ensure patients receive accurate and timely information.
- Communicate effectively and empathetically and attend to patients and their families in an efficient and friendly manner.
- Ensure patient access issues and complaints are proactively brought to the attention of the Director Cochlear Implant Business Unit.

### Quality, Patient Safety And Risk Management

Support the implementation of the Eye and Ear Quality Clinical Governance Framework ([Link](#)) within the Cochlear Implant Business Unit by coordinating local administrative processes and supporting staff compliance, to contribute to a safe, high quality, person-centred experience/care. This involves:

- Ongoing measurement of safety, risk management and quality performance, taking action in response to identified issues and establishing a culture of improvement.
- Facilitating consumer participation in safety and quality activities.
- Coordinate and/or contribute to gathering unit-level evidence and participation in activities required for accreditation reviews, as directed.
- Supporting the annual performance development cycle for staff within the unit, as delegated by the Director, including scheduling, documentation and follow-up.
- Actively participating in an annual individual performance development plan that determines and evaluates key responsibilities, strategies and performance indicators, in line with the Eye and Ear's Strategic Plan.
- Managing rosters and leave in an equitable way that promotes staff to take leave and manage accruals in line with the organisation's standards.
- Facilitate relevant training to maintain an effective workforce.
- Promote appropriate use of hospital resources across functions within the unit's control and escalate identified issues (e.g. wastage, access constraints, non-compliance) to the Director and CIC leadership team.
- Working within and ensuring staff are 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.
- As a team leader, encourage reporting of hazards/near misses, participate in consultation with staff and Health and Safety Representatives, and support implementation of local safety improvements as directed.
- Building our 'safety culture' where occupational health and safety is considered part of everyday work.

## Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• Training/qualification in leadership/supervision, health administration, quality improvement or change (e.g., Certificate level) would be advantageous.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience coordinating day-to-day administrative operations in a busy, high-volume service, including allocation of work and managing competing priorities.</li> <li>• Demonstrated experience using patient administration systems and maintaining high data quality (accurate data entry, error handling/cleansing, reporting).</li> <li>• Experience monitoring service performance measures/KPIs and providing routine reporting and escalation of variances/barriers.</li> <li>• Experience working within a multidisciplinary environment</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a hospital/specialist clinic administration Team Leader role (or equivalent supervisory role in a complex environment).</li> <li>• Understanding of Victorian public hospital outpatient/referral pathways and relevant specialist clinic access requirements (e.g., DoH Specialist Clinics Access Policy).</li> <li>• Experience with Medicare/MBS billing processes and local billing policies/procedures.</li> <li>• Experience contributing to local process improvement initiatives and supporting implementation of agreed changes.</li> </ul>

	<p>and liaising with clinical and administrative stakeholders.</p> <ul style="list-style-type: none"> <li>• Experience managing patient enquiries and complaints with a proactive, solutions-focused approach, including escalation of access issues where required.</li> <li>• Experience supporting staff orientation/training and day-to-day guidance in a small team.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience using data (e.g., clinic utilisation, waitlist/referral performance, access/phone metrics) to inform service improvement discussions.</li> <li>• Experience working with external stakeholders/partners to coordinate referrals, appointments and information sharing.</li> </ul>
<p><b>Competencies</b></p>	<ul style="list-style-type: none"> <li>• High level computer literacy and confidence learning and supporting others in local systems (patient administration systems and standard office software).</li> <li>• Well-developed communication and stakeholder management skills, including the ability to liaise effectively with clinical, administrative and leadership staff, patients/families and external stakeholders.</li> <li>• Demonstrated ability to provide day-to-day guidance to staff, allocate work, and support performance and wellbeing within a small team.</li> <li>• Strong organisational skills and ability to prioritise, problem-solve and manage competing demands.</li> <li>• Strong customer/patient focus with the ability to respond empathetically and professionally, and escalate access issues appropriately.</li> <li>• Demonstrated commitment to compliance, confidentiality, data integrity and governance (working within policy, procedures, Code of Conduct and relevant legislation).</li> </ul>	<ul style="list-style-type: none"> <li>• Experience coaching others in system use/data quality practices (including developing simple job aids/checklists).</li> <li>• Understanding of clinical governance, privacy and records requirements in a health setting.</li> <li>• Demonstrated ability to support change in a team environment and embed new workflows.</li> <li>• Demonstrated continuous improvement capability at a local level (identify workflow inefficiencies, contribute to solutions, implement and embed agreed improvements).</li> </ul>

## Reporting Lines

Position Reports to – Director Cochlear Implant Business Unit  
Number of Direct reports – up to 6 (3.0 FTE)

## Key Working Relationships

CIC Administrative/clerical staff  
Director Cochlear Implant Business Unit  
Medical Director Cochlear Implant Business Unit  
CIC Clinic Co-ordinator  
CIC Audiologists and Speech Pathologists  
Eye and Ear ENT Specialists / CIC surgeons (including private rooms)  
Cochlear Care Centres  
Victorian Cochlear Implant Program service providers (community audiology services)  
Community Service Providers and Referers  
Cochlear implant manufacturers  
University of Melbourne (including HEARnet)  
Research Partners

*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: Jaime Leigh  
Date: 31/03/2026

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: \_\_\_\_ / \_\_\_\_ / \_\_\_\_