

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Practice Education Facilitator, Ophthalmology
<b>Reports to</b>	Clinical Nurse/ODP Manager & Education Lead for Ophthalmology
<b>Band</b>	Band 6
<b>Department/Directorate</b>	Surgery Care Group

## JOB PURPOSE

To deliver specific training, assessment, and support for Registered Nurses, HCPC Registrants, Senior Healthcare Support Workers, and Healthcare Support Workers in order to maintain a skilled and competent workforce.

To support the Student Registrants, Medical Students, AHCS students, work experience, and any other learners in this environment.

To actively participate in the teaching, delivery and assessment of skills assessments/in-house competencies /university-accredited modules.

To work clinically within Ophthalmology.

## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Be able to undertake clinical shifts as required.
- Be a highly competent practitioner within the Ophthalmology unit(s) and a good role model for all staff.
- To liaise with the Educational Lead and the Learning and Development Service to support the assessment and education of Registered Nurses, Operating Department Practitioners, Senior Healthcare Support Workers and Healthcare Support workers, and AHCS Registrants within the Ophthalmology Department.
- To devise, plan and deliver training programmes as required, supporting Registered Nurses, Operating Department Practitioners, Senior Healthcare Support Workers and Healthcare Support Workers, and AHCS Registrants. This will include their induction, Preceptorship and on-going development needs.

## KEY WORKING RELATIONSHIPS

- 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:

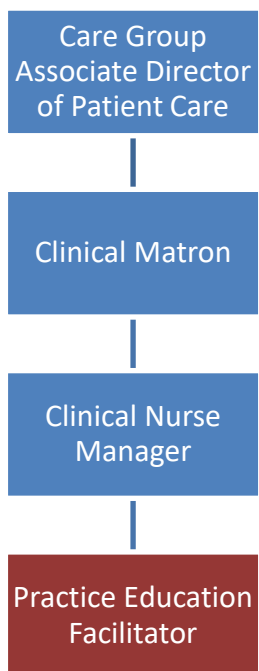
#### Internal to the Trust

- Care Group Associate Director of Patient Care
- Clinical Matron
- Clinical Nurse/ODP Manager
- Education Lead for Ophthalmology
- Theatre staff team
- Cluster Managers/ Cluster Support Managers
- Admin team
- Learning and Development Service
- Day case and Outpatients Department staff
- Consultants, Fellows, Junior Doctors

#### External to the Trust

- Patient and carers
- Optometrists
- Orthoptists
- GPs
- National and local voluntary organisations, charities and volunteers

### ORGANISATIONAL CHART



## **FREEDOM TO ACT**

- Be professionally accountable for all aspects of your own work, within the context of an autonomous practitioner.
- Work to broad occupational policies

## **COMMUNICATION/RELATIONSHIP SKILLS**

- The post holder will communicate effectively across a wide range of channels and with a wide range of individuals, patients and health, social and care professionals. They will use both verbal and non-verbal methods of communication, dependent on the needs of the patient adapting their communication style to overcome barriers to understanding.
- They will demonstrate interpersonal skills that show empathy, compassion, courtesy, respect, and trust.
- Have the ability to communicate with the appropriate response and manner to patients, carers/family, and members of staff during emotional times.
- Ensure clear, concise, accurate, and legible records and all communication is maintained in relation to care delivered, adhering to local and national guidance.
- Act as a positive role model and portray a consistent professional image of Ophthalmology teams.
- Provide advice and support to colleagues, care providers, service users and carers, and other agencies/organisations as required.
- The post holder will be required to deal with complex and sensitive information requiring the need for persuasive, negotiation and motivational skills

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- Review clinical research and link with subject experts in RDUH or other providers to ensure education and training packages reflect current up to date evidence-based practice.
- Work in collaboration with other teams in order to support a consistent and equitable service across the Trust and contribute to the development of integrated locality teams.
- Observe, mentor, and appraise registrants and non-registrants regarding their competence within the role and development of clinical skills
- Monitor the impact of training by reviewing completed pre and post training questionnaires. Use the feedback to evaluate the effectiveness of the education and revise the training and/or package if required.
- Support with the identification of learning needs and overcome limitations that may arise. Review how the training is delivered from identified needs and select learning opportunities that build on strengths within the training session.
- Analysing training competencies and reviewing Ophthalmology policies.
- Complex facts or situations that require analysis, interpretation and comparison of a range of options.

## **PLANNING/ORGANISATIONAL SKILLS**

- To meet professional requirements regarding the safety and management of patients

- The post holder will exercise good personal time management, punctuality, and consistent reliable attendance
- Combine clinical expertise with the ability to teach and the application of theories of learning and education.
- Provide a forum for staff to facilitate clinical and professional development.
- Organise own day to day activity, delegating activities, and providing specialist advice as appropriate.
- Review the efficacy of the teaching methods used and the duration and frequency of the education sessions for maximum benefit.
- Responsible for planning development programmes and training programmes, this is complex in nature and multi stranded.

## **PATIENT/CLIENT CARE**

- Support the development and maintenance of high standards of care within Ophthalmology teams through supervised and observed practice, and specialised training programmes to meet the needs of the Ophthalmology teams.
- Promote the safety of patients, carers, and staff within training sessions and during contact with patients during assessment.
- Escalate any concerns in care delivered by Ophthalmology teams if it is below standards expected.
- Take appropriate action when patients are identified as at risk, e.g. safeguarding adult, Best Interest Assessments, incident reporting, and Deprivation of Liberty procedures.
- Evaluate progress of improvements in safety culture and modify training and support methods as required.
- Demonstrate own clinical competence developed through continual professional development, reflective practice and maintenance of a skills portfolio.
- The post holder will be required to provide specialist advice in relation to ophthalmology.

## **POLICY/SERVICE DEVELOPMENT**

- Coordinate the evaluation of clinical practice in relation to its evidence base and clinical effectiveness and proposes changes to practice accordingly
- Report any incident/untoward incidents/near misses to self, patients or carers to the manager and use the Trust Datix system.
- Be aware of and follow the Health and Safety at Work Act and local/national guidelines, reporting any incidents using the correct procedures (DATIX) and report any accidents/ untoward incidents/ near misses to self, patients, or carers to the manager in accordance with Trust policy.
- Work within the Nursing and Midwifery Council (NMC) The Code; Professional standards of practice and behaviour for nurse and midwives or the Health and Care Professions Council (HCPC) standards, and AHCS Framework.

- Engage with any current research, identifying development needs and facilitating change in practice which will improve clinical outcomes and meet the needs of patients and carers.
- To work with the Professional Educational Team and Professional Practice Team to provide and continually review, a comprehensive educational programme for the Ophthalmology case team
- Implement policies and propose changes for own work area and escalate to clinical matron to action if required.

#### **FINANCIAL/PHYSICAL RESOURCES**

- Ensure successful financial management of all appropriate areas of responsibility by managing within budgets, contributing to cost improvement programmes, complying with all Trust financial rules, and the appropriate management of charitable funds.
- To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use
- The postholder will exercise personal duty of care in the safe use and storage of equipment. Be environmentally aware and prudent in the use of resources and energy.
- Ensure safe keeping of patient property, in line with Trust policy.

#### **HUMAN RESOURCES**

- Support all Ophthalmology Unit staff in clinical practice. This will include those new to the clinical area and more experienced staff.
- Provide effective training for Ophthalmology staff, including mandatory training. Have knowledge for matters relating to competence-based programmes.
- Support the provision of structured support programmes for Ophthalmology staff with performance management in conjunction with the Clinical Nurse/ODP Managers and Ophthalmology Charge Nurses/Team Leaders.
- Act as Mentor and Assessor in practice for all staff members undertaking courses and have a positive relationship with students.
- To deliver ad-hoc classroom-based teaching sessions for all students and staff.
- Work with the Clinical Nurse/ODP Managers to ensure successful completion of preceptorship, recovery orientation, and performance objectives.
- Assist in the development of assessment frameworks and clinical skills matrix, and competencies as required.
- Maintain staff training and assessment records and produce written and oral summaries of their progress as required.
- Support the Ophthalmology team in the management of their portfolios.
- Support the Clinical Nurse/ODP Managers in performance reviews and agreed personal development activities.
- To support the delivery of a range of effective training provision and assessments in response to clinical need.
- Act responsibly in respect of colleague's health, safety, and welfare following safety at work practices, whilst working in compliance with local health and safety policy and guidance.

- Develop a range of teaching methods and approaches to support individual and group learning needs. Teaching methods could include coaching, facilitation, and presentations.

## **INFORMATION RESOURCES**

- The post holder will be required to use IT Systems to record patient facing activity, develop training packages, maintain training records, interface with digital learning platforms and record and evaluate activity, e.g. Epic, email, Word, Excel, and PowerPoint.
- Contribute to the collection of statistical data, in order to monitor and develop team activity and training needs, using electronic and paper methods.
- Accurately complete and maintain learning records for Competency document to support learning
- Maintain accurate and up to date learning material for use in training programmes
- Maintain accurate and complete patient records including being competent on all Trust electronic programs, e.g. EPIC (EPR) and Health Roster

## **RESEARCH AND DEVELOPMENT**

- Assist in the development of training materials to an agreed standard.
- Maintain your own competence via awareness of current clinical, education, and research issues.

## **PHYSICAL SKILLS**

- Diagnostic tests will necessitate working in restricted positions or limited space.
- Therapeutic handling of patients (e.g. positioning at ophthalmology imaging equipment), demonstrating dexterity and co-ordination skills often with the need for prolonged physical effort.

## **PHYSICAL EFFORT**

- Must be able to assist patients who use wheelchairs to manoeuvre into clinical rooms and position at machines.
- Manually handle equipment (wheelchairs, health care equipment and furniture) frequently
- Daily work involves, sitting/standing, walking, moving equipment, and manual handling in restricted positions.

## **MENTAL EFFORT**

- A continual level of concentration will be required throughout the day, offering support to clinical staff, communicating with teams, and delivering training sessions.
- Work in an unpredictable pattern when required as training sessions may change at short notice.
- Time spent researching and developing training programmes that meet required standards within a set timeframe.

- Manage workload deadlines that can be unpredictable and subject to change and interruption e.g. covering case lists, support for teams or training sessions.
- Undertake frequent concentration during a clinical session for the purpose of clinical decision making and associated subsequent discussion with each patient regarding management, with occasional unpredictable interruption.

### EMOTIONAL EFFORT

- Occasionally dealing with confused patients, patients who have mental health problems, learning disabilities, or challenging behaviour and work with relatives/carers in a supportive role.
- Discussing emotive issues with team members, managers, patients, and relatives during training sessions.
- Maintain a professional approach while working in challenging, distressing situations or dealing with challenging behaviours.

### WORKING CONDITIONS

- Occasional contact with: Body fluids e.g. faeces, vomit, smells, infections, dust, occasional exposure to unpleasant working environment, Visual Display Units (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

<b>Job Title</b>	Practice Education Facilitator
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
First level registered Nurse/HCPs or AHCS Registrant (or relevant professional registration)	✓	
Recognised mentorship qualification, to postgraduate diploma level or equivalent experience mentoring staff in the clinical environment.	✓	
Advanced clinical skills in a clinical setting	✓	
Teaching Qualification (e.g. Cert.Ed., CIPD Diploma, PTLS, CTLS, City & Guilds 7307, 7300 or equivalent)		✓
Manual Handling key trainer		✓
Basic Life Support key trainer		✓
Blood Champion		✓
<b>KNOWLEDGE/SKILLS</b>		
Able to work within NMC/HPCP/AHCS Codes of Conduct	✓	
Full understanding of the role as stated in the job description	✓	
Evidence of changing practice in clinical setting		✓
Evidence of involvement in standard setting and clinical audit		✓
Ability to apply research findings and support evidence-based practice	✓	
Evidence of up-to-date teaching and assessing skills	✓	
<b>EXPERIENCE</b>		
Up-to-date clinical knowledge and experience in Ophthalmology , underpinned by theory & CPD	✓	
Experience in clinical team leadership	✓	
Experience in supporting team members through PDR process		✓
Experience in managing poor performance		✓
<b>PERSONAL ATTRIBUTES</b>		
Good team member	✓	
Ability to co-ordinate own and departmental workload and demonstrate good organisational skills	✓	
Reliable	✓	
Motivated	✓	
Good Health & Excellent attendance record	✓	
<b>OTHER REQUIREMENTS</b>		
Flexible approach to work	✓	
Ability to work shift patterns includes on call to enable role requirements to be met and staff training and assessments facilitated.	✓	
Adaptable to changing needs of the service	✓	
Willingness to undertake required clinical shifts to ensure the on-going service provision	✓	
Willingness to undertake skills training related to the specialty	✓	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS	Yes/ No	R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				✓
Contact with patients	Y				✓
Exposure Prone Procedures	Y				✓
Blood/body fluids	Y				✓
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	Y	✓			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				✓
Animals	N				
Cytotoxic drugs	Y				✓
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	Y				✓
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
Travel to other sites	Y	✓			
Food handling	N				
Night working	Y	✓			
Electrical work	N				
Physical Effort	Y				✓
Mental Effort	Y				✓
Emotional Effort	Y				✓
Working in isolation	Y	✓			
Challenging behaviour	Y			✓	