

JOB DESCRIPTION

JOB DETAILS	
Job Title	Head Orthoptist/Professional Lead for Orthoptics
Reports to	Cluster Manager
Band	8b
Department/Directorate	Ophthalmology / Specialist Surgery

JOB PURPOSE
<p>To be responsible and accountable for the delivery and management of all Orthoptic Services for the population of Exeter, East and Mid Devon both at the acute trust and across community sites.</p> <p>As lead of an allied health profession for the trust provides clinical and professional leadership for all Orthoptic services.</p> <p>Personally delivers specialised orthoptic services and provides expert Orthoptic advice.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Responsible and accountable to the trust for the development, delivery, management and governance of all orthoptic clinical services for the population of Exeter, East and Mid Devon. Responsible and accountable for the delivery, management and governance of a primary school vision screening service across Exeter, East and Mid Devon for all children aged between 4-5. To be a professional role model providing clinical & professional leadership to the orthoptic team and provide expert orthoptic advice to own team and others as required. Management of financial and all other resources associated with delivery of the service. To personally deliver clinical services as an autonomous practitioner including specialist clinical services. To manage the provision of clinical placements to orthoptic undergraduate students. To manage and participate in all teaching programmes delivered by the Orthoptic service. To include medical and other health care professionals both within the Trust and in the wider healthcare community. As part of the management team to support other clinical services within Ophthalmology for both operational issues and strategic planning for service development.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

No. of Staff reporting to this role: 8

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

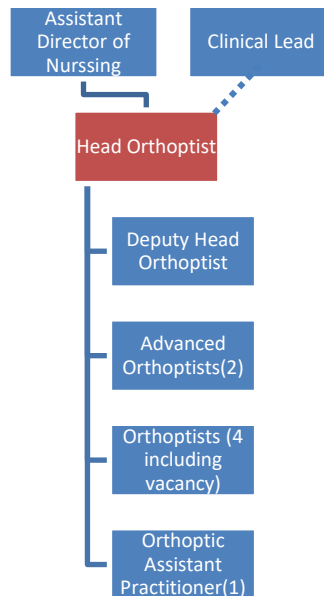
In addition the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Ophthalmology Cluster manager • Divisional management team • Clinical lead for Ophthalmology • Ophthalmology Consultants • Optometrists • Ophthalmology nursing & practitioner teams • Ophthalmology technical, support and admin staff • Leads of other allied health professions • Other clinical services for multi-disciplinary working 	<ul style="list-style-type: none"> • Service commissioners/ CCG • Orthoptic, optometry and ophthalmology services across Devon and Cornwall • Colleagues in primary care, including GP's, Optometrists and Public Health Nursing Teams • Education Services and primary schools in Exeter, East and Mid Devon • Social care relating to safeguarding concerns for children and vulnerable adults

ORGANISATIONAL CHART



FREEDOM TO ACT

- Guided by broad NHS, trust and policies from professional and regulatory bodies, namely the British & Irish Orthoptic Society and Health & Care Professions Council, but is able to interpret these policies in relation to delivery of the Orthoptic service.
- Responsible for the development of local policies, standards and standard operating procedures used by the Orthoptic Service.

COMMUNICATION/RELATIONSHIP SKILLS

- To communicate effectively and sensitively with service users, parents and carers this will include highly complex and sensitive information for example giving a diagnosis of conditions that cause sight loss, being able to promote understanding of their condition and required treatment programmes. This will require empathy and an ability to overcome barriers to understanding and acceptance when the situation may be very emotive.
- To have a holistic approach to patient care and to deliver difficult information about how their condition will affect their lifestyle for example advising a patient they are not eligible to drive or that their career choice will be affected by their visual condition.
- Act as an advocate for the patient this will involve providing information to others involved in their care. Enabling patients to access other services to support them for example rehabilitation services for people with a visual impairment or charitable organisations.
- Responsible for leading on the production of patient information and developing other ways of providing patient information through media and the innovations of new systems.
- Communicate complex and sensitive information with own staff requiring negotiation and motivational skills. This will include investigating complaints, dealing with disciplinary matters or adverse events. Supporting staff through periods of organisational change or a stressful working environment.
- Develop effective communication and working relationships with internal trust colleagues and external health colleagues in both primary and secondary care. This will include referrers and service commissioners in matters related to service delivery or development.
- Establish effective communication with professionals from other sectors this will include social care in relation to safeguarding concerns or education when multi-disciplinary working is required to achieve the best outcome for patients.
- To understand barriers to communication and be able to use a range of strategies to help overcome them. This will include ensuring that interpretation services are available. Being able to use verbal and non-verbal methods of communication appropriate to the situation for example the use of written communication for people who have dysphasia or Makaton sign language when testing vision in children with speech delay.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse highly complex facts or situations, interpret and compare a range of options in planning, developing and implementing the service across the organisation.
- To analyse activity information to measure service performance against objectives and performance targets.
- To analyse and develop plans for minimising clinical risk and to investigate and reflect on adverse events leading to improved standards of care and decision making.
- Monitoring compliance with clinical and professional standards, data requirements and reporting.

PLANNING/ORGANISATIONAL SKILLS

- Ongoing planning and organisation of complex activities for example delivery of the Orthoptic service across the organisation at the acute trust and all community sites.

- Responsible for ongoing complex planning of capacity and demand to ensure a service provision that meets the needs of the population and to oversee and act to reduce waiting times for patients.
- Lead and plan development of the service to meet NHS and local objectives.
- Responsible for the optimal deployment of the work force to ensure safe, effective, quality patient care is delivered and monitored.
- Responsible for the assessment and planning of care needs and development of programmes of care, including implementation and evaluation, to ensure that high quality evidence-based care is delivered.
- Plan and organise own time in order to complete tasks in a timely way, to prioritise and delegate appropriately

PATIENT/CLIENT CARE

- Accountable for the direct delivery of all patient care provided by the Orthoptic service at both the acute trust and community locations in Exeter, East and Mid Devon.
- To personally deliver direct patient care as an autonomous practitioner. To assess, diagnose and develop treatment/care programmes for patients in core and specialist Orthoptic services.
- To support patients in meeting their own health and wellbeing needs by providing expert information, advice and support. This will include acting as an advocate for patients and their families
- Report and manage any adverse events or complaints about the orthoptic service.
- Ensure that self and team members work within the HCPC standards of practice and behaviour for Orthoptists.
- Ensure delivery of evidence based, high quality orthoptic care and addressing any issues that affect this

POLICY/SERVICE DEVELOPMENT

- Responsible for the development, implementation and review of Orthoptic service policies, protocols and guidelines to support delivery of the service
- Able to translate strategic direction and national policy into local service provision
- Lead changes to the clinical service including the development of advanced practitioner roles, recent examples of this include Neuro-ophthalmology and Paediatric ophthalmology.
- Responsible for setting standards, monitoring the quality of the service and identifying how current practice can be improved.
- Demonstrate a high commitment to professional and personal development of self and staff to ensure that professional competencies are maintained and developed to continue to meet the needs of the service.
- As part of the management team for Ophthalmology to support other clinical services within Ophthalmology for both operational issues and strategic planning for service development
- To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).

FINANCIAL/PHYSICAL RESOURCES

- The post-holder is a budget holder for the Orthoptic Service
- Responsible for monitoring the appropriate use of resources to ensure a high quality and cost-effective service.
- Promote cost reduction initiatives without affecting the quality of the services provided.
- The post holder has a personal duty of care in relation to equipment and resources

HUMAN RESOURCES

The post holder is a line manager for the Orthoptic Service responsibilities include:

- Recruitment and retention of staff for the Orthoptic service
- Planning of service delivery including the allocation of staffing groups to clinical activities
- Undertaking staff appraisal
- Management of disciplinary, competence or grievance matters.
- Management of sickness absence
- To monitor orthoptic teams Standards of Practice making sure all staff are competent and work within their scope of practice
- Personal and career development of Orthoptic staff by promoting a learning environment
- Support of staff health and wellbeing
- To manage the provision of clinical placements to Orthoptic under-graduate students
- Identifies gaps in own professional development and takes steps to address these.

INFORMATION RESOURCES

- Responsible for recording personally generated information relating to patient care and management of staff.
- Occasional requirement to process data collected by others for the purpose of audit or to provide information related to the orthoptic service. For example, BIOS vision screening audit or information requested by commissioners or the Trust.

RESEARCH AND DEVELOPMENT

- To maintain own and others' awareness of relevant research evidence related to the service and work with others in applying this to practice
- To identify areas of potential research relating to the speciality and to participate in relevant research activities
- Promote and participate in Clinical Audit to develop and establish standards.
- To participate in local and national research and audit projects and service evaluation as required in order to improve standards of patient care.

PHYSICAL SKILLS

- High degree of hand/eye co-ordination and dexterity for clinical measurements undertaken during orthoptic examination
- Requires standard keyboard skills for the input of clinical information to the electronic patient record and all other administrative tasks undertaken.
- Standard driving skills required to travel for clinical and other job-related activities.

PHYSICAL EFFORT

- Clinical assessment frequently requires sitting in an awkward position to obtain orthoptic clinical measurements with arms raised to shoulder height.
- High degree of competence and dexterity in practical orthoptic examination skills
- The role will sometimes require the transfer of patients from a wheelchair to a patient chair for examination or manoeuvring a patient in a wheelchair to use clinical equipment in a confined space without using mechanical aids. The frequency that this is required is variable but would typically be a couple of times each week.

MENTAL EFFORT

- There is a continual requirement for concentration during patient examination and treatment for specialist orthoptic procedures.
- Ability to use and concentrate for long periods using IT both during patient examination and for non-clinical tasks including data handling and audit
- As head of a professional service there needs to be an ability to adapt to an unpredictable workload and frequent interruptions to the work pattern to deal with issues that arise unexpectedly and require a quick response. Examples of this would include needing to redeploy staff. Dealing with incidents and complaints or being asked to provide information related to the service to parties within and outside of the organisation at short notice.

EMOTIONAL EFFORT

- The clinical part of the role will frequently require difficult conversations breaking unwelcome news to patients and their families when making a diagnosis of visual impairment and the impact that will have, for example advising them that they must not drive or how their diagnosis will impact on career choice or education.
- Occasionally there is a requirement to deal with patients and their families with severely challenging or aggressive behaviour, conflict within the team, dealing with complaints or adverse events.
- Providing leadership and support to the team during challenging times and when dealing with poor performance.
- The role will also on rare occasions require involvement with safeguarding agencies for children and vulnerable adults and require attendance at case conferences, providing evidence for legal proceedings or statements to the police when a patient has been harmed as a result of crime.

WORKING CONDITIONS

- Occasional working with hazardous substances (bodily waste and fluids) when in clinical setting
- Occasional aggressive behaviour when dealing with face to face complaints or staff conflict

- Regular use of VDU

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

- Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- Contribute to and work within a safe working environment
- You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection
- As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.
- You must also take responsibility for your workplace health and wellbeing:
 - When required, gain support from Occupational Health, Human Resources or other sources.
 - Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
 - Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
 - Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Head Orthoptist
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Degree in Orthoptics Educated to Masters level or be able to demonstrate equivalent experience in advanced clinical orthoptic practice. Extensive post-registration experience Post-graduate qualification in Healthcare Management Teaching qualification/ Orthoptic Clinical Tutor	E E E E	 D
KNOWLEDGE/SKILLS Excellent verbal and written communication skills with particular ability to liaise effectively with multidisciplinary team members Ability to manage own case/workload Ability to lead and manage other colleagues Ability to review the performance and development of other colleagues Ability to lead and co-ordinate research and audit activity Ability to implement changes to practice successfully Innovative, able to problem solve and make decisions from a broad range of complex options Highly effective interpersonal, communication and people management skills when dealing with highly complex, sensitive or contentious information. Ability to manage own time and meet deadlines. Computer literacy	E E E E E E E E E E	
EXPERIENCE Extensive, relevant post registration experience as an advanced orthoptist Experience of teaching in practice or formal lecturing Experience of line management of staff	E E	 D
PERSONAL ATTRIBUTES Able to work as a team member and part of a multi-disciplinary team Highly motivated and enthusiastic Takes responsibility for own professional development Smart professional appearance Remain calm in stressful situations High level of self-awareness and openness to self-improvement The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E E E E E E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y		X		
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y			X	
Animals	Y		X		
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y	X			
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y			X	
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			X	
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	Y		X		
Challenging behaviour	Y			X	