

POSITION DESCRIPTION: OPTICAL DISPENSER

Position type: Casual

Location: Eyes and Teeth

Level: 2 or 3



Your Purpose

Provide high quality efficient and effective clinical service for our Eye Care customers

Your Responsibilities

OPTICAL DISPENSING

- Determining client service needs and providing necessary assistance
- Entering prescriptions and patient data into computer
- Assist patients in selection of spectacles and sunglasses
- Perform basic repairs and adjustments on spectacles
- Competently deliver and fit spectacles to customers
- Dispense basic single vision scripts and accurately take measurements for and dispense bifocal and multifocal lenses
- Accurate entry of stock details onto computer data base
- Manage patient flow and prioritise patient needs
- Liaise with laboratories, manufacturers and suppliers to ensure customer needs are being met
- Follow safe work method statements when using all optical dispensing equipment

TEAMWORK / CULTURE

- Contribute to and assist in the day to day management and improvement of Peoplecare Eyes & Teeth
- As a member of the Peoplecare Eyes & Teeth team, assist Peoplecare to develop a business-oriented culture based on initiative, innovation, cost effectiveness and exceptional customer service

CUSTOMER SERVICE

- Provide friendly and professional customer service to all PET customers
- Be accurate and efficient in-patient handovers to the reception team

- Make every effort to allay patient concerns and make them feel comfortable
- Be proactive in making our customers our top priority by responding and following up any and all enquiries in a timely and professional manner

PROJECTS/ SELF DEVELOPMENT

- Undertake improvement-based project work as assigned by Management from time to time
- Undertake a proactive involvement in self-development and action plans outlined from individual performance review

COMPLIANCE

- Comply with all policies, procedures and processes including but not limited to:
 - complaint resolution policy
 - privacy policy
 - confidentiality policy
 - delegation policy
 - conflict of interest
 - health industry code of conduct
 - internal/external regulations and legislation
- Comply with relevant state and federal government legislation.
- Comply with and maintain proficiency with relevant government policies.

RISK CULTURE

- Actively engage in risk training, refresher courses and risk culture surveys to ensure understanding of how risk management is a part of Peoplecare's vision, mission and values at Peoplecare
- Value risk management and its benefits, performance and outcomes for Peoplecare
- Feel comfortable reporting bad news and events knowing that Peoplecare will learn from these; we're committed to continuous improvement and prompt rectification. You can make a difference!
 - Comply with Peoplecare Policies, relevant laws and regulations, including APRA Prudential Standards that may apply



Your Team

Reports to

PET Practice Manager

Collaborates with

- Optometrists
- Optical Dispensers
- External Peoplecare personnel
- Receptionists
- Management Team
- External Service Providers and Suppliers



Your Goals

You will have KPIs that will need to be achieved. Your Manager will discuss these with you in detail



Your Challenges

Ability to work in a fast paced Dental and Optical practice



Your experience, qualifications & skills

Experience

- Excellent knowledge and demonstrated skills in Optical Dispensing
- Minimum 2 years' experience in Optical Dispensing

Qualifications

- Certificate IV in Optical Dispensing (preferred not essential)
- Demonstrated clinical skills
- Excellent knowledge and demonstrated skills in WH&S protocols

Skills

- Proven computer literacy (MS windows, office, outlook)
- Negotiation & decision-making skills
- Excellent communication and presentation skills (verbal & written)
- Continuous improvement orientation



You

- Culturally sensitive
- Must have control over emotions, be polite, courteous, patient
- Have control over vocabulary (no cursing/swearing)
- Mature in approach
- Demonstrate initiative and achievement drive
- Trusting, trustworthy and approachable
- A team player
- Performance and improvement focused
- Fair and equitable when dealing with staff and members
- Displays empathy when required
- Ability to work to deadlines
- Ability to effectively handle pressure



Our White Ribbon Commitment

“To create a workplace in which women are free from violence, and where gender equity is valued and realised and that these values are supported and promoted in our community”.