Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Ophthalmic Technician
Reports to	Clinical Nurse Manager
Band	3
Department/Directorate	Ophthalmology – Surgery Division

JOB PURPOSE

This role centres on delivering high-volume patient care and precise diagnostic testing within a fast-paced outpatient eye clinic. Following initial training and competency sign-off, you will assess visual acuity, safely administer prescribed eye drops, and operate imaging equipment, including Optical Coherence Tomography (OCT), Humphrey Visual Fields (HVF), biometry, and corneal topography, to maintain steady patient flow.

The position combines hands-on technical skill with continuous learning as new diagnostic technologies are introduced. You will act autonomously within defined clinical guidelines and standard operating procedures (SOPs), escalating complex cases or clinical deterioration to medical and nursing colleagues whenever necessary.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Equipment Mastery & Care: Act as a "competent user" across a variety of specialised computerised and mechanical ophthalmic diagnostic equipment, serving as a baseline practical resource for novice users.
- Precision Test Execution: Following training and competency verification, execute automated diagnostic tests utilising continually updated, state-of-the-art equipment. This non-exhaustive list includes OCT, automated perimetry (HVF), biometry measurements, and corneal surface scans.
- Equipment Maintenance & Hygiene: Ensure clinical testing rooms and diagnostic equipment are clean, tidy, calibrated, and fully prepared at the start of each shift, and reviewed at regular intervals throughout the day. Adhere strictly to infection control policies by sanitizing chin rests, forehead bands, and patient touchpoints between users.
- Fault Reporting: Assume initial responsibility for reporting any faulty diagnostic machinery or software errors, initiating the follow-up of repairs, and keeping the nurse in charge informed.
- Clinical Drops Administration: Administer prescribed eye drops to patients for ocular examinations in accordance with Trust policy, maintaining full awareness of contraindications and potential side effects following confirmed competency.
- Laser Room & Clinical Preparation: Prepare designated treatment areas for laser procedures, ensuring safety compliance, layout cleanliness, and stock availability of clinical information leaflets and consumables.

KEY WORKING RELATIONSHIPS

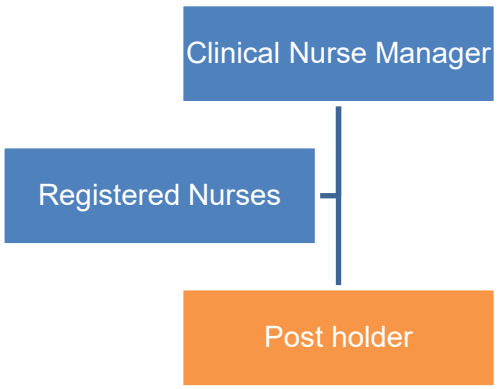
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder may deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Allied Health Professionals Optometrists Orthoptists • Doctors of all grades • Registered Nurses	• Social care providers/agencies • Patients, relatives and carers • Care/nursing home staff • Agencies and other providers

• Nursing support staff • Domestic and housekeeping staff • Administrative staff • Facilities and estates staff • Learning and development team	• General Practitioners • Other members of primary care, high street opticians

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will work within defined parameters, Trust Policies, and Standard Operating Procedures (SOPs) under the overall direction of the designated Registered Nurse / Clinical Manager.
- Works independently at times across a variety of clinical settings within the boundaries of existing competencies, with access to senior guidance and supervision at all times.
- Responsible for prioritising own daily diagnostic workload according to clinical urgency and appointment schedules.
- Responsible for taking appropriate immediate action in line with emergency protocols (e.g., managing a collapsed patient) and escalating immediately.
- Expected to recognise the boundaries of their own competence and escalate complex, unusual, or out-of-scope clinical situations to a registered practitioner.

COMMUNICATION/RELATIONSHIP SKILLS

- Communicates routine clinical and diagnostic information clearly and empathetically to patients, relatives, and carers who may be anxious, distressed, or experiencing visual impairment.
- Uses non-verbal and verbal communication strategies to overcome significant communication barriers (e.g., profound sight loss, hearing impairment, cognitive decline, language barriers).
- Demonstrates core interpersonal skills: empathy, compassion, courtesy, patience, and respect.
- Provides clear instruction and reassurance to patients during technical procedures requiring precise patient alignment and compliance.
- Maintains accurate, legible, concise, and timely clinical records (written and electronic EMR) in line with Trust standards and data protection guidelines.
- Exercises tact, discretion, and diplomacy when dealing with sensitive patient information or defusing customer distress/frustration in busy clinic waiting areas.

ANALYTICAL/JUDGEMENTAL SKILLS

- Assesses patient physical and cognitive ability to comply with complex automated diagnostic tests; adapts test parameters or refers to a registered practitioner if testing is beyond the patient's capacity.
- Evaluates diagnostic output quality (e.g., scan clarity, field reliability indices) to determine if a re-test or immediate clinician review is required.
- Identifies untoward incidents, complaints, and near-misses, taking prompt action and logging details via the Trust's Datix system within required timescales.

PLANNING/ORGANISATIONAL SKILLS

- Organises own day-to-day work tasks and clinic queues in coordination with registered nursing and medical staff.
- Prioritises patient testing based on clinical urgency, mobility requirements, and clinic flow.

PATIENT/CLIENT CARE

- Has direct, continuous hands-on contact with patients throughout the shift, conducting clinical diagnostic assessments, administering prescribed eye drops, and supporting positioning.
- Contributes to holistic care by monitoring patient physical and emotional well-being while in the department.
- Recognises clinical risk factors and changes in patient condition, escalating concerns immediately to senior staff.
- Delivers delegated care based on lists previously completed by the registered nurse

POLICY/SERVICE DEVELOPMENT

- Adheres to Trust Policies, Procedures, and Standard Operating Procedures (SOPs) at all times.
- Contributes constructive feedback during team meetings regarding workflow efficiency and clinic throughput improvements.
- Maintains Trust Standards of Clinical Governance and professional standards of practice.

FINANCIAL/PHYSICAL RESOURCES

- Demonstrates awareness of the cost of delicate optical machinery, diagnostic hardware, and daily clinical consumables.
- Ensures safe, careful, and efficient handling of high-value optical diagnostic equipment, conducting routine checks and immediately reporting faults or calibration errors.
- Monitors, orders, and maintains appropriate clinical stock levels, diagnostic consumables, and leaflets within testing rooms.

HUMAN RESOURCES

- Shares clinical and equipment knowledge with colleagues, assisting in the informal orientation and device demonstration for new staff or trainees.
- Adheres to a flexible working approach to support team colleagues during peak outpatient department pressure.
- Participates actively in annual Personal Development Reviews (PDRs), 1-to-1 supervision, and mandatory updates.

INFORMATION RESOURCES

- Accurately inputs, retrieves, and maintains patient diagnostic data across electronic medical records (EMR) and standalone diagnostic imaging databases.
- Ensures all patient-identifiable data is kept strict confidential in compliance with GDPR and Trust Information Governance policies.

RESEARCH AND DEVELOPMENT

- Assists in data collection and technical diagnostic gathering for ongoing departmental clinical audits or approved research trials as directed.

PHYSICAL SKILLS

- Requires highly developed fine-motor skills, dexterity, and precise hand-eye coordination to manipulate small controls, align delicate optical lenses close to the patient's eye, and administer ocular drops safely.

PHYSICAL EFFORT

- Frequent requirement to assist patients into correct posture at machinery, manoeuvre wheelchairs, and adjust examination chairs/furniture.

- Frequent requirement to work in restricted, awkward, or static physical postures while guiding patients through imaging procedures in dimly lit testing rooms.

MENTAL EFFORT

- Frequent requirement for sustained visual and mental concentration when operating precision hardware, evaluating test reliability, and verifying electronic records.
- Manages an unpredictable workload subject to sudden interruptions, emergency re-prioritisations, and changing clinical demands.
- Workload is frequently subject to interruptions, queue re-prioritisation, and urgent walk-in requests.

EMOTIONAL EFFORT

- Regular exposure to distressing or emotionally demanding situations, including supporting patients and families receiving distressing or sight-threatening diagnoses.
- Occasional exposure to patients exhibiting challenging behaviour, confusion, or severe distress.

WORKING CONDITIONS

- Frequent working in dark or dimly lit diagnostic rooms for prolonged periods during imaging.
- Frequent Direct contact with body fluids/odours (e.g., eye secretions, lacrimation) and potential exposure to airborne pathogens or verbal aggression in a high-volume public environment.

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 (DSE) 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

Job Title	Ophthalmic Technician

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
English and Mathematics at GCSE Grade A-C or level 2 functional skills, or equivalent	E	
NVQ Level 3 in Health and Social Care / Clinical Healthcare, or equivalent relevant qualification/experience.	E	
KNOWLEDGE/SKILLS		
Basic IT literacy, electronic record-keeping skills, and keyboard/data-entry accuracy.	E	
Fine-motor skills, hand-eye coordination, and spatial dexterity.	E	
Ability to prioritise work under instruction and perform productively within a high-pressure team environment.	E	
Excellent interpersonal and non-verbal communication skills.	E	
Complete willingness to undergo training to gain comprehensive knowledge of specialised ophthalmic diagnostic hardware.	E	
EXPERIENCE		
Experience working directly with members of the public in a customer service, care, or team environment.	E	
Previous experience working with patients in an NHS hospital, outpatient department, or clinical environment.		D
Ability to demonstrate a naturally caring attitude alongside adaptable life experience.	E	
PERSONAL ATTRIBUTES		
Professional attitude, excellent communication abilities, and an organised approach to managing assigned workloads.	E	
Ability to work flexibly and liaise comfortably within a multi-professional clinical team.	E	
OTHER REQUIREMENTS		
A positive, active commitment to upholding diversity, inclusion, and equality policies approved by the Trust.	E	
Ability to travel to peripheral or community clinic locations if required by service needs.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y			x	
Contact with patients	Y				
Exposure Prone Procedures	Y			x	
Blood/body fluids	Y			x	
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	Y				
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				x
Heavy manual handling (>10kg)	Y				x
Driving					
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		