NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| * JOB IDENTIFICATION | Job Title | **ASSISTANT TECHNICAL OFFICER** |
| Department(s)/Location | **ORTHOPTIC / OPHTHALMOLOGY** |
| Number of job holders | **1** |
| JOB PURPOSE To carry out visual field examination on patients referred to the Orthoptic Service at Ninewells Hospital Dundee. Referrals come from the Departments of Ophthalmology, Neurology, Endocrinology and Stroke Unit. | | |
| ORGANISATIONAL POSITIONSpecialist Services Management TeamHead Orthoptist (1 post)Senior 1 Orthoptist Senior 1 OrthoptistLead role (2 posts) (2 posts)Senior 2 Orthoptist (0 posts) ATO Visual Field Technician (1 post)  Administrative Assistant (1 post) | | |

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| SCOPE AND RANGE **4.1 Budget**  The post holder has no direct budgetary responsibility although they will have  responsibility for delivery of cost-effective care.  **4.2 Clinical**  Assistant Technical Officers must be able to work directly with patients unsupervised following procedures and protocols (agreed by the Orthoptic Service), but under the guidance of qualified orthoptists. Accountable to the Head Orthoptist (managerially, professionally and reporting)   * To record visual fields using an automated Humphrey visual field analyzer. * To record visual acuity of patients prior to testing visual fields * To measure spectacle correction using an automated or manual lens analyzer and use this information to calculate the appropriate lens required for the visual field test * To be responsible for the administration and clerical duties relating to the visual field service. | |
| MAIN DUTIES/RESPONSIBILITIES **5.1 Clinical**  *These duties are carried out on a daily basis unless otherwise stated.*   * To undertake Automated Visual Field Perimetry using the Humphrey Field Analyser (HFA) computerised equipment for patients referred to the Orthoptic department for visual field testing. The required skills will be gained through practical training over a period of time. * To independently provide a clinical technical service to patients, using agreed procedures and protocols, with guidance from qualified orthoptic staff (as required). * To set up the HFA, analysing information available, from medical notes, referral letters, spectacle prescriptions and focimeter readings, to judge which tests should be carried out, using keyboard and touch screen and prepare the equipment according to the individual patient requirements. * To meet and greet the patients, set them up for testing and instruct them on how to do the test. * To supervise patients during visual field testing in order to produce accurate test results, which will enable Ophthalmologists to determine the management of the patient’s eye condition. * To recognise and rectify situations and artifacts that may affect the validity of visual field test results. * To print the results, file and record them in the patient’s medical records. * To communicate effectively with patients and carers who may be anxious, upset and occasionally verbally aggressive or may have infectious conditions such as conjunctivitis.   **5.3 Administration Duties**   * To maintain accurate, comprehensive and up to date documentation and statistics in line with legal and departmental requirements. * To plan, prioritise and time manage clinic caseload under guidance of orthoptic staff * To take responsibility for the safe daily use and maintenance of the highly complex HFA ensuring it is well maintained and to inform orthoptic staff when checks / repairs are needed. * To be responsible for all aspects of the HFA computer base data entry system and the printing of accurate paper results. * To respond to enquiries and complaints both face to face and over the telephone. * To demonstrate duties to new starters in the department.   **5.4 Professional Duties**   * To satisfactorily complete the orthoptic training programme for ‘Visual Field Technician’ supervised by a qualified orthoptist, and have standard of work assessed by the Head Orthoptist. Work may then be checked on a random sample basis. * To consolidate knowledge and skills related to the clinical area through a range of learning opportunities, maintaining an up-to-date knowledge of the use of the HFA and new developments in practice. * To participate in lifelong learning, maintaining a record of training and identifying development needs through appraisal with the Head of Orthoptist. * Actively participate in service redesign and contribute to the setting of standards for the Visual Field Service. Take part in discussions and pass opinions relating to departmental working practices and possible developments within the running service. * Support the orthoptist in implementation of clinical audit of the visual field service. * Be responsible and aware of Health and Safety procedures /legislation in relation to working practice e.g. infection control. * To be aware of hospital and Clinical Group policies and procedures and work accordingly. | |
| COMMUNICATIONS AND RELATIONSHIPS 6.1 Patient   * Engage in effective communication with patients of all ages and abilities so that they fully co-operate with visual field assessment. The client group will consist of patients or parents/carers who may have communication and comprehension difficulties e.g. due to stroke, learning disability, and hearing impairment. * Communicate with all patients and carers with sensitivity and using terminology that can be easily understood by them. Using written information where appropriate. * Have the skills necessary to deal with complaints from patients/carers, demonstrating an ability to handle confrontational situations with sensitivity. * To ensure confidentiality of patient details when communicating information to patients, carers, colleagues and other partnership agencies. * To occasionally manage clinical situations where predominantly elderly patients may be distressed or emotional due to deteriorating eyesight or personal circumstances such as bereavement.   **6.2 Other professional groups**   * To maintain effective relationships with all colleagues and contribute to the multi-professionalapproach to quality health care. * To communicate to the ophthalmologist factors which affect the validity of test results. |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB Essential   * A good standard of general education to Standard Grade or GCSE level, (to include Mathematics and English at Credit Pass level) * Experience working with people, preferably in a health care setting. * High level of personal and professional motivation enabling post holder to work independently. * High level of communication and interpersonal skills with friendly outgoing personality. * Ability to work as part of a team. * Ability to work within the time constraints of a clinic appointment system.   Desirable   * Ophthalmic technician qualification or other relevant experience in ophthalmic practice or a ‘health care’ or nursing qualification. * Additional Standard Grade passes in science subjects * IT skills with a working knowledge of IT packages and databases e.g. Word, Excel. * Previous relevant experience using visual field perimeters, visual acuity testing and lens measurement. * Car owner/driver   The post holder will satisfactorily complete a comprehensive training programme supervised by the orthoptist before being allowed to work unsupervised. |

ESSENTIAL ADDITIONAL INFORMATION

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| * SYSTEMS AND EQUIPMENT   Medical Equipment   * The post holder will be responsible for the calibration and correct use of clinical equipment and for cleaning and storing equipment correctly. Examples of equipment used are:   Computerised visual field machine  Lens measurement machines  Lenses  Illuminated visual acuity chart  Information Technology   * Will have ability to use IT Systems such as Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and be required to utilize these in professional duties e.g. use databases, word processing. * Will have ability to make literature searches and access the Internet and intranet for work related information such as organizational policies and procedures. * Will also have access to TOPAS for patient/clinical information.   Medical records   * The post holder will comply with the Data Protection Act and local policies regarding confidentiality. * Will be required to input information to medical records in compliance with the departmental standards and BIOS guidelines (British and Irish Orthoptic Society – Professional Body).   General   * Must be aware of and comply with hospital and departmental health and safety guidelines.  **Responsibility for Records Management** All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| PHYSICAL DEMANDS OF THE JOB Physical demands: on daily basis   * Manual dexterity skills are required to ensure accurate setting up of patient at the visual field machine, measuring lens power and inserting lenses accurately in the lens holder of the HFA * Patient assessment regularly requires uncomfortable working conditions including leaning forwards, kneeling, bending and twisting to assess infants. Working whilst maintaining an awkward posture, whilst manipulating equipment. * Manual handling skills are regularly required to assist patients of all ages and ability e.g. moving elderly or infirm patients with multiple disability from wheelchairs to examination chairs, lifting case records. * To exert frequent light physical effort (including leaning, bending and pushing), for   short periods, when positioning patients at the HFA.   * Manual handling skills are required to assist patients of all ages and abilities e.g. elderly or infirm patients with complex physical disability.   Mental demands: on a daily basis   * Ability to adapt to the demands of each individual patient in an environment of high patient throughput. * Continually encourage patients to comply with the examination to gain accurate results. * Ability to maintain good concentration during patient consultation, where   accurate data inputting is essential for the achievement of reliable test results,  whilst subject to frequent interruption by other team members or relatives.   * High level of concentration to maintain work to high standards of accuracy at all times * Maintain a consistent high level of professional behavior in unpredictable and stressful situations   Emotional demands: on daily basis   * Communicating with and assessing distressed/anxious/worried patients/carers and staff. * Assessment of critically and terminally ill patients. * Assessment of patients with challenging behavior (infrequent). * Exposure to verbal aggression (infrequent) * Assessment of patients with visual impairment, hearing impairment and multiple disability   Working conditions:   * Working conditions may be unpleasant with exposure to fleas, lice, MRSA, odours, body fluids etc |
| DECISIONS AND JUDGEMENTS  * To work unsupervised and provide a clinical technical support service for patients. * To seek advice or assistance from orthoptic, medical or nursing staff when necessary and to recognize when this need arises. * Follow departmental standards and procedures |

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| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * Having excellent communication skills required to motivate and instruct patients to perform tests accurately * The ability to maintain concentration despite interruptions during clinical assessment. For example: * Clinical enquiries from patients/colleagues * Telephone enquiries * Disruptive behavior from patient/relatives |
| JOB DESCRIPTION AGREEMENT The job description requires to be signed by the post holder and ‘line manager’ using attached sheet |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| **Post Title** | Assistant Technical Officer | |
| **Reference Number** |  | |
| The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. **Should this be necessary please identify an appropriate Manager and Postholder representative who can be contacted to provide this clarification. (This may be one of the undernoted postholders or a staff side representative who has been involved in agreeing the job description)** | | |
| **Responsible Manager** | | Irene Fleming |
| **Contact No.** | | 01382 632992 |
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| **Postholder Representative** | |  |
| **Contact No.** | |  |