

POSITION DESCRIPTION

POSITION TITLE:	Optical Dispenser
REPORTING TO:	Dispensing Manager
CLASSIFICATION:	Retail Employee Level 4 (General Retail Award 2020)
EMPLOYMENT TYPE:	Continuing; Full-time

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 extensive 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 Optical Dispenser will be responsible for providing reception and dispensing services to patients of Melbourne Eyecare Clinic. The role will liaise with optometrists, students, and dispensary staff to assist patients in the selection of spectacle frames and ophthalmic lenses and perform general administrative tasks in the front desk environment. Under the authority of the Clinic Director and Dispensing Manager, the role will assist with the supervision of Doctor of Optometry students whilst they are training in reception and dispensing duties. The role requires enthusiasm, flexibility, reliability, and independence in managing day to day workload. The role is expected to use initiative and it is essential that they have the ability to work while managing competing priorities.

Essential Selection Criteria

- Relevant qualifications (certificate IV) in optical dispensing and / or experience working as an optical dispenser
- Experience in a front desk customer service environment, including managing front desk operations
- Previous experience working within a fast-paced eyecare clinic with the ability to multi-task and prioritise effectively
- Demonstrated ability to effectively train students in the technical skills associated with optical dispensing and or a willingness too
- Good interpersonal and communication skills, and the ability to represent the Melbourne Eyecare Clinic to external stakeholders
- Demonstrated ability to build and maintain effective and productive relationships with a wide range of internal and external stakeholders
- 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)

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

Key Accountabilities

Key Responsibilities	Measures/Key Performance Indicators (KPIs) to be achieved
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 facial measurements for optical appliances; fitting of optical appliances for the purposes of the sale thereof; and the sale of optical appliances • Assist with teaching optical dispensing (spectacle frame selection, lens selection, frame repair, checking completed spectacles, edging lenses into a frame) to Doctor of Optometry students • Assist with spectacle frame orders in collaboration with the Dispensing Manager • 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 • Responsible for reception administration duties, including greeting of patients at arrival, recording information prior to patient examination, answering phones and making appointment for consultations	• Demonstrate commitment to customer service, clinical care, and patient experience to the highest standards in line with strategic and operational plans, as measured through: ○ Agreed outcomes ○ Feedback including patient complaints and compliments
Quality Assurance and Performance • Assist with the administration of the practice management system, and daily flow of correspondence for MEC (email account, letters and SMS messaging services) • Monitor the clinic stock level of spectacle frames, contact lenses and consumable supplies on a regular basis, and arrange purchasing as required, to ensure that stock are always available in required quantities • Assist the Dispensing Manager in liaising with suppliers in the purchase of frames, contact lenses, consumables, office stationary, and assist with coordination of equipment maintenance and repair • Ensure the dispensary, reception and waiting areas are kept to a high standard of presentation	• Actively participate in all components of the quality improvement • 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

Administration • Assist with financial transactions relating to patient consultations and goods sales • Assist with the daily reconciling 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 • Assist with the processing of patient claims in accordance with Medicare guidelines and submitting the claim electronically to Medicare	• Daily financial transactions are reconciled appropriately • Risk is minimised and effectively managed and reported
Patient care and customer service, student supervision • Provide high quality customer service to patients, key stakeholders and the community attending MEC • 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 • Supervise optical dispensing (spectacle frame selection, lens selection, frame repair, checking completed spectacles, edging lenses into a frame) to Doctor of Optometry students, and give verbal feedback on student performance on a daily basis	• Patient satisfaction improvements measured over time • Student satisfaction with teaching is maintained and improved • Issues are escalated to the Dispensing Manager and resolved in a timely manner
Occupational Health and Safety • Take an active role in contributing to a safe and healthy workplace • Adherence to relevant legislation and policies	• Participate in 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