

JOB DESCRIPTION

| JOB DETAILS | |
|------------------------|---|
| Job Title | Orthoptic / Ophthalmic Assistant |
| Reports to | Head Orthoptist/Optomtrist /Nurse Manager |
| Band | AfC Pay scale Band 3 |
| Department/Directorate | Orthoptic/Ophthalmology - Surgical |

JOB PURPOSE

The job role is to provide clinical and administrative support to the Adult Orthoptic Glaucoma Monitoring Service. The job holder will work under the guidance of a Registered Practitioner - the Lead Orthoptist for Glaucoma.

The job holder will:

Be based at 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

Work according to defined occupational policies and protocols. Work will be managed rather than supervised, however supervision will be accessible.

The post holder will be an integral part of the eye out-patients team. They will actively take part in meeting the needs of patients and of the service in accordance with agreed standards.

The post holder will develop essential competencies through training and practice to ensure safety and quality are the priority, delivering high quality evidence based care.

Support and assist in the provision of the Glaucoma Monitoring Service/Clinics.

Carry out clinical testing on adults

Record the outcome of the clinical testing as per the agreed protocol

Alert registered practitioner if patient results fall outside set targets

Carry out all administrative duties related to glaucoma monitoring and ensure accurate record keeping.

Provide clinical and administrative support to Orthoptists and Orthoptic Assistant colleagues.

KEY WORKING RELATIONSHIPS

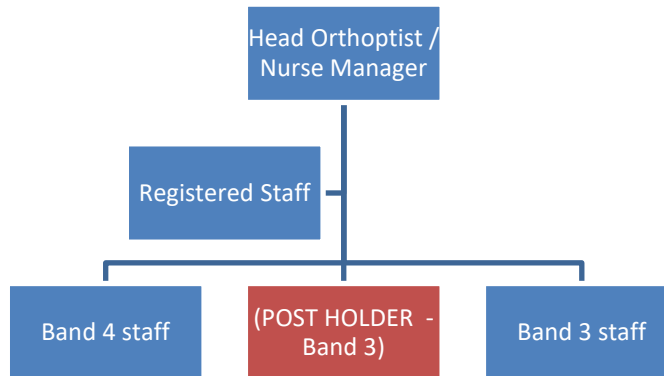
Areas of Responsibility: Eye Clinic

No. of Staff reporting to this role: 0

Of particular importance are working relationships with:

| Internal to the Trust | External to the Trust |
|---|--|
| <ul style="list-style-type: none">• Line Manager• Registered staff• Non-registered support staff• Other departmental clinical and admin staff• NDHC Staff at all levels in all departments• ECLO | <ul style="list-style-type: none">• ROVI• Visiting Professionals• GP's and other practice staff• Local Optometrists• Patients• Relatives and Carers |

ORGANISATIONAL CHART



FREEDOM TO ACT

Adhere to departmental and organisational standards of practice.

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

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

Be aware of own limitations ensuring that no task or procedure is carried out until competent to carry out task safely.

COMMUNICATION/RELATIONSHIP SKILLS

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

Constructively manage barriers to effective communication.

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

Report effectively to the registered staff on patients' performance and progress and any problems relating to the service delivery.

Communicate with other staff and agencies as appropriate in written and oral format to report on patient performance and progress.

Deal with telephone enquiries sensitively and initiate appropriate action.

Communicate using appropriate verbal and nonverbal methods, in a variety of situations that may involve overcoming physical and psychological barriers.

Attend meetings and feedback relevant information.

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

Contribute to multi-disciplinary meetings helping to ensure that there is an integrated approach which benefits the patient's overall care.

ANALYTICAL/JUDGEMENTAL SKILLS

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 the visual acuity test 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 Registered staff (Nursing / AHP / Medical).

Recognise equipment/stock issues and report to relevant staff.

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

PLANNING/ORGANISATIONAL SKILLS

Exercise good personal time management, punctuality and consistent reliable attendance.

Co-ordinate patient appointments.

Manage a delegated caseload

Organise own day to day activity in liaison with registered staff

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 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, they will provide a key role in providing care and support to individuals as specified by the registered practitioner.

To provide quality evidence based care under the supervision of registered clinical staff 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 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 Ophthalmic staff to support provision of all aspects of the clinical service

To test and record adult visual acuity

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

To perform appropriate automated perimetry using the Humphrey visual field analyser, under the direction of, but without direct supervision of staff working in the Eye 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 obtain optic nerve head imaging using the Kowa camera and OCT.

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

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

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.

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

HUMAN RESOURCES

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.

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 software and Datix.

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

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 support to the admin staff as and when necessary.

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

To participate in department related audit 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
Driving to meet the requirements of the post

PHYSICAL EFFORT

Daily work involves frequent sitting/standing, walking, moving equipment/furniture and manual handling of patients sometimes in a restricted position.
Lift and carry equipment (wheelchairs, health care equipment) and furniture frequently.
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.

EMOTIONAL EFFORT

Maintain a professional approach at all times
Ability to cope and deal with areas of conflict.
Emotional effort is required when supporting the eye clinic service, caring for patients with chronic conditions and their families, carers and friends. This may include occasionally 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.
There may be exposure to fleas, lice.
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

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|------------------|----------------------|
| Job Title | Ophthalmic Assistant |
|------------------|----------------------|

| Requirements | Essential | Desirable |
|---|-----------|-----------|
| QUALIFICATION/ SPECIAL TRAINING | | |
| NVQ level 3 or equivalent training or experience | E | |
| Completion of the Care Certificate programme provided by NDHT within 12 weeks of commencing in post | 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 | |
| Trakcare (or equivalent PAS programme) experience or ability to learn | E | |
| Medisoft EPR experience or ability to learn. | E | |
| Standard IT skills in order to provide support to administrative aspect of service delivery. | D | |
| Understanding of cultural issues | E | |
| Understanding of patients different needs | E | |
| Ability to cope with challenging behaviour | | |
| Sound knowledge of how to escalate concerns. | E | |
| Knowledge of accountability, relevant SOP's policies and importance of patient documentation. | E E | |
| Knowledge of client conditions related to the setting. | | |
| Health, safety and risk awareness. | E | |
| Safeguarding and MCA 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): | E | |
| -visual acuity tests using logMAR/Snellens | E | |

| | | |
|--|---|--|
| <p>-visual fields tests</p> <p>-imaging</p> <p>-colour vision tests</p> <p>-non-contact Tonometry with both the I-care and ORA</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> | |
| <p>EXPERIENCE</p> <p>Proven experience of working in an appropriate health care setting.</p> <p>Experience of working directly with patients providing care or treatment interventions.</p> | <p>D</p> <p>D</p> | |
| <p>PERSONAL ATTRIBUTES</p> <p>Good communication skills, written and verbal.</p> <p>Ability to work under pressure and with flexibility.</p> <p>Empathetic and demonstrates patient focus.</p> <p>Able to manage own emotions and cope in sometimes difficult situations with patients or their relatives.</p> <p>Standard computer skills.</p> <p>Understand the need for professional conduct.</p> <p>Demonstrate understanding of the boundaries of their existing competence</p> <p>Competent listening and observation skills.</p> <p>Positive interpersonal skills.</p> <p>Good co-ordination/organization skills.</p> <p>Ability to work positively and professionally as part of a team.</p> <p>Willingness/commitment to undertake training.</p> <p>Understands and demonstrates commitment to the Trust's values.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | |
| <p>OTHER REQUIREMENTS</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>To be willing to work throughout the Trust.</p> <p>Flexible working re working in a range of clinical settings and environments and shift patterns.</p> <p>Able to travel to meet needs of the job</p> | <p>E</p> <p>D</p> <p>E</p> <p>E</p> | |

| | | |
|--|---|--|
| Able to manage the moving and handling duties required of working with patients in various settings. | E | |
| Dextrous and accurate for clinical assessments | E | |

| WORKING CONDITIONS/HAZARDS | | FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) | | | |
|--|---|--|---|---|---|
| | | R | O | M | F |
| Hazards/ Risks requiring Immunisation Screening | | | | | |
| Laboratory specimens | Y | | | Y | |
| Contact with patients | Y | | | | |
| Exposure Prone Procedures | N | | | | |
| Blood/body fluids | Y | | Y | | |
| Laboratory specimens | Y | | | 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) | 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 | Y | | Y | | |
| Night working | N | | | | |
| Electrical work | N | | | | |
| Physical Effort | Y | | | Y | |
| Mental Effort | Y | | | | Y |
| Emotional Effort | Y | | Y | | |
| Working in isolation | Y | | Y | | |
| Challenging behaviour | Y | | Y | | |