

**NHS GRAMPIAN  
JOB DESCRIPTION**

**1. JOB IDENTIFICATION**

**Job Title: HCSW EOPD**

**Department(s): Eye Outpatient Department and Cataract Theatre, Aberdeen  
Royal  
Infirmary**

**Location: Aberdeen Royal Infirmary**

**Hours: 37.5 hours per week**

**Band: Band 3**

**Salary: £25,468 - £27,486 (pro rata) per annum**

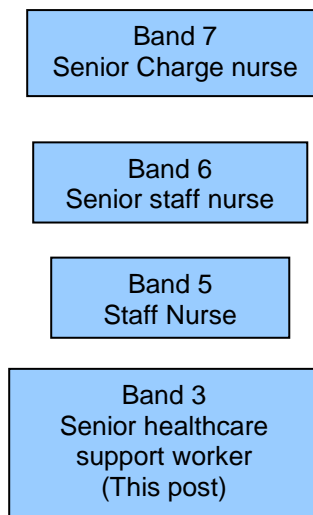
**Contract: Temporary**

**Job Reference: LR145108**

## 2. JOB PURPOSE

To participate in the delivery of research /evidence based patient care as a Health Care Support worker in the multidisciplinary team within the department of Ophthalmology.

## 3. ORGANISATIONAL POSITION



## 4. SCOPE AND RANGE

The Eye Out Patient Department and Cataract Theatre provides a comprehensive ophthalmic service to over 32,000 patients per annum. This includes patients attending as new referrals, returns and urgent referrals. Approximately 600-700 patients attend the department each week for different specialist clinics for which nursing input is required. There is a Cataract Theatre and Pre/Post Cataract Room. The post holder is required to also work within these areas once fully signed off as competent

## 5. MAIN DUTIES/RESPONSIBILITIES

### Clinical:

- Assists qualified nursing and medical staff to assess, plan, implement and evaluate patients care through effective communication and documentation according to professional policies and procedures.
- **Responsible for own workload by managing clinics independently or with minimal supervision.**
- Provides a high standard of care to all patients, relatives and carers, dealing with aggressive and distressed patients in a professional manner.

- **Actively participates in health promotion and education of patients.**
- Assists optometrists in Low Vision Assessment facility by education and guiding patients in use of low vision aids.
- **Educates and informs patients of procedures both pre and post treatments e.g. preparing patient for removal of cysts, pre operative care for cataracts.**
- **Demonstrates an ability to perform specific clinical skills related to Ophthalmology.**
- **Prepares patients for examination by medical and nursing staff by checking visual acuity and measuring intra ocular pressure with use of an iCare. Will also be required to test strength of spectacles through use of a focimeter and can instil eye drops under supervision.**
- **Carry out visual field examination through utilisation of Humphrey's Field Analyser.**
- **Responsible for general assessment of patient condition through venepuncture, blood pressure measurement, urinalysis and taking a medical history.**
- **Works independently in the Intravitreal Treatment room and Minor Lids procedures room requiring understanding of aseptic technique and theatre type set-up. Maintains sterile fields and set up various scheduled procedures.**
- Undertaking irrigation of the eyes of patients with chemical burns.

#### **Organisational:**

- Communicates with all colleagues in a professional manner practising and promoting confidentiality at all times.
- Ensures all written communication is accurate and under supervision will record said information in notes/casualty cards.
- **Takes responsibility for own workload showing initiative to assist others.**
- Participates as an effective member of the multi-disciplinary team
- Adheres to National and local Health and Safety policies and procedures by ensuring manual handling and lifting are done according to procedure.
- Shows awareness of issues surrounding HAI by setting up and clearing of clinics maintaining a high standard of hygiene.

#### **Managing Resources:**

- Provides care and maintenance for surgical instruments through appropriate cleaning, recording and sending for sterilisation
- Shows an awareness of effective utilisation of existing resource.
- Orders and maintains stock levels within eye out patients department.

#### **Professional Development:**

- Demonstrates commitment to developing clinical skills and expertise in accordance with knowledge, skills and training to do the job.
- Assists qualified staff in research and audit.
- Maintains responsibility for own professional development plan.
- Participates in teaching programme.

**Service Delivery:**

- Contribute to the provision of high quality care in eye outpatient and casualty setting. At times will be required to attend the in patient area to undertake the one stop cataract clinic.
- Assists the senior nursing and medical staff in contributing towards the future development of the service.
- Has a positive attitude towards changes in practice and self-development.

**6. SYSTEMS AND EQUIPMENT**

**The post holder is required to use the following on a daily basis in order to practise safely within the eye outpatient setting:**

iCare for measuring Intra Ocular pressure  
Visual acuity chart (Thomsons system)  
Ishihara Chart - for colour vision testing  
Visual field machine – Humphries Field Analyser.  
Sphygmomanometer/Blood pressure machine  
Focimeter - for measuring the strength of spectacle lenses  
Completing ambulance request forms  
Ordering of stores  
Preparation of tests prior to patients attending clinic  
Inputting of data on computer  
Use of equipment to ensure safety while laser therapy being carried out

The post holder will also be responsible for incident and occurrence reporting and will be required to document aspects of care in both medical and casualty notes.

**7. DECISIONS AND JUDGEMENTS**

The post holder will be assisting in the delivery of care to a specific number of patients. The nurse in charge who will have overall responsibility for the area will delegate this.

**The post holder will be required to use own initiative in order to decide what patients require, prior to attending Dr, e.g. venepuncture, visual fields, orthoptic assessment, asking if a particular patient requires pupil dilation**

The post holder must be able to recognise own limitations and seek advice accordingly.  
**Required to use judgement when assessing patient's condition.**

Prioritising of ambulance patients.

**Management of clinical workload to ensure minimal delays for patients**

**8. COMMUNICATIONS AND RELATIONSHIPS**

Work within a multi-disciplinary team both in the outpatient setting and within ward 203 (in patient facility for ophthalmic patients)

Communicate with patients, relatives, optometrists, orthoptists, ancillary staff, Medical staff, secretaries, clerical staff and other nursing staff out with the immediate team.

**Promote health wellbeing and educate patients accordingly.**

Teaching of students and colleagues new to department, including bank staff

Dealing with distressed patients and relatives.

Dealing with verbally aggressive patients and relatives.

Communicate with visually impaired and hard of hearing (Ushers Syndrome)

**9. PHYSICAL DEMANDS OF THE JOB**

**Caring for, including moving and handling as required for over 32,000 patients and their relatives per year. This includes patients attending the casualty service. The post holder is required to be able to initiate appropriate emergency care.**

**Managing clinical workload to minimise delays for patients, including patients dependant of hospital transport**

Dealing with verbally aggressive and upset patients, including their relatives.

Moving and handling of equipment around the department

Moving and handling of case notes

Guiding of visually impaired people

**Working within a department with lack of space to carry out duties causes increased pressure.**

**10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Dealing with patients and relatives who experience long waits due to heavy workload in clinic and the unpredictable workload in eye casualty, the post holder is required to prioritise own workload, adapting flexibly to competing demands from nursing, medical and AHP staff and patients.

The post holder will communicate effectively and professionally at all times with all patients including those who are verbally aggressive.

**Ensuring Ambulance patients are given priority to ensure fewer delays, and managing potentially serious situations when the delayed patients are diabetics requiring medication/food.**

When staying late in clinic, ensuring security of department before leaving.

Dealing with and juggling the demands of medical staff, and AHPs, within individual Clinics.

**NHS GRAMPIAN**  
**PERSON SPECIFICATION**



The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below.

**POST/GRADE: OUT PATIENT ASSISTANT Band 3**

**LOCATION/HOSPITALS: ABERDEEN ROYAL INFIRMARY**

**WARD/DEPARTMENT: OPHTHALMOLOGY OUT PATIENT**

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>		Venepuncture Visual field testing Assess BP and visual acuity
<b>Experience</b>	Experience of working with the public. Ability to work in a high activity fast paced department.	Previous ophthalmology experience Experience in dealing with persons who have visual disabilities Previous clinic/ward experience Basic IT skills
<b>Special Aptitude and Abilities</b>	Interest in the speciality Willing to learn Ability to work as a team member/leader Good communicator Willingness to work hard in a busy department.	Ability to change pace of work dependant on demand. Flexibility in shift pattern/off duty
<b>Disposition</b>	Calm, easy going organised with a good sense of humour Adaptable resourceful confident	
<b>Physical Requirements</b>	Professionally presented Minimal sickness record	

<b>Particular Requirements of the Post</b>	Good organisational skills Motivated and enthusiastic Flexibility Hard worker, good team member, this clinic requires a very adaptable calm person individual who enjoys the challenges of a very busy and demanding working environment. Patience to work with patients with specific care needs, ie elderly, sight impaired.	
--	--	--