

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Advanced Ophthalmic Technician
Reports to	Clinical Nurse Manager
Band	Band 4
Department/Directorate	Ophthalmology – Surgery Division

JOB PURPOSE
<p>The Advanced Ophthalmic Technician role is an experienced ophthalmic healthcare technician. The post holder will support the training and supervision of newly appointed and less experienced staff in the use of ophthalmic imaging equipment.</p> <p>The post holder will contribute to the effective and efficient team working of the ophthalmic imaging service and the smooth running of the outpatient clinical services.</p> <p>The post holder will be required to act independently within the appropriate clinical/professional guidelines and refer to their medical and nursing colleges when necessary.</p> <p>The post holder will support consultant specialist clinics held in OPD, e.g. Genomic clinics .</p> <p>West of England Eye unit main site is based at Wonford Hospital, additional clinics are held at peripheral sites at Axminster, Heavitree, Nightingale Exeter, Sidmouth, Exmouth, and Tiverton. The post holder will be expected to provide occasional cover at peripheral clinics.</p> <p>The post holder will need to be prepared to work unsociable hours to support the services including evening and weekends.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Report any delays to the nurse in charge, ensuring that patients are fully informed of any delays and what is being done to address or rectify delays in treatments or clinical tests.</li> <li>• Contribute to the effective day-to-day running of the department and assist in the development of good working practices e.g. help to support other members of the team.</li> <li>• Be a “competent user” of the variety of technical equipment (computerised and mechanical) and act as a resource person for novice users.</li> <li>• Ensure that the clinical areas are prepared for use at the start of each shift and reviewed at regular intervals throughout the day e.g. ensuring that clinical areas are clean and tidy, all the necessary equipment such as clinical leaflets and consumables are stocked up adhering to all health and safety and infection control policies.</li> <li>• Be responsible for the initial reporting of faulty equipment and follow-up repairs, keeping nurse in charge informed.</li> <li>• Provide comfort, reassurance, and support to patients and their carers in times of high anxiety or distress.</li> <li>• Respond appropriately to emergency situations.</li> <li>• Act as a chaperone when required.</li> <li>• Escort patients to toilet and hygiene facilities, providing assistance and care where required.</li> <li>• Ensure those patients that require special assistance are monitored and supported.</li> <li>• Treat patients with dignity and respect and maintaining their confidentiality both inside and outside the hospital environment.</li> <li>• Chaperone and support patients in Genetic clinics.</li> </ul>

- Observe and report to Advanced staff any change in a patient's physical and psychological condition. Support families and carers when bad news has been shared.
- Obtain verbal consent from the patients before any clinical intervention is undertaken; where this is not given report this to Advanced staff.
- Help to keep department clean and tidy, participating in regular cleaning of equipment and clinical areas.
- Perform other duties as delegated by trained nursing staff within the range of appropriate procedures for which training has been given and competence achieved, assisting in the efficient running of the department.

## KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

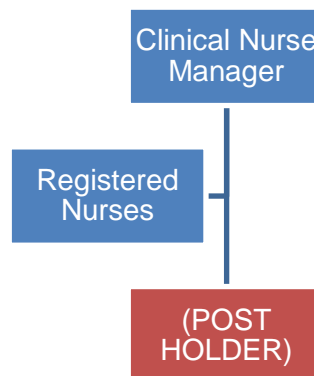
No. of Staff reporting to this role: 0

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"> <li>• Ophthalmic Team</li> </ul>	<ul style="list-style-type: none"> <li>• Patients, carers and relatives</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- On direction from person in charge undertake tests under your clinical competence and document findings
- To work within clinical and administrative protocols without direct supervision

## COMMUNICATION/RELATIONSHIP SKILLS

- Attend meetings and feedback relevant information.
- Act at all times in a manner which illustrates compassion, respect for privacy, dignity and confidentiality.
- Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate.
- Understand the safeguarding adult's issues and act within the guidance of the policy to keep adults within their care safe.
- This role requires excellent communication skills; verbal, written, and use of IT.
- Give clear and concise explanation and test instructions to ensure maximum patient understanding and co-operation, taking into account patients who have visual impairment, hearing loss, physical or mental disabilities, learning difficulties, different age groups, cultural differences, and non-English speaking patients.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

- Ensure accurate testing and identification of unreliability and artefacts. To have a thorough understanding of results of tests they are conducting (e.g. Visual field test analysis, Pentacam corneal topography)
- Provide appropriate assessments as directed by consultant and optometrists

### **PLANNING/ORGANISATIONAL SKILLS**

- Liaise with procurement and suppliers about delays and what service impact this will have
- Be responsive to service demands and support other members of the team, covering their work load when required when within area of competence
- To show a flexible and team working approach to the changing work load of the Optometry Department

### **PATIENT/CLIENT CARE**

- Be responsible for their own clinic lists working collaboratively with the nursing and medical team to ensure the patient receives the diagnostic images required. Support is available from Advanced staff and clinical supervision.
- To demonstrate clinical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification.
- To ensure that the environment is clean, safe, tidy and welcoming for patients and visitors
- The post holder is expected to comply with Trust infection control policies & conduct themselves at all times in a manner as to minimise the risk of health care associated infections.
- Instigates emergency procedures when necessary, i.e. finding a collapsed patient and commencing basic life support.
- Work with relatives/carers in a supportive role.

### **POLICY/SERVICE DEVELOPMENT**

- To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).
- To maintain Trust Standards of Clinical Governance.
- To maintain Professional Standards of Practice.
- Contribute to ophthalmology departmental development (e.g. occasional participation in team audits, as well as contributing to research)
- Assist in developing new ways of working and initiatives to improve service delivery, (e.g. development/review of protocols)

### **FINANCIAL/PHYSICAL RESOURCES**

- Have financial awareness of costs so that individual staff contribute to the efficient use of resources.
- Requisitioner for Unit 4 ordering
- Ensure safe and efficient use of stock and equipment. Ensure equipment is checked appropriately. Report any equipment defects.
- To be responsible for the use of resources in the most efficient and effective way.
- Operate high value and sensitive machinery independently (e.g. pentacam)
- Maintain a consistent stock of Patient information leaflets

### **HUMAN RESOURCES**

- Aid in orientating new members of technician staff and demonstrate testing and theory to other health professionals
- Be prepared to share knowledge and experience both formally and informally.
- Take a flexible approach in supporting colleagues during times of OPD pressures.
- Participate in the demonstration 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.
- Teach therapy related skills and techniques to other staff
- Ensure training records are filed and updated as required.

- Complete appropriate ophthalmic imaging courses as agreed by line manager
- Support education and training pathways for all levels of healthcare technician staff members
- Maintain high levels of competency and expertise. Agree a personal development plan, with set objectives for improving/maintaining performance, at each annual appraisal meeting with the line manager
- Maintain an up to date record of training and development
- To demonstrate consistency in meeting the competency standards relevant to job role

### **INFORMATION RESOURCES**

- To undertake associated clerical and administrative duties necessary to ensure the effective running of the OPD service
- Document test results and clinical observations in patient record to provide a legal record of care
- Maintain confidentiality, and preserve privacy and dignity when handling personal information for data entry and audit
- Able to keep accurate contemporaneous documentation using and supporting the organisation documentation.

### **RESEARCH AND DEVELOPMENT**

- Contribute to any research and development being carried out in the area, collecting information and evidence as requested.
- Maintain confidentiality, and preserve privacy and dignity when handling personal information for data entry and audit
- Contribute to departmental research as required

### **PHYSICAL SKILLS**

- 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.
- Must be able to assist patients who use wheelchairs to manoeuvre into clinical rooms and position at machines.

### **PHYSICAL EFFORT**

- Manually handle equipment (wheelchairs, health care equipment) and furniture frequently
- Diagnostic tests will necessitate working in restricted positions or limited space.
- Daily work involves, sitting/standing, walking and moving equipment, manual handling in restricted positions.
- A combination of standing for long periods, walking long distances, bending, and stretching is required throughout the shift.

### **MENTAL EFFORT**

- Frequent requirement for concentration.
- Occasional unpredictable work patterns associated with changing demands.

### **EMOTIONAL EFFORT**

- Work with patients in the aftermath of bad news.
- Work with patients with mental health problems, learning disabilities and occasional challenging behaviour.
- Ability to cope and deal with areas of conflict.

### **WORKING CONDITIONS**

- Occasional contact with: Body fluids e.g. faeces, vomit, Smells, Infections, Dust, Occasional exposure to unpleasant working environment,
- Occasional exposure to aggressive patients
- Manual Handling
- Noise
- Use of computers and intermittent use of Visual Display Units

- Working in various light and temperature situations

### **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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

<b>Job Title</b>	Advanced Ophthalmic Technician
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
NVQ Level 3 or equivalent in health-related subject	✓	
GCSEs or equivalent to include maths and English	✓	
Relevant Foundation Degree or equivalent	✓	
<b>KNOWLEDGE/SKILLS</b>		
Excellent verbal and written communication skills with particular ability to liaise effectively with multidisciplinary team members	✓	
Ability to manage own educational workload	✓	
Ability to support and liaise with a range of multi professional team members	✓	
Ability to review the performance and development of other colleagues	✓	
Ability to lead and co-ordinate research and audit activity	✓	
Comprehensive IT skills, must be willing to gain knowledge and understanding of specific ophthalmic and equipment	✓	
Good interpersonal and communication skills	✓	
Able to prioritise and organise work	✓	
Able to work under instruction, under pressure and as part of a team	✓	
Record keeping competency and electronic records	✓	
<b>EXPERIENCE</b>		
Experience of teaching in practice		✓
Established clinical experience in ophthalmic technician led services	✓	
Experience of working with patients in hospital setting or working directly with general public	✓	
Able to demonstrate a caring nature/ life experience	✓	
<b>PERSONAL ATTRIBUTES</b>		
Professional attitude	✓	
Highly motivated and enthusiastic	✓	
Takes responsibility for own professional development	✓	
Remain calm in stressful situations	✓	
<b>OTHER REQUIREMENTS</b>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	✓	
Ability to travel to other locations as required.	✓	
Flexible to the requirements of the role	✓	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y		x		
Contact with patients	Y				x
Exposure Prone Procedures	Y			M	
Blood/body fluids	Y			M	
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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)	Y				F
Animals	Y		O		
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				F
Heavy manual handling (>10kg)	Y		O		
Driving	N				
Food handling	Y	R			
Night working	N				
Electrical work	N				
Physical Effort	Y				F
Mental Effort	Y				F
Emotional Effort	Y				F
Working in isolation	N				
Challenging behaviour	Y		O		