

**Job Title**: Ophthalmic Technician

**Location/Base**: Midland Eye

**Dept**.: Clinics

**Reporting to**: Technician Lead

1. **JOB PURPOSE:**

To provide a professional clinical technician service to Midland Eye, working with clinicians, doctors and other professionals, both at the clinic and the satellite sites to ensure that all patients entering the Midland Eye pathway receive a high standard of care. You will be required to work in related administrative roles to facilitate the provision of an efficient and effective services to all users of Midland Eye.

# KEY ACCOUNTABILITIES

**General:**

* To act as an ambassador for Midland Eye in the performance of the role
* To ensure efficient patient throughput for clinics, assessments, treatments and investigations, at all times striving to maximise such throughput and reduce 'down time' without compromising service and patient satisfaction
* Meet and greet patients and provide a pleasant and welcoming environment for them.
* To work autonomously within the clinic environment supporting the consultant led clinics
* To liaise with secretaries, receptionists and administrators as required
* To liaise with managers and other staff at the satellite clinics as required
* To work within areas of knowledge, competence and training
* Provide a range of diagnostic services
* Monitor and maintain supplies and stock levels
* Make safe use of highly complex, expensive ophthalmic instruments
* Regularly undertake equipment testing

# Clinical:

* To deliver a professional, high standard of patient care within the Midland Eye, organising and supporting the consultant led clinics
* To carry out all diagnostic procedures including Visual Field Analysis, Tonometry, Pachymetry (Using various devices), Biometry (including Immersion), OCTs (including Optic Disc & Anterior segment) and Visual acuities following training to achieve competence if this is not already achieved
* Adopt empathic, persuasive and motivational techniques encouraging patients through diagnostic tests, some of which may be prolonged, uncomfortable and mentally demanding
* Select and administer ophthalmic drugs including mydriatics, anaesthetics and lubricating agents during the course of diagnostic tests, observing clinical indicators and contra-indicators
* To accurately and promptly complete documentation relating to all patient records.
* To recognise and respect the dignity and confidentiality of all clients, understanding their individual needs and maintaining a helpful, courteous approach at all times
* To understand and implement the basic principles of sterile and non-sterile procedures
* To assist in the implementation of emergency procedures including resuscitation as necessary
* At all times, to act in such a manner as to promote the safety and dignity of patients.
* To clean equipment, as required, in line with recognised practice and Infection Control Procedures
* To understand and carry out Health and Safety procedures within the facilities
* To report any incident, complaint or hazard to the clinical Operations Manager highlighting any areas of concern that may affect the efficient running of the clinics
* Continuously monitor and review all activities in the clinical environment providing suggestions for improvement
* Assist in the recovery/anaesthetic room, admitting patients and instilling anaesthetic drops

**Administration:**

* Liaise with the administration function in the planning of clinic schedules making continuous adjustments to match patient priority, caseload and case mix
* Liaise with Consultants to ensure the refractive patient pathway is coordinated and patients receive effective communication concerning their procedures and aftercare
* Be responsible for ordering all consumables required for clinics
* Be responsible for the ordering of pharmaceuticals in accordance with regulatory standards and ensure that they are readily available when required
* Be responsible for the ordering and collection of prescription pads
* Liaise with Consultants to answer queries, book appointments and provide knowledge and answers to current and prospective patients
* Report any potential risks, initiating appropriate action/investigation through the risk management system, informing the Technician Lead/Operations Manager where appropriate

**Business Organisation**

* Positively contribute to the success of the business by working in a number of areas of Midland Eye

**Personal Development**

* Continually develop on a professional level to ensure that you have the required training to meet the needs of your role. In conjunction with the Technician Lead/Operations Manager you will consistently deliver a first class service to all users at Midland Eye

# SUPPLEMENTARY INFORMATION

**Our Values**

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

* Beyond Compliance – Going above and beyond to improve our business
* Personalised Attention – Taking time to care for others
* Partnership and Teamwork – Inclusive and collaborative
* Investing in Excellence – Working to be the best
* Always with Integrity – Respected, admired and reliable

**Code of conduct**

* I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
* I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
* I will always be honest and act with integrity.
* I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
* I will show my commitment to working as a team member with all my colleagues and the wider community.
* I will take responsibility for my own learning and development.
* If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

**Equality & Diversity**

Midland Eye is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

**Health & Safety at Work**

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

**Statutory & Mandatory Training**

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager’s support at the earliest opportunity.

**Infection Prevention & Control**

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

**Confidentiality**

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (1998), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

* Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
* Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

**Information Security**

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

* Saving data and information
* Password management and responsibilities
* Transfer of data and data sharing

**Whistleblowing - Raising Concerns**

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company’s business:

* A criminal offence
* The breach of a legal obligation
* A miscarriage of justice
* A danger to the health and safety of any individual
* Damage to the environment
* Deliberate attempt to conceal any of the above.
* any other legitimate concerns

**Data Protection**

All staff must be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Midland Eye and the individual may be prosecuted. Disciplinary action will be taken for any breach.

**Mobility/Flexibility**

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies’ facilities.

**Safeguarding the Welfare of Children and Vulnerable Adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.  The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

**For all posts requiring professional registration**

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

## Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

## Review

The post-holder must act in such a way to promote a positive image of Midland Eye at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



**Ophthalmic Technician**

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Specific training/skills /knowledge required:** | * Consistently able to meet deadlines * IT Literate * Excellent organisational skills * Excellent communication skills both verbal & written * Knowledge & application of clinical governance * Evidence of on-going professional development * Up to date on current ophthalmic guidelines * Knowledge of CQC regulations | * Experience in an Ophthalmic setting |
| **Experience** | * Consolidated theatre experience | * Experience of working in private sector or in the NHS |
| **General temperament:** | * Enthusiastic * Self-motivated * Proactive approach to standard setting/problem solving. * Flexible |  |