

POSITION DESCRIPTION

Melbourne
Teaching
Health Clinics



POSITION TITLE:	Senior Clinical Teaching Instructor (Optometry): Strategic Growth and Business Development
REPORTING TO:	Clinic Director, Melbourne Eyecare Clinic
CLASSIFICATION:	Clinical Allied Health Professional, Level 3 (MTHC EBA)
EMPLOYMENT TYPE:	Maximum term; part-time
NUMBER OF REPORTS:	0

The Organisation

About Melbourne Teaching Health Clinics

Melbourne Teaching Health Clinics (MTHC) is a wholly owned subsidiary of the University of Melbourne and provides world class clinical training opportunities for the Faculty of Medicine, Dentistry and Health Sciences students. It also provides patient access to high quality health care for members of the Victorian community, within a private practice setting. There are six clinical areas that are central to this service, and they include general practice, dentistry, eye care, hearing, speech, and psychology.

Because there is a teaching and learning component to our service, the MTHC clinics are generally very affordable while at the same time contributing to the strong future of our health and medical system in developing the next generation of our doctors, dentists, optometrists, audiologists, speech pathologists and psychologists.

MTHC places a high level of importance on providing an environment to our staff, patients and students that reflect the values of our organisation. These values have been verified by all our staff as being fundamental to the way we operate with each other, our people, and our patients. To be ethical, accountable, collaborative, and compassionate are values we aspire to live and deliver at all levels of our interactions in our workplace.

As part of the way we see our organisation now and into the future we have a mission statement that contemplates MTHC providing sustainable, high quality, comprehensive clinical training and patient care for the University of Melbourne and the wider community. And our vision is to be recognised as an innovative, international leader in the provision of Teaching Health Clinics.

About Melbourne Eyecare Clinic

Melbourne Eyecare Clinic (MEC) is an affiliate of the University of Melbourne. Postgraduate students from the Department of Optometry and Vision Sciences provide comprehensive eyecare services to the public under the supervision of leading optometric practitioners in Melbourne. Services provided at MEC include:

- Diabetic, glaucoma and macular degeneration assessment and screening
- Myopia management and myopia control treatments
- Contact lens care including advanced contact lens services

- Occupational eye care and comprehensive colour vision assessments
- Paediatric and binocular vision services
- General optometric care

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 people and students and expect all our staff to live our values of:

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

We recognise the importance of role modelling behaviours in our workplace that reflect our values, and we strive to ensure our decision making and actions are aligned with these values in everything we do.

Position Summary

The Senior Clinical Teaching Instructor at the Melbourne Eyecare Clinic will be accountable for providing outstanding optometric services to patients and clinical supervision of Doctor of Optometry (OD) students. Working under the direction of the Clinic Director, the role primarily involves supervising OD students as they provide optometric services to patients, delivering direct optometric consulting during non-teaching periods, and supporting clinical teams. The position will also work closely with the Clinic Director and Dispensing Manager to drive continuous improvement in clinical education and patient care, ensuring the effective and efficient delivery of key business outcomes.

Essential Selection Criteria

- Clinical qualification in Optometry enabling practice in Australia, with current AHPRA registration.
- Endorsement to prescribe approved S4 therapeutics drugs for the management of ocular disease.
- Demonstrated experience in clinical practice.
- Substantial experience in the provision of clinical supervision to optometry students.
- Exceptional patient management and interpersonal skills with the ability to tailor communication and build effective relationships across a wide range of internal and external stakeholders.
- Demonstrated ability to be innovative and analytical to identify creative solutions.
- Excellent organisational and time management skills with an ability to work independently.
- Strong computer skills including all MS Office products.

Desirable Selection Criteria

- Experience using Patient Management Systems (SUNIX, Optomate, etc).
- Experience in business development, growth of service offerings, and/or clinical teaching.
- Experience working with adults and children.
- Demonstrated experience in a senior position, with ability to mentor and motivate staff.
- Demonstrated experience in one (1) or more of the following areas:
 - Paediatric optometry
 - Binocular vision services
 - Advanced contact lenses

- Dry eye disease management
- Therapeutic optometric practice and management of ocular disease
- Teaching clinical skills to optometry students

Key Relationships (Internal and External)

- MTHC:
 - Melbourne Eyecare Clinic staff.
 - Leadership Collaborative Group
- Department of Optometry and Vision Sciences:
 - Teaching team.
 - Students.
- Patients.
- Referral sources including medical and allied health professionals.

Key Accountabilities

Key Responsibilities	Measures/Key Performance Indicators (KPIs) to be achieved
Operational Support and Clinical Supervision • Support the Clinic Director to develop and implement effective clinical practices that maximise patient outcomes. • Support the Clinic Director and Dispensing Manager to monitor patient wait lists and ensure that students are aware of any clinical changes necessary to align with billing requirements. • Provide clinical supervision of OD students and deliver quality feedback. • Ensure clinical supervision is aligned with curriculum and examination objectives of the OD program. • Provide advice to DOVS with respect to efficacy and quality of student training in the OD program. • Role model and actively promote a culture of high-quality client care. • Provide clinical support and guidance to relevant MEC clinic staff, identify areas for improvement and enhance engagement with external stakeholders. • Attend and actively contribute to the operations meetings. • Contribute to the establishment of new initiatives and opportunities for the growth of the clinical service. • Contribute to the organisational capability and culture to address the Clinic's current and future needs (i.e., effective development of skills and knowledge for clinical staff). • Participation in group and peer supervision. • Participation in Clinical Supervision Online Training.	• Regular participation in supervision of students in clinics. • Demonstrates best practice clinical supervision methodologies. • Successful and timely completion of the Clinical Feedback System for each student encounter. • Continued positive student feedback received regarding meaningful learning environment and experience. • Successful student progression and integration of clinical examples for assessment. • Ability to work proactively and co-operatively with both key internal and external stakeholders. • Participate in and promote actions that fosters a culture of continuous improvement learning for all staff. • Positive feedback received from staff and students about willingness and efforts to help them achieve their goals and those of the broader team. • New opportunities for the Clinic are identified and developed. • Support staff recruitment and onboarding, as required. • Support provided with upskilling clinical staff. • Patient appointments effectively triaged and communicated with Dispensing team, ensuring waitlist is managed and issues are escalated to Clinic Director to reduce wait times where possible. • Contribute to performance review discussions with Clinic Director. • Support initiatives that are informed and seek to promote existing services. • Attendance at regular meetings with the MEC team and the Clinic Director. • Completion of Clinical Supervision Online training (as applicable).

General Optometric Patient Care and Professional Development • Provide quality patient care in accordance with the Melbourne Eyecare Clinic’s policies and procedures, including best practice. • Provide Medicare services and ophthalmic dispensing services. • Provide treatment for emergency patients as required. • Partner with patients to improve safety and quality of patient care. • Effectively liaise with patients, their family members and other service providers. • Support Lead Clinical Teaching Instructor and Clinic Director to implement initiatives in optometric areas to expand the services offerings to patients. • Implementation of feedback from patients, carers, and others to improve the safety and quality of client care. • Acts to protect client privacy and dignity at all times. • Undertake professional development and continuing training as required to ensure best practice optometric patient care.	• Quality provision of care activities is undertaken in a professional and timely manner. • Manage, prioritise and maintain agreed clinical caseload and non-clinical responsibilities. • Patient satisfaction is within agreed targets. • Continued positive feedback received regarding patient experience. • Issues are escalated to Clinic Director as appropriate and resolved in a timely manner. • Use of appropriate and effective communication methods, adapted to suit the professional situation and health literacy of the other person(s). • Retention of patients and increased clientele within agreed targets. • Complies with the policies, procedures, and clinical guidelines of the organisation. • Communicates openly and honestly with patients, carers, and colleagues. • Strong collaborative relationships are established with key MEC staff and external stakeholders. • Complete annual AHPRA continuing professional development requirements.
Strategic Growth and Business Development • Collaborate with clinic management to analyse performance data and identify growth opportunities to optimise retail conversion rates. • Partner with MTHC Marketing team to develop targeted campaigns to facilitate patient growth and promote clinical and product offerings. • Maintain and strengthen relationships with local healthcare providers and establish contact points with new referrals sources. • Explore innovative ways to maximise patient flow with existing partners and develop protocols for referral pathways with new and existing partners. • Collaborate with clinic management to develop tracker/report template for measurable outcomes.	• Increase patient acquisition rate (number of new patients) with a target increase of 10% annually. • Increase clinic retail conversion rate, with a target of 5-10% annually. • Increase average revenue per patient, with a target of 5% annually. • Support clinic marketing campaigns, with target of one per quarter. • Maintain positive relationships with existing stakeholders. • Implement clinic protocols and procedures. • New referral sources established.

• Partner with Clinic Director and Dispensing Manager to establish and implement clinic protocols and procedures to improve efficiency and reduce waste.	
Clinical Administration • Document patient records into patient management system. • Provide appropriate and timely reports on clinical assessments to other health professionals. • Liaise with colleagues within and outside the Clinic regarding best clinical practice. • Perform high-quality and evidence-based note taking. • Maintain and process patient records in accordance with AWH Clinical Record Standards and the <i>Health Records Act 2002</i>. • Coordinate and support the liaison with external providers and representatives as required.	• 100% of reports are completed within the required time frame. • Patient clinical records are documented appropriately for 100% of patient interactions. • Demonstrates understanding of mutual agreement requirements. • Weekly updates communicated to core clinical team and Clinic Director on all clinical operational matters. • Clinical protocols reviewed and updated as relevant to the clinical area. • Client clinical records pass regular clinical audits.
Community / Stakeholder Partnerships and Promotion • Support and actively contribute to discussions that inform and align the OD student curriculum with practices delivered at Melbourne Eyecare Clinic. • Actively support clinical service delivery through engagement with external stakeholders. • Maintain awareness and understanding of available community services and how these intersect with services provided by MEC. • Engage in activities promoting the discipline of Optometry through membership of professional bodies and engaging in relevant professional development activities.	• Consistent positive professional communication and consultation with relevant internal and external stakeholders. • Demonstrate flexibility to recognise and adapt to the changing demands of clinical education. • Maintain awareness of external agencies and the services they provide. • Attendance at direct marketing activities as they arise. • Identifies marketing and promotion opportunities to support sustainable patient growth at MEC.

Quality Management • Assist the Lead Clinical Teaching Instructor and Clinic Director to continuously review Melbourne Eyecare Clinic practices through quality and risk management. • Facilitate ongoing implementation and monitoring of the Melbourne Eyecare Clinic quality improvement program. • Coach and consult with Melbourne Eyecare Clinic staff in quality improvement initiatives to build capacity and capability. • Participate in clinical data collection, collation, and analysis. • Participate in staff development.	• Monitoring and reporting of: ○ Patient satisfaction ○ Student satisfaction ○ Clinical incidents ○ Clinic wait times. • Develop effective change management processes to drive adoption of new policy and protocols.
Occupational Health and Safety • Take an active role in contributing to a safe and healthy workplace. • Adherence to relevant legislation and policies.	• 100% training compliance achieved. • Contributes to ongoing wellbeing in the workplace. • Identified OH&S risks or incidents raised to Clinic Director in a timely manner.
General • Maintain staff and patient confidentiality at all times. • Maintain skills to enhance organisational capability, culture and services. • Ensure practice is aligned with MTHC's philosophies and standards both clinically and professionally. • Ensure a high level of personal presentation is maintained when client facing and in the clinic. • Maintain a professional approach in relation to work duties. • Foster team relationships and actively collaborate with all team members, both internal and external, to meet desired outcomes. • Share openly and authentically with others, taking collective ownership of problems to develop a no-blame culture. • Carry out other responsibilities as directed, including project work and quality assurance activities. • Identify and understand challenges, issues and conflicts with colleagues and seek resolutions where possible.	• Demonstrates appropriate and professional workplace behaviours that are in line with MTHC's core values, policies and procedures. • Provides assistance to other team members as required or requested. • Adheres to <i>Victorian Privacy Laws-Information Privacy Act 2000</i> and the <i>Victorian Health Record Act 2001</i> as well as other laws that regulate the handling of personal information. • Evidence of appropriate engagement with patients, carers, colleagues and other stakeholders. • Evidence of advocacy for patient, teams and profession • Engages in the resolution of challenges, issues and conflicts.

Values and Behaviours • Effectively and proactively support MTHC's Mission, Vision and Values. • Positively and constructively represent MTHC by role modelling values in action and actively supporting the Mission, Vision and Values. • Positively and constructively represent MTHC to all stakeholders. • Contribute to a diverse and inclusive workplace free of discrimination, harassment and bullying. • Operate as a team member to achieve team and MTHC goals. • Ethically and respectfully build and maintain effective working relationships.	• Positive engagement with the Performance Development Framework (PDF) and Performance Appraisals, addressing values and behaviours • Positive feedback from all stakeholders, for example: ○ Patients ○ Team members ○ Colleagues ○ Managers / supervisors • Demonstrated positive relationships established and maintained with colleagues. • Participation in employee engagement surveys.
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Special Requirements

Whilst Melbourne Teaching Health Clinics is a subsidiary of the University of Melbourne it is a separately registered not-for-profit company in its own right. MTHC operates a number of teaching health clinics in Melbourne and country Victoria, as well as delivering mobile services. The role may be required to provide additional on-site support to these clinics and other locations.

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 value the unique backgrounds, experiences and contributions that each person brings to our community, and we encourage and celebrate diversity. Indigenous Australians, those identifying as LGBTQIA+, females, people of all ages, with disabilities or culturally diverse backgrounds are encouraged to apply for our roles. Our aim is to create a workforce that reflects the community in which we live. We actively work to remove barriers to ensure all employees enjoy full participation in the workplace. We adopt our diversity and inclusivity policies from the University of Melbourne.

Document Control

Date Developed:	Developed and Reviewed By:
October 2024	Clinic Director, MEC People & Culture Team, MTHC General Manager – Allied Health & Operations, MTHC
November 2025	Clinic Director, MEC Acting People & Culture Manager, MTHC