#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION – |
| Job Title: Ophthalmic Technical Support Worker  Responsible to: Senior Charge Nurse  Department(s): SJH OPD1 Ophthalmology + PAEP  Directorate: Head and Neck  Operating Division: Head & Neck  Job Reference: 155182  No of Job Holders: 2  Last Update :Jan 2019 |

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| 2. JOB PURPOSE |
| As part of a multidisciplinary team the post holder will carry out a range of technical tests and diagnostic techniques that enable a variety of clinicians to determine appropriate clinical pathways and treatments in the care of Ophthalmic patients.  The postholder will support Ophthalmic Nursing staff to deliver care and ensure that protocols and procedures are followed pertaining to specific sub specialty integrated care pathways.  Delivering advice to patients to encourage self management and provide training to patients to ensure safe use and compliance of treatment plans and equipment. |

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| **3. DIMENSIONS** |
| The post holder’s primary post will be in a clinical area within the Princess Alexandra Eye Pavilion.  The post holder is not responsible for managing the budget but needs to work within the financial envelope be aware of the resources available, particularly expensive clinical equipment e.g slit lamp, OCT and biometry machines which are individually valued between 20-40 K.  The post holder may be required to work within any of the Lothian Acute Services pertaining to their field and specialty. (The acute areas include: Royal Infirmary of Edinburgh, Western General Hospital, St John’s Hospital, Royal Victoria Hospital, Liberton Hospital, Royal Hospital for Sick Children, Princess Alexandra Eye Pavilion, Lauriston Building).  The post holder will have Healthcare Support Workers level 2/3 or student nurses working with them who may need supervision. |
| 4. ORGANISATIONAL POSITION |
| Deputy Charge Nurse    Staff Nurse  Ophthalmic Technical Support worker  (**This Post**)    CSW( Higher Level)  ANP/Medical Photography & Orthoptic felids technicians  CSW  Key works in collaboration with  \_\_\_\_\_\_\_\_\_ Direct Line Management |

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| 5. ROLE OF DEPARTMENT |
| To provide a high quality, safe and supportive environment in order to care for patients with visual problems within Inpatient/day surgery Outpatient/Acute Referral Clinic/Pre-operative assessment meeting the identified physical and psychosocial needs. Ensuring the highest standard of patient care and management. |

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| 6. KEY RESULT AREAS |
| 1. Carry out assigned tasks in delivering and supporting direct patient care under the direction of a registered nurse to ensure delivery of a high quality of patient care. General care: venepuncture, blood pressure, urinalysis and ECG. Ophthalmic care: visual acuity, Schirmers Tear test and Ishihara colour vision test. 2. Undertake applanation tonometry, instillation of dilating eyes drops, eye pressure measurement using Icare and focimetry to equip Medical staff with results that determine clinical outcomes.   .   1. Perform perimetry (visual fields) testing for glaucoma patients in preparation of medical staff review and analysis of results. 2. Perform IOL Master biometry for all patients to start the patient pathway measuring the lens in the pre assessment of cataract surgery. 3. Undertake Ocular Coherence Topography scans of the eye and refer results to medical staff to assess scan results.      1. Assist as scrub and floor nurse within the minor ocular surgery and the macular service clean room. Report observed changes in the clients’ physical/psychological needs. 2. Provide preoperative preparation including the instillation of dilating eye drops and care for patients having procedures under local anaesthetic, ensuring all checks are undertaken and anaesthetic checklist is completed. 3. Provide post operative care for patients following surgery including post operative checks, monitoring of vital signs, wound checks and all preparations and necessary advice to support the staff nurse precede the discharge. 4. Maintaining accurate and up-to-date records and collect and document demographic data for cataract pathway patient. 5. Develop and maintain good relationships and an empathic approach to clients’ carers and relatives and refer them to a registered nurse for any questions they may have on the clients’ condition or for any suggestions or complaints that they wish to raise. 6. Co-operate with and maintain good relationships with a range of other of other Healthcare professionals as part of a multi disciplinary team to ensure seamless information sharing to maximise patient care. 7. Work within Divisional policies and procedures to ensure maintenance of safe working practices for patients and colleagues. 8. To maintain stock levels of all supplies and carry out housekeeping duties, supporting nursing staff to ensure the smooth running of the outpatient area whilst adhering to unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources. 9. Maintain patient confidentiality at all times.Demonstrate a courteous and helpful approach to patients, relatives and visitors in the clinical area. 10. Participate and record ongoing biometry results to enable annual audit of refractive outcomes.      1. Deliver training to patients and carers to ensure application of self managing techniques e.g eye drop instillation are understood and followed using correct technique or device. 2. Support the delivery of training for junior staff/students and participate in the mentoring of clinical support workers and demonstrate own work to students. |

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| 7a. EQUIPMENT AND MACHINERY |
| Be competent in the use of a wide range of equipment. Ensure that equipment in use is clean and safe, and regularly monitored for safety as per professional and organisational standards of practice.  **General Equipment** :  Patient hoist, pat slides, wheelchairs, theatre trolleys, dressing trolleys etc for moving and handling equipment.  Personal Computer, phones, answering machines.  **Ophthalmology equipment in areas of identified practice :**  Ophthalmic slit lamp- for magnified examination of the eye.  Goldmanns Tonometry - to measure intra ocular pressure.  Icare Tonometry- hand held devise to measure intra ocular pressure.  OCT- Ocular Coherance Topography- diagnostic medical imaging device.  Perimetry feilds machines – measures visual fields.  Biometry- measurement of the eye lens to determine appropriate intraocular lens size.  Focimetry- measures prescription glasses.  Pentacam- Corneal topography.  The post holder is responsible for the calibration of all of the above equipment and for escalation /reporting of faulty equipment to senior nursing staff.  **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. |
| **7b. SYSTEMS** |
| Maintenance of patient records.  Accessing TRAK system for patient admission/discharge/outpatient appointments.  DATIX/Incident forms – Inputting information onto the system.  Ordering and maintaining stock control within the department – Supplies.  Internet and Intranet – Work systems.  Risk Assessments.    **Note:** New systems may be introduced as the organisation and technology develops, however training. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Assignment of work will be determined by the Senior Charge Nurse/Deputy Charge Nurse, Ophthalmic Advanced/Nurse Practitioner and potentially the Staff Nurse.  The postholder will work with minimal supervision following training and competency sign off. They will seek clinical advice from the Advanced/Nurse Practitioner and the Deputy Charge Nurse will carry a out work review and formal appraisal of performance on an annual basis. |

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| **9. DECISIONS AND JUDGEMENTS protocol-led** |
| Planning order of work on a daily basis to ensure preparation of clinics, confirming equipment supplies, safety updates and infection control checks have been undertaken and that clinical areas are safe to progress.  Review all patient records, documentation, safety alerts to ensure patient suitability for procedures and placement and escalate if anything falls out with protocols.  Monitoring and acknowledging changes in patients’ conditions and reporting to appropriate clinician/HC  P.  Clinical decision making around deviation from normal ophthalmic physiological parameters for example  in the performance of applanation tonometry to report to a registered nurse or ophthalmologist before pupil dilation. Additionally the significance of a difference in visual acuity from the previous visit which may be because of an deterioration in the patient’s condition or inaccuracy in testing which can be addressed by repeating the visual acuity testing ensuring correct technique. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing and prioritising the competing demands of patient care and service needs on time/workload.  Determining when to escalate measurements or recordings that lie outwith standard protocols.  Ensuring patient safety at all times. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS.** |
| The post holder will communicate on a regular basis with the patient, their relatives and the multidisciplinary team involved with the provision of care.  **Internal**  Medical and Nursing staff – work planning and reporting of clinical issues and changes.  Medical photography Requests and clarification of imagery required.  Fields technicians Requests for tests and logistical discussion regarding waiting time and clinic flow.  Orthoptists Requests for tests and logistical discussion regarding waiting time and clinic flow.  Service management team Discussion regarding clinic issues e.g. staffing, flow and waiting time.  Pharmacist Discussion regarding prescription and education.  Students Sharing of knowledge.  Volunteers Discussion regarding requirements.  **External**  Social work Discussion regarding support for ongoing care.  DN’s Discussion regarding support for ongoing care.  Visual Impairment support Discussion regarding support for living activities.  Carers Discussion regarding treatment and care.  Peers across other health boards Networking. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:**  Movement and manoeuvring of patients with visual impairment.  Ophthalmic skills in areas of identified practice e.g pushing, pulling and correct positioning of patient and user.  Precise positioning of ophthalmic machinery.  Standard keyboard Skills.  **Physical Demands:**  Patient movement with use of mechanical aids, manoeuvre patients.  Push trolleys, wheelchairs.  Stand/walking for the majority of shift.  **Mental Demands:**  Concentration required when undertaking personal care and clinical care for patients.  Delivering patient care under in-direct supervision, within defined resources.  Interruptions by patients, relatives and the multidisciplinary team.  **Emotional Demands:**  Communicating effectively with distressed/anxious/worried patients/relatives.  Caring for patients and relatives following receipt of bad news under supervision.  Dealing with patients/relatives/carers with severely challenging behaviour.  Supporting new staff and learners.  **Working Conditions:**  Exposure to body fluids, e.g. tears, blood and urine etc on a daily basis.  Occasional exposure to aggression e.g. verbal/physical.  Working at VDU to input patient information.  Occasional Travel across NHS Lothian Ophthalmology departments. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Educated to SCQF level 8 including:  SVQ Level 3 training in healthcare or equivalent.  Previous experience working within Ophthalmology demonstrating a portfolio of specialised ophthalmology competencies including visual acuity testing, icare applanation tonometry, fields testing, focimetry and therapeutic drop instillation using at Patient Specific Direction. PLUS:  Completion of Professional Development Award or equivalent SCQF 8 education (to be completed within 12 months in post)  Completion of additional relevant ophthalmic education including specific anatomy, physiology and pathophysiology related to the acquisition of the additional skills of corneal topography, Goldman applanation tonometry and non-contact biometry over the course of a year to be undertaken by self-assessment and summative assessment signed by a designated assessor/mentor.  Experience working as part of a multidisciplinary team and effective team player.  Evidence of excellent communication and interpersonal skills.  Effective interpersonal skills.  Experience of carrying out delegated responsibilities and working without direct supervision within a dynamic clinical environment.  Awareness of equality and diversity needs of patients and staff.  Organisation and time management skills.  IT literacy skills.  Experience of audit. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |