

Position Description

Title	Patient Transport and Interpreter Booking Co-ordinator	Position Reports to	Manager Social Service
Classification/ Pay grade	Grade 2 level 1 (HS2)	Employment Status	Ongoing - 0.93 FTE (35.2 hrs per week across 5 days)
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Section) (Single Interest Employers) Enterprise Agreement 2025 - 2027		

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:

The Patient Transport and Interpreter Booking Coordinator is responsible for coordinating patient transport and interpreter booking services to support access to care and effective communication for patients of The Royal Victorian Eye and Ear Hospital.

The role acts as a key point of contact for patients, carers, clinicians and external service providers, facilitating access to appropriate support services and contributing to a positive patient experience.

Working within the Social Services Department, the Patient Transport and Interpreter Booking Coordinator supports the delivery of patient-centred, culturally responsive and efficient services in accordance with relevant legislation, guidelines and hospital requirements.

Key Responsibilities / Performance Outcomes:

1. 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, Child Safe Standards and applicable legislation.
- 2. Service Delivery**
 - Coordinate patient transport and interpreter booking services to support access to care and effective communication between patients, carers and clinicians
 - Address enquiries via phone, email and hospital systems from patients, carers, services providers and Eye and Ear staff
 - Undertake assessments of patient transport requirements in accordance with Department of Health and Hospital guidelines and coordinate suitable transport arrangements by considering the patient's circumstances, clinical needs and available transport options, including non-emergency patient transport, community transport services, public transport and other approved transport supports.
 - Work collaboratively with clinical and non-clinical staff to coordinate booking services, resolve service delivery issues, and facilitate alternative arrangements where required.
 - Complete and manage transport and interpreter booking requests on internal and external systems
 - Monitor and coordinate the delivery of patient transport and interpreter booking services to ensure timely and effective service provision.
 - Provide information and assistance to patients regarding Victorian Patient Transport Assistance Scheme (VPTAS) applications
 - Maintain information regarding accommodation providers and provide advice to patients as required
 - Consult with the Manager Social Services regarding complex cases, service issues and matters requiring management approval.
- 3. Customer Relations**
 - Respond to enquiries from patients, carers, clinicians, service providers and external stakeholders in a timely and professional manner.
 - Provide accurate information and support regarding transport and interpreter booking services, escalating matters where appropriate.
 - Foster positive working relationships with patients, carers, hospital staff and external service providers.
 - Ensure all interactions are patient centred, respectful and culturally responsive.
- 4. Financial**
 - Reconcile invoices from transport and interpreter service providers against service records and investigate discrepancies as required.
 - Liaise with service providers and internal stakeholders to resolve invoicing and billing issues.
 - Maintain accurate invoicing and financial records in accordance with HealthShare Victoria requirements and hospital policies and procedures.

5. System design, communication and monitoring

- Administer, monitor and maintain transport and interpreter booking service systems and processes in accordance with hospital requirements.
 - Provide advice and contribute to the development, implementation and review of policies, procedures and resources relating to transport and interpreter services.
 - Provide information, education and support to hospital staff regarding transport and interpreter booking service processes and requirements
 - Collect, maintain and report service activity data to support operational monitoring, service planning and quality improvement initiatives.
 - Contribute to the development and implementation of service improvements and innovative solutions to enhance transport and interpreter service delivery.
 - Escalate system, process and service delivery issues to the Manager Social Services and provide recommendations for improvement where appropriate.
6. To undertake other duties and responsibilities as deemed reasonable by the Manager Social Services

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		Administration qualifications or equivalent experience
Experience	- Demonstrated experience in a customer service, administration or coordination role. - Well-developed computer skills, including Microsoft Word, Outlook, Excel and Teams. - Experience working with databases, booking systems or other information management systems. - Experience liaising with a range of stakeholders and service providers.	- Co-ordination of patient transport and / or interpreter bookings - Invoice reconciliation and financial record keeping
Competencies	- Excellent customer service and communication skills. - Ability to work effectively within a multidisciplinary team - Demonstrated ability to build and maintain effective relationships with internal and external stakeholders. - Strong organisational skills with the ability to manage competing priorities and meet deadlines. - Demonstrated problem-solving skills and ability to exercise sound judgement. - High level of attention to detail and accuracy in record keeping and data entry.	- Knowledge of Ambulance Victoria Non-Emergency Patient Transport processes - Knowledge of interpreter service delivery models and NAATI certification requirements - Knowledge of hospital operations.

Reporting Lines

Position Reports to – Manager Social Services

Number of Direct reports - Nil

Key Working Relationships

Internal

- Social Services Department
- Clinical Operations staff
- Finance department
- Other staff members of the organisation as required

External

- Red Cross and Community Volunteers
- All ambulance providers

- Department of Veteran Affairs (DVA)
- Uber, Taxicabs, maxi-taxi, Victorian Taxi Directorate and country taxi providers
- Travellers Aid –Melbourne
- V-Line
- All Language Services Providers
- All accommodation providers
- Department of Health
- Hostels and Nursing Homes
- Doctors/Specialist Rooms
- Tasmanian Hospitals

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: Chun Ho (Joey) Kwong, Manager Social Services
Date: 01/07/2026

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: ____ / ____ / ____