

JOB DESCRIPTION

JOB DETAILS	
Job Title	Orthoptic Assistant Practitioner
Reports to	Head Orthoptist/Lead Orthoptist for Vision Screening / Lead Orthoptist for Glaucoma
Band (Subject to Matching)	Band 4 (band 3 until completion of foundation degree or equivalent qualification)
Department/Directorate	Orthoptic Department, Surgical Division, NDDH

JOB PURPOSE
The job is a dual role to provide clinical and administrative support to the Orthoptic Paediatric Vision Screening Service and the adult Orthoptic Glaucoma Monitoring Service. The job holder will work under the guidance of Registered Practitioners-the Lead Orthoptist for Vision Screening and the Lead Orthoptist for Glaucoma. The job holder will: • be based at the Orthoptic Department of the Ophthalmology Outpatient Department at NDHCT with a requirement to travel to community locations .The job holder will be responsible for assisting the Orthoptic staff in a clinical setting and working independently /without supervision as an integral part of the team/s. • be responsible for delivering effective, specialised, high quality care and carrying out specific clinical tasks, ensuring the area of work runs smoothly and efficiently. • provide the administrative support to ensure the smooth and efficient running of the relevant services. • deliver high standards of compassionate, dignified care, managing time, tasks and resources effectively. • To undertake rotational work within the department as/if required

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The Assistant Practitioner will: • Work autonomously within clearly defined boundaries • Support and assist in the provision of both a high quality Orthoptic Paediatric Vision Screening Service and Glaucoma Monitoring Service/Clinics. • Carry out vision assessment on children and clinical testing on adults

- Record the outcome of paediatric vision screening and clinical testing of adults as per the agreed protocols
- Refer children who do not meet the required visual standard as per the agreed protocol
- Alert registered practitioner if adult patient results fall outside set targets
- Be responsible for organising their own diary in order to book and visit all infant and primary schools in the catchment area ensuring all eligible children are screened within each academic year
- Carry out all administrative duties related to vision screening and glaucoma monitoring and ensure accurate record keeping.
- Assist in compilation of records /results of screening for purpose of national auditing of the service
- Provide clinical and administrative support to Orthoptists and Orthoptic Assistant colleagues.

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

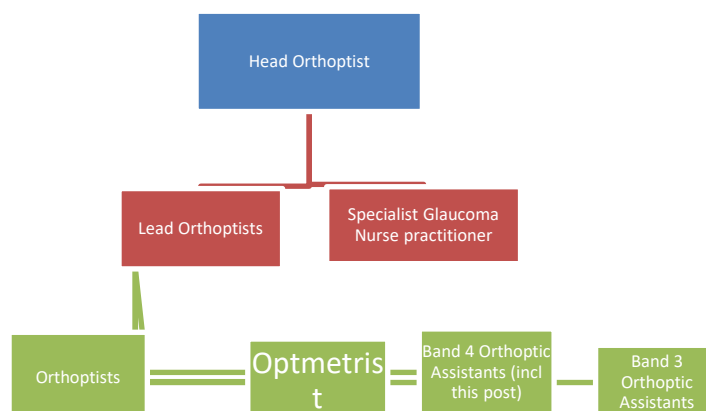
In addition the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Line Manager • Orthoptists • Orthoptic Assistants • Other departmental clinical and admin staff	• ROVI • Visiting Professionals • GP's and other practice staff • School staff • Local Optometrists • Patients • Relatives and Carers
• NDHC staff at all levels in all departments • ECLO	

ORGANISATIONAL CHART



FREEDOM TO ACT

Will not receive daily supervision and should be able to work effectively both single-handedly and as part of a team within pathways of care and be able to take some responsibility for their work and that of others by managing their own workload and raising concerns as needed

Work alone at times, in a variety of settings, under the direction of the Registered Practitioner within the boundaries of existing competence with access to support and supervision.

May be required to take decisions alone and then escalate to the registered clinician/Orthoptist.

Carry out specific delegated tasks whilst working within organisational Policies, Procedures and Standard Operating procedures (SOP) Adhere to local and national protocols / organisational standards of practice, and work within guidelines

COMMUNICATION/RELATIONSHIP SKILLS

This role requires excellent communication skills, verbal, written and use of IT

The job holder will:

Exchange information with adult and paediatric patients/clients requiring support, tact and reassurance.

Have the ability to communicate with the appropriate response and tact to both patients and carers/family during emotional times.

Form professional relationships with patients/clients and communicate and cooperate with them in a way that respects their views, autonomy and culture.

Constructively manage barriers to effective communication and work cooperatively with patients and team members.

Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate.

Understand the safeguarding adults and safeguarding children's issues and act within the guidance of the policy to keep adults /children within their care safe.

Develop effective communication with staff, teachers, patients / children to ensure delivery of clear and accurate information in either written or oral format to report on patient progress

Attend meetings and feedback relevant information.

Assist in obtaining valid patient consent and work within a legal framework with patients who lack capacity to consent to treatment.

Contribute to multi-disciplinary meetings regarding paediatric vision screening and adult glaucoma service.

Ensure the relevant Lead Orthoptist is informed of any problems relating to the service delivery of both paediatric vision screening and adult glaucoma in a timely manner

Encourage and reassure children/patients/clients as they arrive for testing

Be able to explain the process/procedure of testing to children / patients and gain compliance by encouragement and negotiation.

Be able to adapt the explanation using suitable language for different ages of children and also those with learning disabilities.

Discuss with school staff to explain room specification requirements and suitability. These requests can sometimes require excellent negotiation and diplomacy skills in order to gain a suitable space for the needs of the testing environment

Communicate effectively by informing the GP of the referral of those children failing to meet the required standard

Co-operate and communicate clearly and professionally with all members of the multi-disciplinary team and public/patients to facilitate effective provision of care and treatment

Deal with telephone queries sensitively and initiate appropriate action

Communicate with sensory impaired adults and children in a sensitive and appropriate manner

To assist in the delivery of appropriate advice, support and education to the patient and their family/carer as deemed appropriate by trained staff

ANALYTICAL/JUDGEMENTAL SKILLS

The Job holder will:

Carry out delegated assessment of patients and their condition and monitor the patient's response to intervention.

Undertake delegated risk assessments providing accurate feedback to the team as necessary e.g. in relation to lone working.

Recognise the need for further advice, guidance and support as appropriate.

Assess patient's ability to perform clinical tests and record and refer to guidelines if the test is beyond the patient's abilities.

Identify and take action when own or others behaviour undermines equality, diversity or professionalism

Appropriately direct onward referral to Orthoptists, Optometrists and Ophthalmologists.

Recognise non-compliance during screening tests and refer to guidelines as to what action to take.

Recognise equipment/stock issues and report to the Lead Orthoptist

Feedback any outcomes/concerns with regard to the achievement of the set goals

Contribute to the management of a safe working environment by minimising clinical risk

Report any incidents, untoward incidents, complaints and near misses to self, patients or carers to the appropriate professional within the stated timescales and record these on Datix.

Assess whether the registered staff should be made aware of the results prior to installation of eye drops

Perform pending list reviews in order to identify those patients suitable for specific clinics and those whose care needs to be prioritised

PLANNING/ORGANISATIONAL SKILLS

Support the planning, implementing and evaluating programmes of care for individual patients.

Work without direct supervision of the registered practitioner in the implementation of programmes of care and evaluate the effectiveness of interventions and feedback appropriately.

Prioritise own tasks under the appropriate delegation of the registered practitioner.

Liaise with other providers regarding care provision.

Liaise with schools in order to plan the screening service and book appointments in a timely and efficient manner within the Orthoptic guidelines

Liaise with schools involved in the vision screening programme, ensuring information has been sent out and returned appropriately and that the school is ready for the planned visit

Travel independently to each location using own transport to arrive on time and return to base when needed

Be responsible for assessing the suitability of the room for use by the team, the preparation of and reorganisation/tidying of clinical room following clinical sessions.

Ensure all equipment is available and maintained in a clean and satisfactory state for use.

Ensure all required stationery is suitable and available for use in clinical area.

Ensure patient records are available prior to Orthoptic testing, if necessary, liaising with the reception staff/Orthoptic office staff to arrange delivery.

Prepare patient records prior to the clinic each day, collating the relevant information.

Ensure the appropriate documentation is filed in the correct place.

Ensure the relevant documentation has been completed to enable dilation of patients prior to imaging.

Arrange the process for distribution of letters and relevant information leaflets and appointments to patients/parents/guardians/carers as required

PATIENT/CLIENT CARE

To always work within clearly defined accountability framework.

To demonstrate clinical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification.

To recognise and appropriately address risk factors to patients/clients and carers within their healthcare setting and feedback appropriately to the registered practitioner

To ensure that the environment is clean, safe, tidy and welcoming for patients and visitors

Enable and empower individuals to develop, sustain and improve their overall health and wellbeing

To be legally and professionally responsible for own work

To work within the limitations of the post and seek help and advice when unsure

To report any incidents, untoward incidents, complaints and near misses to self, patients or carers to the appropriate professional within the stated timescales and record these on Datix.

As part of the multi-disciplinary team, provide a key role in providing care and support to individuals as specified in a written care or service plan, in a range of environments.

To provide quality evidence based care under the supervision of registered Orthoptists / clinicians within the limits of the post-holder's knowledge base

Participate as a member of the team providing the highest standard of patient care, ensuring their comfort and safety

Carry out specific Orthoptic / Ophthalmic tests / procedures under the direction of, but without direct supervision of trained / registered staff.

Maintaining a consistently high standard of care in technical skills required

To attend any appropriate training thereby maintaining up-to-date knowledge, skills and competency.

To undertake other tasks as directed /required by Orthoptic staff to support provision of all aspects of the clinical Orthoptic service

To undertake vision screening of all eligible 4.5 year old children in in all state and independent schools in the North Devon area

To work within protocols to test the visual acuity of reception age school children accurately

To become competent and maintain competency in the testing of paediatric vision, competency will be assessed by the Lead Orthoptist for vision screening

To test and record adult visual acuity

To explain the process of visual field testing to prepare the adult patient for the test.

To perform appropriate automated perimetry using the Humphrey visual field analyser, under the direction of, but without direct supervision of registered staff working in the Glaucoma Clinic.

Patients are often elderly or infirm, requiring a high level of care and understanding.

To accurately assess spectacle prescriptions using the automated lens meter.

To instill eye drops

To test and record Colour Vision using relevant tests.

To explain the process of and perform non-contact Tonometry with both the I-care and ORA

To explain the process of and perform Goldman Applanation Tonometry

To explain the process of and perform Pachymetry.

To take medical history from patients seen in the glaucoma Fast Track clinic

To be able to explain the process of and perform assessment of the anterior chamber drainage angle using Van Herick's technique

To obtain optic nerve head imaging using the Kowa camera and OCT.

POLICY/SERVICE DEVELOPMENT

To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).

To maintain Trust Standards of Clinical Governance.

To support Professional Standards of Practice

To follow departmental clinical protocols and procedures based on best practice and outcomes from research

To comment on proformas and information when requested to improve service delivery

FINANCIAL/PHYSICAL RESOURCES

Support the safe and efficient use of resources including; maintaining stocks and supplies and ordering equipment & resources as agreed or directed.

Ensure equipment is checked appropriately and any defects reported

Utilise specialist equipment to provide treatment, where required.

Demonstrate and instruct the use of equipment to ensure safety.

Ensure that all test equipment is used correctly. Adequately cleaned, maintained and stored away securely at the end of the session

To comply with security arrangements in clinics and school, ensuring patient records are locked away and clinics secure

HUMAN RESOURCES

To act as a role model for other staff members

Day to day supporting of peers

To attend staff meetings

Maintain own professional development and attending training, including all mandatory training to enhance the role within the clinical area.

Be prepared to share knowledge and experience both formally and informally.

Take a flexible approach in supporting colleagues during times of caseload pressures.

Participate in the training and induction of other staff/students as appropriate.

Participate in supervision and appraisal process, identifying own areas of development, & undertaking relevant activities to meet objectives set in Personal Development Plan.

Keep a record of own training and development, maintain a portfolio, working to sustain acquired competencies for the post.

INFORMATION RESOURCES

Inputting, storing and providing information on relevant IT systems and patient records as per best practice principles.

Use IT systems as part of daily work, including Thomson or vision screening software.

Keep accurate contemporaneous documentation using and supporting the organisation's documentation

Collect outcome data from each school list to collate a weekly outcome form for the lead of service. This will be for audit and statistical information

Accurately record the results of the vision test and complete a referral form for those children failing to meet the required visual standard in line with departmental guidelines

To identify current hospital patients and record results onto patient hospital electronic record

Compiles comprehensive records of care delivery as per best practice principles

Records patient information accurately using Trust software systems

The majority of the post holder's time will be spent providing support in the delivery of a clinical service however the post holder will also be required to provide administrative support to the Orthoptic Office staff as and when necessary.

If required to do so, to obtain, process and or use information held on the IT system in a fair and lawful way. To hold data only for the specific registered purpose and not to use it in any way incompatible with such purpose. To disclose only to authorised persons or organisations.

To observe the strictest confidentiality regarding information to which they have access, discarding confidential waste according to protocol.

Understand and adhere to the procedure for handling complaints and ensure they are dealt with promptly and sympathetically

RESEARCH AND DEVELOPMENT

Contribute to developing own and team evidenced based practice including research and involvement in the audit process.

To participate in audits of the paediatric screening service and adult glaucoma service being undertaken by the department under the guidance of qualified staff.

PHYSICAL SKILLS

A range of clinical skills including; dexterity and accuracy for testing of patients visual ability

Ability to travel to community hospital locations to meet the requirements of the post

To maintain up to date standard computer skills required for the general administrative duties

PHYSICAL EFFORT

Daily work involves frequent driving, sitting/standing, walking, moving equipment/furniture and manual handling of patients.

Lift and carry equipment (wheelchairs, health care equipment) and furniture frequently.

Assessment will necessitate working in restricted positions or limited space.

Driving to meet the requirements of the post

Patient examination regularly requires uncomfortable working positions e.g. constantly leaning over and forwards, kneeling, crouching, squatting, working whilst maintaining awkward posture

Requirement to respond speedily to crisis situations when significant physical effort may be required
e.g. cardiac arrest

MENTAL EFFORT

Concentration required to carry out clinical tests, monitoring and recording of observations and to encourage the patient whilst testing is in progress

Work in an unpredictable pattern when required and provide a flexible approach in order to cover the duties of the department

Read and decipher patient information.

Help patients to make appropriate choices and motivate patients.

Ability to use and concentrate for long periods using IT.

All shifts require continual concentration and significant mental effort to ensure correct investigation is completed and accurate results gained even when young children are reluctant to comply

It will be necessary to maintain concentration despite regular interruptions during clinical assessment e.g. disruptive behaviour from other children in the room

It will be necessary to maintain concentration during periods of data inputting related to vision screening outcomes

Have the ability to communicate with the appropriate response and manner to both patients and carers/family during emotional times.

EMOTIONAL EFFORT

Maintain a professional approach at all times

Ability to cope and deal with areas of conflict.

When supporting the glaucoma service, caring for patients with chronic conditions and their families, carers and friends. This may include supporting patients, relatives and carers in dealing with emotional circumstances.

Working with patients with mental health, learning disabilities and challenging behaviour.

WORKING CONDITIONS

Lone working as required in accordance with Trust policy and procedures.

Frequent contact with body fluids, infection and unpleasant smells.

It will sometimes be necessary to go outside whilst moving from a classroom to the examination room in variable weather conditions

There may be exposure to fleas, lice, childhood illnesses.

Maintain up to date Infection Control knowledge and use appropriate personal protective equipment

Dispose of clinical waste and personal protective equipment appropriately

Occasional exposure to aggressive behaviour of patient / carer / public

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.

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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Orthoptic Assistant Practitioner
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Requirements	Essential	Desirable
Foundation Degree Programme or willing to / working towards.	E	
Level 3 qualification (e.g. NVQ 3, QCF 3)	E	
GCSE English and Maths grade c or above or Functional English and Maths level 2.	E	
Willingness / commitment to undertake training.	E	
KNOWLEDGE/SKILLS		
Relevant eye related clinical knowledge acquired through training or willingness to undertake training to competency standard	E	
Able to keep to clinic time constraints to aid the smooth running of the clinic	E	
Awareness of confidentiality issues	E	
Basic understanding of medical conditions	E	
EPIC EPR (or equivalent PAS programme) experience or ability to learn	E	
Standard IT skills in order to provide support to administrative aspect of service delivery.	E	
Understanding of cultural issues	D	
Understanding of patients/children's different needs	E	
Ability to cope with challenging behaviour	E	
Understanding of vision pathway and vision screening referral pathways	E	
Sound knowledge of how to escalate concerns.		
Knowledge of accountability, relevant SOP's policies and importance of patient documentation.	E	
Knowledge of client conditions related to the setting.	E	
Health, safety and risk awareness.	E	
Paediatric and Adult Safeguarding and Mental Capacity Act understanding.	E	
Demonstrates a commitment to lifelong learning.	E	
Awareness and ability to deal with of people with sensory impairment	E	

Ability to perform and record (or undertake training to perform): -Visual acuity tests using logMAR/Snellens -Visual fields tests -Imaging -Colour vision tests -Non-contact Tonometry with both the I-care and ORA -Goldman Applanation Tonometry - Perform Pachymetry. -To take medical history from patients seen in fast Track clinic Knowledge and skills to carry out correct assessments of patients and their condition and ability to monitor the patient's response to intervention.	E E E E E E E E E	
EXPERIENCE Proven experience of working in an appropriate health care setting. Experience of working directly with patients providing care or treatment interventions.	E E	
PERSONAL ATTRIBUTES Good communication skills, written and verbal. Ability to work autonomously. Ability to work under pressure and with flexibility. Empathetic and demonstrates patient focus. Able to manage own emotions and cope in sometimes difficult situations with patients or their relatives. Standard computer skills. Understand the need for professional conduct. Demonstrate understanding of the boundaries of their existing competence and authority levels for delegation of tasks. Competent listening and observation skills. Positive interpersonal skills. Good co-ordination/organization skills. Ability to work positively and professionally as part of a team. Willingness/commitment to undertake training. Understands and demonstrates commitment to the Trust's values.	E E E E E E E E E E E E E	
OTHER REQUIREMENTS		

The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. To be willing to work throughout the Trust. Flexible working re working in a range of clinical settings and environments and shift patterns. Able to travel to meet needs of the job Able to manage the moving and handling duties required of working with patients in various settings. Dextrous and accurate for clinical assessments	E D E E E E	
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WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y		Y		
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
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				Y
Heavy manual handling (>10kg)	N				
Driving	Y				Y
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		Y	Y	
Mental Effort	Y				Y
Emotional Effort	Y		Y		
Working in isolation	Y		Y		
Challenging behaviour	Y		Y		