

Position Description

Title	Patient Services and Access Administration Support- Emergency Department	Position Reports to	Clerical Team Leader OPD
Classification	HS14 Grade 1 Level 2	Employment Status	Part time
Enterprise Agreement	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025		

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 over 160 years. The Eye and Ear has over 90 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 160,000 outpatients, 45,000 emergency patients and over 16,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our focus is providing the very best patient care possible. We strive to apply new and effective models of care, invest in research and training and share our knowledge to improve eye and ear health. We will inspire and advance specialist eye and ENT care.

At the core of everything we do are our Guiding Principles:

- **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
- **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
- **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
- **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation

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:

In line with the Hospital's strategic directions; to provide high-quality Administration support within the Emergency Department, switchboard, admissions, outpatient booking unit and specialist clinic as part of the Patient Services and Access Team.

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
 - Provide a customer focused approach to service delivery face to face and via phone in the Emergency Department
 - Provide a positive patient experience to patients in emergency, Switchboard, Admissions and Specialist clinics
 - 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
 - Flexibility to work between sites and work areas 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 patients with relevant personal protective equipment and ensuring this is appropriately applied
 - To ensure all data is recorded and entered accurately in a timely manner
 - 98% accurate data entry with all mandatory fields entered and selected
 - Understanding and adherence to Specialist clinics Access Policy requirements and KPI's
 - Ensure 100% of VAED data errors identified and rectified prior to submission
 - Accurate consenting of the patient and completion of the Election Form.
 - Taking payment for privately insured patients and producing accurate receipts.

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 [Quality and 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 [Data Integrity 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.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications		
Experience		<ul style="list-style-type: none"> • Previous medical or hospital position.
Competencies	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"> • Solid understanding of Victorian public hospital system. • Computer proficiency with PiMS and or CERNA patient management systems

Reporting Lines

Position Reports to – Team Leader Patient Services and Access

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: Kathryn Day

Date: May 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: ____ / ____ / ____