

POSITION DESCRIPTION

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| Position Title: | Patient Appliance Centre Coordinator |
| Business Unit/Department: | Occupational Therapy |
| Division: | Allied Health |
| Award/Agreement: | Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement |
| Classification: | Grade 2 – Level 1 to Level 5 (HS2 to HS21) |
| Reports To: | Occupational Therapy Manager or delegated Senior Clinician |
| Direct Reports: | N/A |
| Date Prepared/Updated: | 18 December 2025 |

Position Purpose

This position involves coordination of the Patient Appliance Centre at Western or Sunshine Hospital, with primary responsibility for the administration of the service, including the organisation, ordering and supply of aids and equipment (by purchase, loan or rental).

Business Unit Overview

The Operations Directorate is one of the largest and most complex directorates within Western Health providing Western Health's patient care and contacts. These services range from outpatients to inpatients, theatres to Intensive Care, birthing rooms and Emergency Departments and many more services.

It is the effective working of the teams of people in each of these areas that leads to the successful delivery of patient care and the discharging of our purpose of "Together caring for the West".

Allied Health provides a range of evidence based, client centred, specialist services at Western Health, across the care continuum, from admission within the emergency department through to discharge in the community. These services work across the spectrum of life, from neonates to the elderly. The predominant focus of Allied Health is the return and optimisation of an individual's function, and wellbeing, from both physical and psycho-social perspectives. Activity is aligned with Western Health's Best Care Model and CARES values. Allied Health involvement is pivotal to efficient and effective multidisciplinary team functions, discharge planning and patient centred care. Western Health employs a range of Allied Health disciplines, each with unique specialist tertiary training and skills, including:

- Audiology
- Clinical Psychology and Neuropsychology
- Exercise Physiology
- Language Services
- Nutrition and Dietetics
- Occupational Therapy

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- Pastoral Services
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected scope of the role and standards of performance in the role
- Report any changes or limitations on practice if applicable
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- Demonstrate organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Demonstrate flexibility/responsiveness within duties/roles and assume extra responsibility as required to meet organisational priorities
- Contribute to the evaluation of guidelines in immediate work area
- Able to identify a problem within a service and take it to a higher level for resolution
- Contribute to a culture that promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- Consult with senior staff when dealing with difficult situations
- Demonstrate knowledge of resources relevant to work area
- Participate in relevant committees, working groups and meetings as requested
- Demonstrate open and effective communication (verbal, nonverbal, written and electronic) with consumers, other staff and service providers, including responding in a prompt and informative manner to PAC related queries
- Assist in the development, implementation and maintenance of effective and efficient systems relating to ordering, storage, and supply (loan and purchase) of aids and equipment, ensuring that the PAC services are provided in a timely and effective manner.
- Assist in the development of appropriate information and resource material
- Attend regular meetings of the Western Allied Health Equipment Review Committee
- Education of staff and clients about the PAC, as required
- Train relieving employees in administrative functions of the PAC
- Participate in education and forums to develop and maintain knowledge of equipment and suppliers
- Demonstrate an awareness and understanding of the way the PAC budget is allocated and administered
- Maintain records of all transactions regarding the PAC – utilising databases and appropriate computer software as directed.
- Ensure that all required information is entered in a timely and accurate manner
- Continue to improve own skills based on new knowledge gained
- Perform other duties as directed

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Patient Appliance Centre manager (Occupational Therapy Manager)
- Coordinator/staff of the other PAC(s)
- Allied Health Equipment Review Committee members
- Allied Health and community Services staff

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- Patients, carers, family
- Internal and external agencies, eg Emergency department, ward staff, external equipment companies
- Supply department staff
- Finance department staff, including cashiers

External:

- Clients and their family/carers
- Key community organisations

Selection Criteria

Essential:

- Effective written and verbal communication skills
- Ability to be self-directed
- Knowledge of basic accounting principles
- Computer skills and experience in using computer software
- The ability to work co-operatively in a multidisciplinary team environment
- Effective time management skills
- Excellent customer service skills

Desirable:

- Previous experience in an administrative and/or sales role
- Ability to utilise PAC financial and equipment requisition systems

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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General Information

- Redeployment to other services within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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