

## JOB DESCRIPTION :

### 1. JOB IDENTIFICATION

Job Title:	Outpatient Ophthalmic Technician
Band/Grade:	Band 4
Hours of Work:	37.5
Accountable to:	Director of Clinical Services /Chief Nursing Officer
Responsible:	Outpatient Clinical Manager /Head of Outpatients and Patient Services
Department:	Outpatients
Job Reference:	
Last Update (insert Date):	March 2022
Disclosure and Barring(DB) Check Required:	Yes
	Level:

### 2. JOB PURPOSE

To contribute to the optimum delivery of care by assisting all ophthalmic consultants and clinical staff to deliver care in a manner sensitive to the individual needs and wishes, acknowledging and respecting their rights and beliefs at all times.

To be responsible for completing ophthalmic diagnostic testing in accordance with training and competencies. To be confident in holding own clinic where patients can be booked for ophthalmic testing

### 3. ORGANISATIONAL STRUCTURE

### 4. ROLE OF DEPARTMENT

The Outpatient Department aims to provide a high quality and efficient service that is patient focused and promotes patient health. This is achieved by competent staff who maintain high standards and deliver a professional service to patients and consultants.

The Outpatient department is constantly striving to uphold the values of the Hospital to deliver a compassionate and excellent service to all who access our services. The staff within the department should strive towards innovative ways of caring for patient and offering new services in a safe and responsive environment.

## 5. RESPONSIBILITIES OF THE POST

- To establish a rapport with the patient and an awareness of the individual's needs, ensuring these are communicated to the registered nurse or consultant.
  - To assist with ophthalmic consultants clinics, ensuring the clinics run smoothly and efficiently and patients are kept updated and informed at every opportunity.
  - Prepare for the set up of clinics, ensuring all equipment is turned on and functioning prior to the commencing of clinic and liaising with nursing staff over medications to ensure they are ready in the room
  - To support and carry out ophthalmic testing in accordance with consultant requirements. Diagnostic testing is to be consultant led but post holder to hold own clinic to complete the tests in absence of consultant on site.
  - All reports to be sent to referring consultant following the test or investigation .
  - To be competent and confident in assisting ophthalmic procedures in the minor procedure room. All equipment to be prepared and set up in advance in accordance with policies and procedures
  - All paperwork pertaining to the patients procedures to be completed in full to ensure an accurate and detailed record is kept of the procedure.
  - Participating on procedures adhering to the hospital policies regarding infection control and decontamination
  - Recognise a clinical emergency and respond in a positive appropriate manner
- To fulfil the role of the Laser Protection Supervisor (LPS), ensuring all lasers have been serviced and the service reports have been filed in the LPS folder.
- To assist the Outpatient Clinical Manager ensuring all ophthalmic equipment is serviced and in working condition.
- To represent the Outpatient Department in relevant Hospital committees and be able to feedback to the Outpatient team as necessary.
  - Keep all equipment, stores areas, trolleys, preparation areas and utility rooms clean, tidy and adequately stocked
  - To regularly check stock levels and order ophthalmic stock when required.
  - To escalate any concerns to relevant staff of any safeguarding issues .
  - Proactively and positively contribute to the achievement of clinical outcomes through individual and team effort. Manage the patient experience and control risks with the focus being on delivering excellent customer service as a front line of the team.
  - Liaise with other healthcare professionals to ensure that work is neither overlooked nor Duplicated
  - To orientate new outpatient staff to the ophthalmic clinics ensuring staff are confident in supporting the consultants and patients
  - To participate in the Hospital's Individual Performance Review process and demonstrate commitment to ongoing professional development by working towards the objectives agreed within an annual Personal Development Plan.
  - To greet all visitors to the Departments courteously and in a professional manner.
  - Carry out observations and recording of the patients vital signs in recognition of own knowledge and

skill/competence, and in accordance with local protocols. Report any recordings outside of agreed parameters to a registered nurse in addition to making a written record on both the observation chart and general condition.

- To support patients and relatives in the care environment by demonstrating empathy and understanding.
- To provide practical and emotional support to patients and relatives who are anxious/upset.
- To undertake and participate in departmental audits
- Whilst maintaining a professional attitude at all times, develop sound interpersonal relationships with patients and colleagues.
- To provide and when necessary store, concise, legible and accurate data, maintaining its confidentiality at all times.
- Demonstrate understanding and practice of optimum Infection Control practice as laid down in training sessions, to ensure safety of patients and colleagues.
- To act in such a way as to promote the safety and well being of patients and staff by being aware of the environmental elements of care and by complying with Hospital policies which relate to Health and Safety e.g. catering hygiene, fire precautions, untoward incident, etc.
- Build and sustain effective communications with other roles involved in the shared services as required to ensure good team working and collaborative working practices.
- To carry out such additional tasks as delegated by the Registered Nurse and which have been taught, subsequently supervised and in which the support worker has proved competent.

## 6. GENERAL INFORMATION:

- This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. It may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.
- The post holder will be required to comply with all policies and procedures issued by and on behalf of the Hospital of St John and St Elizabeth.
- The Hospital is an equal opportunities employer and the post holder will be expected to promote this in all aspects of his/her work .

### 6.1 Other Duties:

To undertake any other similar duties, as required by the manager.

### 6.2 Confidentiality:

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Hospital's Information Governance requirements, the Code of Confidentiality and the General Data Protection Regulation (GDPR) (EU) 2016/679 . A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal .

### 6.3 Health and Safety:

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

### 6.4 Smoke Free Policy

The Hospital provides a smoke free environment.

#### **6.5 Risk Management**

You have a responsibility for the identification of all risk which have a potential adverse affect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

#### **6.6 Equal Opportunities and Diversity**

As a member of staff at the Hospital of St John and St Elizabeth you have a personal responsibility to ensure that you do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Hospital's Equal Opportunities and Diversity Policy.

You are also required to co-operate with measures introduced to ensure equality of opportunity.

#### **6.7 Codes of Conduct**

The Hospital will provide a supportive environment, in line with the Hospital's Code of Conduct. Any breaches of the Code will be promptly, fairly and reasonably investigated in-line with any associated procedures.

#### **6.8 Infection Prevention and Control**

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non clinical are required to adhere to the Hospital's Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of Health Care Associated Infections. Line managers will discuss this with staff as part of the appraisal process.

#### **6.9 Management of Hospital Values**

Managers are expected to lead by example and deliver the values of the Hospital at all times. They must support the Hospital to deliver excellent service to our patients and visitors. It is understood that as the business evolves, the expectations of the patients will rise and so too will the level of service delivery.

**This is an outline of the post holders key duties and responsibilities. It is not intended as an exhaustive list and may change according to the hospital's needs and priorities and following discussion with the post holder.**

#### **7. CREATED BY:**

**SIGNATURE:**

## PERSON SPECIFICATION

### Post Title: Outpatient Ophthalmic Technician

Criteria		Essential	Desirable	Assessment
<b>Qualifications</b>	NVQ Level 2 in Health Care  NVQ Level 3 in Health Care	√	√	Application form and interview
<b>Experience</b>	Experience within a care setting.  Ophthalmic Technician Experience  Ability to carry out ophthalmic diagnostic testing independently as per consultant instructions	√  √	√	Application form and interview
<b>Skills and Knowledge</b>	Communicate effectively both verbally and in writing.  Able to work without direct supervision within the bounds of the Technician role.	√  √		Application form and interview  Reference
<b>Attributes and Qualities</b>	Motivated and Enthusiastic  Computer literate  Flexibility to work internal rotation including weekends.	√  √  √		Application form and interview  Reference