

POSITION DESCRIPTION:

Position type: Optometrist – Part time

Location: Eyes and Teeth, Wollongong

Job Level: Clinical Level 1



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

Your Responsibilities **Optical Consulting and Customer Service**

- Communicating with patients to get detailed case histories;
- Examining the eyes of patients of all ages to detect signs of injury, disease, abnormality or vision defects;
- Checking for signs and symptoms of general health conditions (e.g. diabetes);
- Using specialist equipment for diagnosis and testing;
- Issuing prescriptions for spectacles or contact lenses;
- Fitting and checking prescribed lenses in order to correct vision defects;
- Offering advice and reassurance about vision-related matters;
- Offering help and advice for patients choosing frames and lenses;
- Writing referral communications to doctors;
- Liaising with other medical practitioners and sometimes sharing the care of patients with chronic ophthalmic conditions;
- Maintain confidentiality of information
- Maintain a professional approach and promote good inter personal relationships both within and outside the unit / organisation consistent with Peoplecare values.
- Ensure high levels of customer service by undertaking duties in a professional manner when dealing with clients

Teamwork

- Contribute to and assist in the day to day delivery of services to customers at Peoplecare Eyes & Teeth, including maintaining a clean, safe workplace
- 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.

- Demonstrate the ability to work in a team environment and communicate effectively with a variety of people.
- Demonstrate cooperation through flexibility in task performance, work location and hours of work.
- Attend PET meetings.
- Liaise regularly with manager on matters relating to the work area.
- Delegate tasks effectively where appropriate.
- Communicate effectively and document relevant information in line with PET policies and procedures.
- Recognise own ability and level of professional competence whilst enhancing the professional development of others.
- Work with Optical dispensers and Clerical staff associated with PET, to ensure cohesive and effective service provision.
- Other duties and responsibilities as may be reasonably required.

Projects /Self Development

- Undertaking continuing education and training.
- Undertake improvement-based project work as assigned by Management from time to time.
- Participate actively in the PET performance review process.

Procedural/Reporting

- 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 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

Head of Hospital & Health Services

Collaborates with

Other Optometrists
Optical Dispensers
Customer Service
Receptionists
Management Team
Executive Team
Service Providers
Suppliers



Your Goals

Your KPIs are in Personal Best and your manager will discuss these with you



Your Challenges

Working in a fast passed, busy Dental and Optical clinic.



Your experience, quals & skills

Experience

- Demonstrated clinical skills
- Excellent knowledge and demonstrated skills in WH&S protocols

Qualifications

- Optometry qualification

Skills

- Proven computer literacy (MS windows, office, outlook)
- Negotiation & decision-making skills
- Excellent communication and presentation skills (verbal & written)
- Continuous improvement orientation
- Problem solving and analytical with solution focused outcome



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 focussed
- 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".