

POSITION DESCRIPTION

POSITION TITLE:	Dispensing Manager
REPORTING TO:	Clinic Director
CLASSIFICATION:	Retail Employee Level 6 (General Retail Award 2020)
EMPLOYMENT TYPE:	Continuing; Full-time
NUMBER OF REPORTS:	Approximately 2-3

The Organisation

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."*

Position Summary

The Dispensing Manager will be responsible for the overall management of the dispensing operations at Melbourne Eyecare Clinic. The role will deliver strong leadership, operational outcomes, and management of the dispensing staff to ensure optimal workforce utilisation and high levels of productivity. The role will assist clinicians to provide direct patient care in accordance with the Clinic's standards and policies. The role will collaborate closely with the Clinic Director, Melbourne Eyecare Clinic, to lead and develop the dispensing clinic to deliver on key business outcomes and ensure the provision of high quality and efficient eyecare services and patient care. The role will also work very closely with the Department of Optometry and Vision Sciences (DOVS) and Doctor of Optometry (OD) students, as key internal stakeholders, to foster an excellent student clinical placement experience.

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')

Key Relationships (Internal and External)

- Melbourne Eyecare Clinic
 - o Clinic Director
 - o Clinical Team
 - o Dispensing Team
- Department of Optometry & Vision Sciences
 - o Doctor of Optometry Students
 - o DOVS Academic & Professional Staff
- Melbourne Teaching Health Clinics
 - o Senior Management Team

Key Accountabilities

Key Responsibilities	Measures/Key Performance Indicators (KPIs) to be achieved
Leadership • Lead and facilitate effective teamwork across dispensing staff • Build and maintain effective relationships with all key stakeholders • Strong leadership and management of staffing, recruitment, retention, and performance management of the dispensing team • Ensure the effective development of skills and capacity of the dispensing team • Lead and drive change to achieve improved performance	• Culture of success and engagement established within the Clinic • Ability to work proactively and co-operatively with both key internal and external stakeholders (including staff, students, patients, academics, administration staff). • Melbourne Eyecare Clinic team works collaboratively and effectively
Optical Dispensing • Appropriately apply technical skills to standard dispensing tasks in accordance with Australian Standards, including but not limited to: interpretation and dispensing of prescription for optical appliances; taking accurate facial measurements for optical appliances; fitting of optical appliances for the purposes of the sale thereof; and the sale of optical appliances • Share knowledge of optical dispensing (spectacle frame selection, lens selection, frame repair, checking completed spectacles, edging lenses into a frame) to Doctor of Optometry students, by providing verbal and practical guidance • Manage spectacle frame orders in collaboration with the Clinic Director • Review spectacle work ordered and fitted by optical labs to ensure that they comply with Australian Standards and to the ordered prescription, or the supervising of Doctor of Optometry students performing this task • Oversee reception administration, including greeting of patients at arrival, recording information prior to patient examination, answering phones and making appointment for consultations	• Lead and model an environment that is focussed on customer service, clinical care and patient experience to the highest standards in line with strategic and operational plans, as measured through: ○ Agreed outcomes ○ Performance Evaluation Management ○ Feedback including patient complaints and compliments • Ensure the end-to-end process of patient experience is managed effectively, efficiently and to agreed service standards and in line with key policies and procedures

Quality Assurance and Performance • Manage the administration of the practice management system, and daily flow of correspondence for MEC (email account, letters and SMS messaging services) • Ensure processes and procedures are regularly reviewed and improvements to service delivery identified and implemented • Monitor the clinic's stocks of spectacle frames, contact lenses and consumable supplies on a regular basis, and arrange purchasing as required, to ensure that stock is always available in required quantities • In conjunction with Clinic Director, liaise with suppliers in the purchase of frames, contact lenses, consumables, office stationary, and coordinate equipment maintenance and repair as required • Ensure the dispensary, reception and waiting areas are kept to a high standard of presentation	• Actively lead and participate in all components of the quality improvement • Lead and manage a process of continuous improvement within the dispensing team • Formulate and supply appropriate reports to Clinic Director to ensure financial and business targets
Finance • Assist the Clinic Director with financial management of the clinic • Coordinate the coding of supplier invoices, submit for approval, check receipt of goods, validate supplier invoices and raise purchase orders for purchase of supplies • Ensure the completion of daily reconciliations and balancing of the clinic till, which includes regular banking as well as Medicare and other patient payments • Ensure patient billings are accurate, timely and systems utilisation maximised effectively	• Daily financial transactions are reconciled appropriately • Risk is minimised and effectively managed and reported • Effective management of costs and revenues within agreed budget levels, meeting or exceeding agreed outcomes of patient billing, budget / revenue targets
Patient care, customer service, and teaching • Provide high quality customer service to patients, key stakeholders and the community attending MEC • Act as the first point of contact for handling straightforward patient concerns or complaints, referring any more complex issues to the Clinic Director or relevant person	• Patient satisfaction improvements measured over time • Student satisfaction with teaching is maintained and improved • Issues are escalated to the Clinic Director and resolved in a timely manner

• Assist the clinical team to provide direct patient care in accordance with the Clinic's standards and policies • Work with the Department of Optometry & Vision Sciences OD program to facilitate student clinical placements at MEC • Teach and supervise optical dispensing (spectacle frame selection, lens selection, frame repair, checking completed spectacles, edging lenses into a frame) to Doctor of Optometry students, and provide feedback and assessment	
Occupational Health and Safety • Take an active role in contributing to a safe and healthy workplace • Adherence to relevant legislation and policies	• Lead and promote a safe workplace in line with OHS Policies and Procedures • 100% training compliance achieved
General • Maintain staff and patient confidentiality at all times • Maintain skills to enhance organisational capability, culture and services • Ensure Melbourne Eyecare Clinic is aligned with overall Melbourne Teaching Health Clinics' philosophies and standards both clinically and professionally • Carry out other responsibilities as directed	• Demonstrates appropriate and professional workplace behaviours that are in line with Melbourne Teaching Health Clinics' core values, policy and procedures • Provide assistance to other team members as required or requested

Special Requirements

The Melbourne Teaching Health Clinics are separate but affiliated companies of the University of Melbourne. The role may be required to provide additional on-site support to these clinics.

Melbourne Teaching Health Clinics Values

We foster a values-based culture of innovation and creativity to enhance the teaching performance of the Melbourne Teaching Health Clinics and to achieve excellence in patient and student outcomes.

We invest in developing the careers and wellbeing of our students and staff and expect all our leaders to live our values of:

- Be ethical
- Be accountable
- Be collaborative
- Be compassionate

Occupational Health and Safety (OH&S) Responsibilities

The Melbourne Teaching Health Clinics has policies and procedures which comply with the *Occupational Health and Safety Act 2004*, which require all staff to contribute to the maintaining of a safe and healthy workplace.

All staff members are required to exercise their duty of care and:

- Take reasonable care for their own safety, as well as for others in the workplace who can be affected by their actions;
- Refrain from misusing or damaging any equipment which is provided to protect or enhance the health and safety of staff;
- Comply with legitimate requests from Melbourne Teaching Health Clinics which are in accordance with published policies and/or OHS legislation;
- Ensure they do not knowingly place other staff at risk through their actions;
- Report incidents and potential health and safety risks to their OHS Representative in a timely and appropriate manner;
- Host visitors and/or contractors at the campus in a manner consistent with the requirements of the OHS policy.

Diversity and Inclusivity Statement

Melbourne Teaching Health Clinics are committed to a diverse and inclusive workforce free from all forms of discrimination. We actively work to remove barriers to ensure all employees enjoy full participation in the workplace and encourage applications from diverse backgrounds. We adopt our diversity and inclusivity policies from the University of Melbourne and can be viewed at <https://staff.unimelb.edu.au/diversity-inclusion>.

Document Control

Date Developed:	Developed and Reviewed By:
16 JULY 2021	Andrew Huhtanen, Clinic Director MEC