

# Position Description



## 1. General Information

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|--|---|
| <b>Position Title:</b>   | Prosthesis Coordinator  |
| <b>Division/Department:</b>  | Corporate Services, Supply  |
| <b>Position Reports to:</b>  | Group Manager Prosthesis  |
| <b>Enterprise/Individual Agreement:</b>  | Health & Allied Services Enterprise Agreement   |
| <b>Classification/Grade:</b>   |   |
| <b>Location:</b>   | All Hospitals   |
| <b>Employment Status:</b>  | Permanent   |
| <b>Resource Management</b><br>(for Management positions only)<br><b>Number of Direct Reports:</b><br><b>Budget under management:</b> | Not Applicable  |
| <b>Key Relationships - internal and external</b>   | <ul style="list-style-type: none"><li>• Perioperative services team, including surgeons, clinical staff and support staff</li><li>• Purchasing &amp; Logistics team</li><li>• Suppliers and company representatives</li><li>• Hospital department managers and patient revenue team</li></ul> |

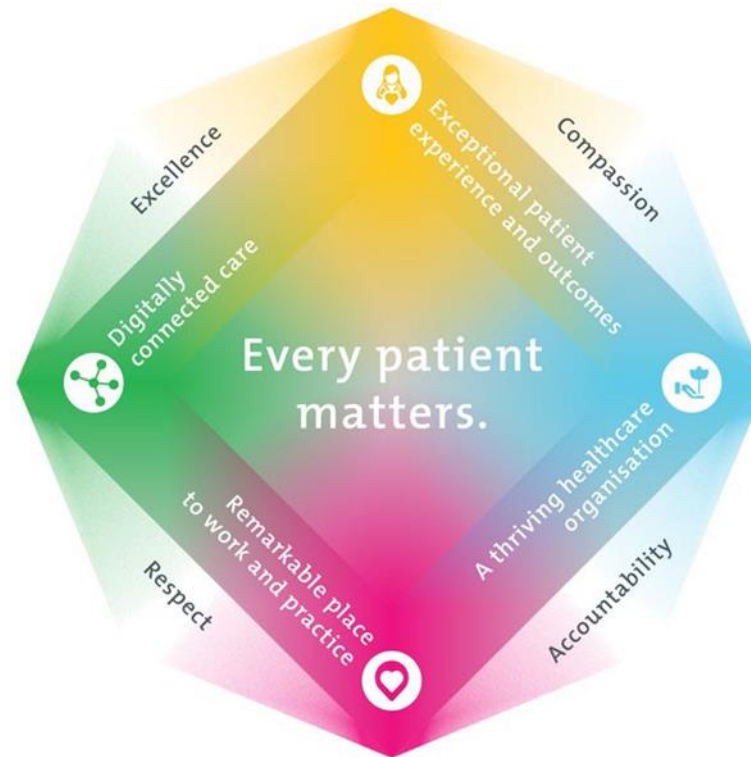
## 2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centred care with compassion and dignity.

### 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**Connected Care** – Partner with our patients and doctors to provide high-quality care through an integrated, holistic experience tailored to their needs and choices

**Empowered People** – Enable and empower our people and teams to be their best and make a difference to the patient experience

**Innovative Practice** – Informing and enabling health within our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery

**Sustainability** – Be accountable to use resources wisely; to ensure organisational and environmental sustainability, enhance access, support the patient journey and create greater capacity for care.

## 4. Purpose of the Position

This position is responsible for the effective processing of implant items used during surgery and liaising with suppliers, company representatives, surgeons and internal departments to provide our patients with best practice in healthcare. As a member of the Prosthesis team, this role provides an efficient and smooth process for current and future bookings in any procedural area to coordinate the accurate and timely processing of all implantable items used in procedures and for providing correct and timely information to patient revenue.

## 5. Key Accountabilities

| KEY RESPONSIBILITIES  | MEASURES/KPIs TO BE ACHIEVED  |
|---|---|
| <p><b>Best Practice in Prosthesis</b></p> <ul style="list-style-type: none"> <li>• Acts in accordance with legislative and common law requirements</li> <li>• Actively participate in a team charter</li> <li>• Utilises a reflective, critical thinking and evidence based approach to deliver best practice in prosthesis management</li> <li>• Timely reporting of events to Manager or delegate</li> <li>• Practices in accordance with Safety Standards</li> <li>• Check inward goods as per organisational protocols</li> <li>• Maintenance of records of receipt of goods in the prosthesis store</li> <li>• Perform administrative functions as required</li> <li>• Stock counting and replenishment as required</li> <li>• Participate in internal and external audits as requested by Manager or delegate</li> <li>• Finalise usages as required</li> <li>• Setup and maintain consignment data load in accordance with agreed standards</li> <li>• Ensure cost effective management and use of supplies</li> <li>• Booking of specialist equipment as required</li> <li>• Assist in effective &amp; efficient management of revenue collection</li> <li>• Rotate stock and minimise risk of lost stock</li> <li>• Accurate and timely management of information and communication to patient revenue to allow for accurate, timely billing</li> <li>• Build and maintain relationships with suppliers for best practice in explants</li> </ul> | <ul style="list-style-type: none"> <li>• Compliance with mandatory and department specific competencies every 12 months or as prescribed</li> <li>• Prescribed PPE is worn at all times by self and staff</li> <li>• Compliance with legislative and common law requirements</li> <li>• Sound relationships developed and maintained with customers</li> <li>• Compliance with EEO &amp; Social Media Policies and Protocols of Epworth HealthCare</li> <li>• Accurate data entry for processing of orders, returns and other inventory tasks</li> <li>• Deliver prosthesis to departments throughout the campus as required</li> <li>• PAR Level of stock is maintained</li> <li>• Finalise usages within agreed KPI to trigger reordering</li> <li>• Negotiate for best price with suppliers on explanted prosthesis</li> </ul> |

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| <b>Team Work</b> <ul style="list-style-type: none"> <li>• Works cooperatively and collaboratively with all members of the team and perioperative services</li> <li>• Provides positive and constructive feedback to others team members</li> <li>• Actively participates as a member of the prosthesis team</li> <li>• Participates in the orientation of new and casual staff</li> <li>• Participates in education to the perioperative services team</li> </ul>  | <ul style="list-style-type: none"> <li>• Assists in training of staff in relevant department specific activities (when requested by Manager or delegate)</li> <li>• Participation in in-services, department education and team meetings</li> <li>• Attends and actively participates in department and team meetings</li> <li>• Feedback from team members</li> </ul> |
| <b>Personal and Professional Development</b> <ul style="list-style-type: none"> <li>• Participates in prescribed performance development system annually</li> <li>• Evaluates personal performance and plans self-development</li> </ul>   | <ul style="list-style-type: none"> <li>• Completion of annual performance appraisal</li> <li>• Completion of objectives outlined in self-development plan (provide evidence of)</li> </ul>   |
| <b>Quality Improvement</b> <ul style="list-style-type: none"> <li>• Strives to consistently improve service delivery</li> <li>• Provides suggestions and feedback to Manager or delegate on quality activities</li> <li>• Actively participates in quality improvement activities within the department</li> </ul>   | <ul style="list-style-type: none"> <li>• Evidence of participation in quality improvement activities</li> <li>• Improvement in performance of department and Epworth healthcare site</li> <li>• Show a proactive attitude in reviewing, supporting and implementing best practice in prosthesis</li> </ul>   |
| <b>Customer Service</b><br><p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul> | <ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>   |
| <b>Safety and Wellbeing</b> <ul style="list-style-type: none"> <li>• Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> </ul>   | <ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Mandatory training completed at agreed frequency</li> </ul>   |

## 6. Position Requirements/Key Selection Criteria

| COMPONENT  |  |
|--|--|
| Qualifications   | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Valid Victorian Driver's licence</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Year 12 High School certificate</li> <li>Tertiary qualification in sterilising services, business administration or other relevant field</li> </ul>  |
| Previous Experience  | <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Previous experience in accounts receivable, patient revenue, or health fund management</li> <li>Similar experience in private healthcare</li> <li>Previous experience in a medium to large organisation</li> </ul>  |
| Required Knowledge & Skills  | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct</li> <li>Sound computer literacy and a sound understanding of word, excel &amp; email etiquette</li> <li>Demonstrate role model behaviour</li> <li>Sound time management skills</li> <li>Demonstrable excellence in customer service</li> <li>Effective communication and interpersonal skills</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>TechOne experience</li> </ul> |
| <p><b>Personal Attributes &amp; Values</b></p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>Respect</li> <li>Excellence</li> <li>Compassion</li> <li>Community</li> <li>Integrity</li> <li>Accountability</li> </ul> | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Belief in patient-centred care</li> <li>Committed to providing a safe environment for patients, doctors &amp; colleagues</li> <li>Commitment to continuous improvement and customer service</li> <li>Commitment to self-development &amp; learning</li> <li>Professional work ethic</li> <li>Practices within the ethos of the Epworth HealthCare Values &amp; Behaviours</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Self-motivated and self-directed</li> </ul>                                       |

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## Document Control

| <u>Date Developed:</u> | <u>Date Last Reviewed:</u> | <u>Developed and Reviewed By (Position Title):</u> |
|------------------------|----------------------------|--|
| November 2020          | December 2025              | Group Manager, Prosthesis and Loans                |

## Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_