



HIGHER LEVEL CONTACT LENS ASSISTANT

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Higher Level Contact Lens Assistant
Band	4
Directorate	Surgery, Anaesthetics and Cancer
Accountable to	Head of Optometry and Orthoptics
DBS Required?	Enhanced

JOB OVERVIEW

To instruct contact lens patients and/or their carers/guardians to insert and remove soft contact lenses, rigid gas permeable contact lenses, semi scleral contact lenses, scleral contact lenses and hybrid contact lenses.

To perform ophthalmic tests and scans including visual acuity measurements, corneal topography and ocular coherence tomography.

To insert and remove soft contact lenses for patients.

POST SUMMARY

To autonomously run a technician led Contact Lens Extended Wear Clinic taking preliminary visual acuity measurements and asking about new symptoms before removing and inserting soft contact lenses for patients with strict abidance to infection control measures and applicable PPE guidance.

To autonomously run a technician led Contact Lens Teaching Clinic instructing patients and/or their carers/guardians to insert and remove contact lenses safely into their own eyes and advising on how to care for their contact lenses.

To issue contact lenses safely based on a valid, in-date prescription from an optometrist or ophthalmologist, escalating clinical concerns or questions appropriately, and to not change any part of the contact lens which may affect the patient's vision or comfort.

ORGANISATIONAL POSITION

Head of Optometry and Orthoptics



Specialist Optometrist



Contact Lens Assistant Higher Level

SCOPE AND RANGE

This post covers appointments in the adult contact lens clinics where patients require instruction or are unable to handle their own lenses.

MAIN DUTIES AND RESPONSIBILITIES

- To set up a clean, calm space for contact lens appointments.
- To access and read Medisoft entries containing contact lens prescriptions, suggested wearing schedules, precautions and appointment recall time scales.
- To confirm that contact lenses match an in-date prescription on clinical records before they are used in clinic.
- To carry out delegated tests including visual acuity, corneal topography and optical coherence tomography.
- To confirm with the patient that there has been no visual deterioration since the last appointment and no new ocular symptoms before going ahead with any appointments.
- To teach hospital contact lens patients or their carers or relatives how to insert and remove hospital supplied contact lenses on Trust premises. Contact lenses may be of the following types: soft, hybrid, rigid gas permeable, semi scleral, scleral or cosmetic.
- To teach hospital contact lens patients how to care for and store their lenses hygienically.
- To decide whether or not to issue contact lenses based on a person's competence, confidence and understanding of how to use them.

- To complete signed declarations with patients regarding their competence and confidence to use contact lenses.
- To insert and remove extended wear soft contact lenses for patients on a 4 weekly basis.
- To supply contact details to patients in order to obtain further contact lens supply.
- To supply contact lens details or information to the patient to be used in an emergency.
- To escalate clinical concerns or questions with a registered health professional within an appropriate timescale.
- To complete COF forms with the next appointment due date.
- To assist nearby clinicians with setting up and setting down clinics, where time allows and reporting faulty equipment.
- To keep stock of diagnostic contact lenses, contact lens solutions and accessories.
- To work flexibly to meet the needs of the service.

COMMUNICATION AND RELATIONSHIPS

- To demonstrate impeccable calm communication and reassurance skills with nervous patients, relatives and carers ensuring work is carried out with attention to patient comfort, experience and level of nervousness.
- Be aware of and support individual, religious, cultural and psychological needs.
- To respond in an appropriate manner to sensitive and confidential information from patients and healthcare professionals.
- To maintain reasonable expectations with sensitive and sympathetic communication skills.
- To convey to patients and carers the risks of misusing contact lenses, contact lens products or not following good contact lens hygiene.
- To convey to patients and carers the risks of wearing soft or hybrid contact lenses past their expiry dates, or using contact lens care products or eye drops which are past their expiry date.
- To reiterate advice from eye care professionals regarding the frequency of contact lens appointments and the frequency of sight test appointments in the community, based on medical records.
- To participate fully as a team member answering contact lens related questions which may include queries about stock bandage contact lenses.
- To share knowledge and information and supporting colleagues to promote a cohesive team and the achievement of team's objectives.
- Actively attend and contribute towards ophthalmology, optometry and orthoptic meetings where possible.
- To communicate with external contact lens suppliers regarding specific patient needs.

KNOWLEDGE, TRAINING AND EXPERIENCE

- To demonstrate a level of optical knowledge and experience equivalent to GCSE level.
- To be knowledgeable about multiple methods of contact lens insertion and removal so that a suitable method can be utilised and altered based on the patient factors.
- To have sufficient in-depth knowledge to give patients and carers specific advice regarding the use of compatible contact lens care products across a wide range of specialist contact lenses and where they can be purchased from.
- To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development including organising training with external suppliers, optometrists and ophthalmologists.
- To stay up to date regarding infection control policies, safeguarding and PPE guidance via weekly COMMS messages, statutory and mandatory training.
- To participate in annual appraisal and Personal Development Plans.
- To be aware of own limitations.

ANALYTICAL AND JUDGEMENT SKILLS

- The post-holder will be responsible for deciding to issue the already prescribed lenses, after assessing the patient's competence at handling and understanding how to care for their lenses hygienically.
- The post-holder will be responsible for deciding to rebook patients who require further contact lens related instruction.
- The post-holder will be responsible for deciding if a patient, relative or carer is unable to handle lenses and rebook them into clinic.
- The post-holder will be responsible for reporting deterioration in patient's symptoms and/or visual acuity to a healthcare professional on the day.
- The post-holder will be responsible for deciding appropriate stock levels of diagnostic contact lenses, contact lens solutions, care products and accessories.

PLANNING AND ORGANISATIONAL SKILLS

- To effectively manage own clinic workload, liaising with colleagues to ensure effective available resources.
- To actively communicate with booking and coordination teams regarding appointments, annual leave, timetables and clinic structure changes.
- To be able to manage unpredictable appointment lengths.

PHYSICAL SKILLS

- To be able to insert and remove soft contact lenses for patients.
- To be able to handle hazardous chemicals including hydrogen peroxide safely for the disinfection of trial contact lenses.

RESPONSIBILITY FOR PATIENT/CLIENT CARE

- To provide clinical technical services including
 - the measurement and documentation of visual acuity, ocular coherence tomography and corneal topography.
 - the insertion and removal of soft contact lenses.
 - the instruction of insertion and removal of hospital supplied contact lenses.
- To be responsible for clinical incident reporting according to the Trust's health and safety standards.

RESPONSIBILITY FOR POLICY/SERVICE DEVELOPMENT

- Follows the Standard Operating Procedure for measuring visual acuity in both Snellen and logMAR form.
- Follows the Standard Operating Procedure for OCT/OCTa acquisition.
- Follows procedures and necessary precautions detailed in Contact Lens Competency documentation.
- To ensure departmental and hospital wide protocols, policies and guidelines are adhered to.
- To participate actively in the development of new policies and procedures.
- To support the department managers in the process of change.

RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

- To leave instructions to re-order existing contact lenses.
- Maintain, monitor and control stock and equipment used within the contact lens service, ordering replacement stock on Oracle.
- To maintain stocks of trial contact lenses, trial packs of contact lens solutions and accessories such as plungers for rigid lenses.
- Prepares specific equipment required within the department prior to clinical procedures.
- To ensure high standards of cleanliness and tidiness in the designated area.
- To report faulty equipment used in the service on MiCad.

RESPONSIBILITY FOR HUMAN RESOURCES

- To participate in the supervision and training of doctors, nurses and orthoptists on the insertion and removal of hospital contact lenses.
- To participate in orientation programs of new starters particularly with respect to departmental processes.

RESPONSIBILITY FOR INFORMATION RESOURCES

- To be responsible for updating medical records with details of appointment outcomes, test results, precautionary advice given to patients and details about any documents signed or leaflets given.
- To record routine observations including corneal topography and visual acuity as instructed.
- To input details about contact lenses on behalf of other members of ophthalmology and orthoptics as requested.
- Ensure accurate and legible patient records are maintained in accordance with local protocols.

RESPONSIBILITY FOR RESEARCH AND DEVELOPMENT

- To actively take part in the design and information gathering for service improvement audits.
- To actively assist in the gathering of data for Clinical Research.

FREEDOM TO ACT

- Works within defined policies and protocols.
- To follow internal standard operating procedures.
- Seeks further advice and guidance on actions that are outside agreed defined standards.
- To work alongside an optometrist or ophthalmologist when in clinic.
- The post holder will be responsible for reporting visual deterioration, decreased ocular comfort or any other matters of clinical concern same day to a clinician.
- To escalate clinical questions from the patient.
- To follow internal safeguarding procedures, acting on concerns where appropriate.

PHYSICAL EFFORT

- Frequent requirement to alter body position to insert and remove contact lenses for patients.
- Frequent requirement for good finger technique to insert and remove contact lenses.
- Frequent requirement to push equipment using trolleys a short distance within a department. Occasional requirement to escort patients to other wards and departments without direct supervision.

MENTAL EFFORT

- Frequent requirement for concentration.
- Frequent requirement for patience during contact lens teaching appointments.
- Able to respond to interruptions.

EMOTIONAL EFFORT

- Frequent exposure to emotional circumstances including with patients coming to terms with newly diagnosed eye conditions.
- Frequent exposure to nervous patients who may find contact lens insertion and removal difficult initially.
- May work with patients in palliative care.
- May work with patients with challenging behaviours.

WORKING CONDITIONS

- Occasional exposure to distressing circumstances.
- Occasional exposure to highly unpleasant conditions including Body fluids, smells and M.R.S.A.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Literacy and Numeracy at a GCSE level of 9 – 4 • Ability to support new starters' familiarisation of departmental processes. 	<ul style="list-style-type: none"> • Attendance on contact lens training courses

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Previous experience in ophthalmic setting • Previous experience in healthcare • Previous experience in optometry or optical setting • Previous experience relaying eye-care advice • Able to learn and respond to change • Evidence of autonomous working • NVQ Level 3, Diploma or equivalent level of knowledge 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • I.T Skills and computer literacy • Able to work autonomously and as part of a team • Ability to develop ophthalmic skills • Ability to perform advanced ophthalmic tests (Following training) • Able to adapt to a varying workload • Able to understand some of the indications and contraindications of contact lenses. • Ability to make non routine decisions 	<ul style="list-style-type: none"> • Able to access clinical records on Medisoft • Able to understand hospital contact lens prescriptions (with experience) • Able to access appointment information on SemaHelix

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to manage changes to timetables and working frequency • Ability to be flexible within working hours 	<ul style="list-style-type: none"> • Ability & confidence to work independently with minimal supervision

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of

information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital