

Dispensing Manager

Melbourne
Teaching
Health Clinics



Work type: Permanent / Full-time

Location: Parkville

Salary: AUD\$ 64,574 – AUD\$ 79,195 range p.a. (pro-rata) plus 10% superannuation

About Melbourne Teaching Health Clinics

Melbourne Teaching Health Clinics' (MTHC) vision is: *"To be recognised as an innovative, international leader in the provision of Teaching Health Clinics."* Our ambition is that Melbourne Teaching Health Clinics will be the pre-eminent provider of student clinical placements; these placements being in general (regional) medical practice, dentistry, audiology, speech pathology, optometry, and psychology and through the provision of professionally supported clinical sessions in private practice settings.

Melbourne Teaching Health Clinics was established by the University of Melbourne to operate and manage teaching health clinics that provide students at the University with world class clinical training as a core component of their studies. The organisation also provides continuing professional development training to persons working in the area of health care provision, facilitates research into health outcomes and provides patients with quality health services.

Melbourne Eyecare Clinic (formerly UMEyecare) was established in 2009 to provide a clinical teaching environment for optometry students as part of the University of Melbourne Doctor of Optometry program. The clinic delivers an extensive range of eyecare services to the public, including contact lens care, paediatric and visual therapy services, occupational eyecare, and diabetic, macular degeneration and glaucoma assessment and screening.

Melbourne Teaching Health Clinics is an organisation of accomplished and committed people striving to achieve its Mission: *"To provide sustainable, high quality, comprehensive clinical training and patient care for the University of Melbourne and the wider community."*

About the Role

The Dispensing Manager will manage front desk operations at Melbourne Eyecare Clinic and lead a team of optical dispensers to deliver dispensing services. The role and work closely with optometrists to deliver high quality eyecare services and patient care. The role will work closely with the Department of Optometry and Vision Sciences to deliver a first-class clinical placement experience for Doctor of Optometry students.

Key responsibilities include:

- Lead and manage the administrative and dispensing staff at Melbourne Eyecare Clinic
- Effectively manage the operations of the front desk at Melbourne Eyecare Clinic
- Deliver exceptional optical dispensing services to patients
- Assist clinical team to deliver high quality and efficient eyecare services and patient care
- Train students and staff in the technical skills associated with optical dispensing, and give feedback to Doctor of Optometry students as part of their clinical placement at Melbourne Eyecare Clinic

About you**Essential Selection Criteria**

- Relevant qualifications (certificate IV) in optical dispensing and / or subsequent experience working as an optical dispenser
- Demonstrated experience in a front desk customer service environment, including managing front desk operations
- Demonstrated experience leading a team, including supporting and coordinating the day-to-day operations, financial and human resource aspect of a busy practice
- Previous experience working within a fast-paced eyecare clinic with the ability to multi-task and prioritise effectively
- Demonstrated ability to effectively train and assess staff and students in the technical skills associated with optical dispensing
- Well-developed interpersonal and communication skills, and the ability to represent the Melbourne Eyecare Clinic to external stakeholders
- Demonstrated experience with conflict resolution, with ability to manage complaints
- Demonstrated ability to build and maintain effective and productive relationships with a wide range of internal and external stakeholders
- Sound computer skills including all MS Office products, including Excel, as well as competency in using a patient management system (ie. 'Sunix' or 'Optomate')

Benefits of joining the organisation

- Work in a dynamic and client-focused team operating at Melbourne Eyecare Clinic
- Provide a rich clinical teaching experience to Doctor of Optometry students
- Liaise with and support a broad range of people, including clinic staff, academic staff, support staff, trades people, students, and patients
- The mix of private eyecare, varied highly trained clinicians and university teaching makes Melbourne Eyecare Clinic an exciting and unusual work environment

To Apply

As part of your application, please submit your CV and Cover Letter with reference to the Key Selection Criteria listed in this advertisement.

Please submit your application through the APPLY FOR THIS JOB button next to the advertisement on the [SEEK](#) website.

For inquiries please contact Dr Andrew Huhtanen via andrew.huhtanen@unimelb.edu.au (please do not send applications to this email)

Applications close: Friday, 3 September 2021