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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

DUTY STATEMENT

POSITION TITLE:	Eye Health Coordinator
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Part-time or Full-time
DIRECTLY RESPONSIBLE TO:	Practice Manager / Program Manager
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	To coordinate community-led, culturally safe eye health programs that strengthen early detection, treatment, and prevention of avoidable vision loss in Aboriginal and Torres Strait Islander communities. This includes screening coordination, referral follow-up, partnerships with optometry/ophthalmology services, and health promotion.
MINIMUM SKILLS REQUIRED:	Program coordination experience in primary health or community health services; strong cultural understanding and ability to work with Aboriginal and Torres Strait Islander families and communities.

POSITION SUMMARY

The Eye Health Coordinator ensures timely, coordinated access to eye health services for patients at risk of, or living with, preventable vision conditions. The role supports health promotion, clinical pathway management, and interagency coordination, with a strong focus on community engagement, culturally secure service delivery, and systems improvement across the continuum of care from screening to specialist treatment.

RESPONSIBILITIES

Program Coordination

- Coordinate eye health screening and outreach clinics in partnership with optometrists, ophthalmologists, and regional programs
- Maintain patient recall systems and support referral pathways for follow-up treatment
- Integrate eye health across chronic disease, diabetes, and school health programs
- Ensure culturally safe systems for patient identification, consent, and follow-up
- Assist with logistics for visiting eye health providers

Clinical & Health Promotion Support

- Promote the importance of regular eye checks, especially for patients with diabetes
- Support screening activities such as visual acuity checks and retinal photography (where trained)
- Work with AHWs and clinicians to deliver health education on eye care and prevention of vision loss
- Help develop culturally relevant health promotion materials

Data, Compliance & Reporting

- Maintain up-to-date screening and referral data
- Support funding and internal reporting requirements with accurate program data
- Participate in quality improvement projects related to eye health outcomes
- Track missed appointments and develop strategies to reduce disengagement

Community Engagement

- Engage local families, Elders and community groups to increase participation in eye health screening and treatment
- Promote eye health through culturally safe community events and outreach activities
- Encourage youth and school involvement in regular vision checks
- Support co-design and community feedback mechanisms

Workforce Development

- Provide mentoring to staff and assist in workforce upskilling in basic eye health awareness
- Support AHWs and clinic staff to increase confidence in identifying and referring patients with eye health concerns
- Link with regional and national eye health networks for shared learning opportunities

MEETINGS

- Attend care team meetings and chronic disease coordination briefings
- Participate in local eye health partnership networks and community stakeholder meetings
- Contribute to organisation-wide health planning, evaluation and reflection activities

KEY PERFORMANCE INDICATORS

Focus Area

Screening & Follow-up

Referral Completion

Health Promotion

Data & Reporting

Cultural Safety

KPI

≥85% of patients with diabetes screened annually for eye health

≥90% of referred patients receive follow-up within clinically appropriate timeframes

≥2 community engagement or education events delivered per year

100% reporting compliance to internal and external stakeholders

Evidence of co-design or cultural consultation documented annually

PROFESSIONAL DEVELOPMENT

- Participate in training related to ear health (e.g. Otoscopy, Hearing Australia training)
- Maintain cultural safety and trauma-informed practice competencies
- Attend relevant conferences or learning workshops on Aboriginal child health and ENT care
- Participate in clinical supervision or peer mentoring as appropriate

ESSENTIAL SKILLS AND EXPERIENCE

- Experience coordinating or delivering health programs in a primary care or community setting

- Strong understanding of the impacts of ear disease in Aboriginal communities, especially in children
- Excellent communication and engagement skills with Aboriginal families and community partners
- Knowledge of referral pathways and ear health systems (ENT, Audiology, Hearing Australia etc.)
- Ability to work independently and as part of a multidisciplinary team
- Experience in data collection, reporting and program evaluation

MANDATORY REQUIRMENTS

- Certificate IV or higher in Aboriginal and/or Torres Strait Islander Primary Health Care, Community Services, Public Health, or related field
- Otoscopy and ear health screening competency (or willingness to undertake training)
- Aboriginality is highly desirable (as per Section 14 of the Anti-Discrimination Act 1977)
- Current First Aid and CPR Certificate
- NDIS Worker Screening Check
- Evidence of cultural awareness training or willingness to complete
- Current National Police Check
- Current Working with Children Check or equivalent clearance
- Current Driver's Licence
- Compliance with all organisational policies and procedures
- Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____