Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

SENIOR OPHTHALMIC ASSISTANT

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, 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
- 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
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Support the day-to-day running of ophthalmology outpatient clinics, helping to provide a safe, efficient and high-quality service for patients.
- Carry out a wide range of eye tests and imaging procedures, using specialist equipment to support diagnosis and treatment.
- Assist doctors and other healthcare professionals during clinics, procedures and treatments, ensuring patients receive the best possible care.
- Provide guidance and support to new and existing Ophthalmic Assistants, helping colleagues develop their skills and meet required standards.
- Keep accurate patient records, maintain clinical equipment and stock, and follow all Trust policies relating to safety, confidentiality and infection prevention.
- Work closely with the wider eye care team, communicating effectively with patients, families and colleagues while promoting a positive and caring environment.

Job Description

Job title:	**Senior Ophthalmic Assistant**
Grade:	**Band 4**
Site:	**The Royal Shrewsbury Hospital**
Accountable to:	**Unit Manager**
DBS required:	**Yes, Enhanced DBS**

Job Purpose

- To work with senior colleagues to maximise and further develop the imaging service provided in the ophthalmology department
- To provide a supportive role within ophthalmology outpatients and demonstrate leadership and flexibility whilst providing consistently high standards of clinical practice.
- To have a high level of knowledge of diagnostic skills within the outpatient area

Main duties and responsibilities

- Provide support & act in a supervisory role to new ophthalmic assistants in achieving their competencies without direct line management.
- Autonomously sign off band 3 competencies to include visual fields and OCT's.
- Provide support to other ophthalmic assistants and the wider team during the span of a shift.
- Coordination of the daily schedule of outpatient clinics to include covering activity to enable staff to take comfort breaks and dealing with phone calls received on coordinators phone whilst ensuring call directed to appropriate member of staff / team
- Actively participate in all learning provided and maximising skills whilst preparing for assessment on them.

A range of diagnostic and clinical skills will be required to support in all clinical areas as detailed below:

- Visual acuity testing for adults and children to include Snellen and LogMar
- Instillation of eyedrops as determined by pathway
- Use of the Topcon Optical Coherence Tomography (OCT) machines to a high standard to meet all the requests from clinicians including multimodal fundus imaging; autofluorescence, OCTA's, anterior segment imaging
- Use of the Optos Widefield Retinal Imaging Device for ultra-widefield retinal imaging using a variety of imaging modalities
- Independently perform FFA and ICG imaging using advanced imaging systems, in line with established protocols and SOP's, to support service flexibility and ensure continuity of care in the absence of specialist photographers.
- Communicate test results to doctors when intervention required
- Tonometry, including I-care and Reichart
- Visual fields assessments to include Humphreys Field analysers and Goldmann fields tests
- Undertake pupil reaction and RAPD detection
- Refractive correction using automated and manual focimetry to calculate lens power in order to enable accurate field testing
- Assist clinicians to carry out minor operations and intravitreal injections
- Venepuncture and Cannulation
- Printing of blood and request forms in outpatients as required upon clinicians' request
- Undertake other duties as required within your area of competence

Please note, this list is not exhaustive and may alter according to departmental needs or changes in line with service needs

Responsibility for patients/clients:

- Promote and maintain a safe clinical environment in line with health and safety legislation and Trust policies. Uphold infection prevention standards and health and safety regulations in all clinical areas.
- To assist in the delivery of care to meet individual patient's needs, maintaining patients' privacy, dignity and comfort whilst promoting independence and encouraging a healthy lifestyle. Tasks may include for example
- Meeting personal hygiene needs as required
- Assisting with mobility as required
- Disposal of clinical waste in line with health and safety instructions
- Measure and record routine observations of temperature, pulse, blood pressure weight and urinalysis when required, including; undertaking, handling and labelling of specimens safely and correctly.
- Escort patents to other wards and departments without direct supervision

Responsibility for resources

- Use equipment, supplies, and clinical time effectively to avoid waste and promote sustainability.
- Support monitoring and maintenance of ophthalmic diagnostic equipment, reporting faults/ submitting maintenance requests promptly.
- Contribute to resource tracking, stock management, and troubleshooting.
- Report any loss or damage to clinical assets following Trust procedures.
- Ensure that all resources are used effectively, with the minimum of waste, making recommendations where it is evident that appropriate changes may improve efficiency.
- Ensure technical, clinical and non-clinical equipment is maintained, cleaned and stored correctly and that any faults and defects are reported promptly.
- Adhere to systems for the tracking and location of medical assets and ensure that any losses are reported in accordance with Trust policy.
- Contribute to the effective and economic use of resources e.g. local recycling schemes.

Responsibility for Administration:

- Ensure accurate and timely recording of patient data using electronic patient records and other documentation systems in accordance with Trust information governance policies.
- Assist with maintaining staff competency database, highlighting training needs as they arise.
- Adhere to the Data Protection Act, Freedom of Information Act, and all Information Governance standards.

- ·Facilitate patient access to records when requested, in line with policy and consent protocols.

Professional and organisational responsibilities

- Act in a professional manner at all times to promote a positive image of the Trust and uphold its core values.
- Practise in accordance with trust policies, procedures and guidelines.
- Take an active role in maintaining stock supplies and other clerical duties associated with OCT / visual fields testing to ensure efficient running of clinics
- Liaise with the multi-disciplinary team including RN's, ophthalmologists, orthoptists, optometrists, clerical staff and eye clinic liaison officer to assist in delivering a quality service
- Raise any concerns regarding standards and quality of care, patient safety or any lapses in professional conduct to the unit Manager, in line with trust guidelines.
- Attend internal ophthalmology teaching / audit as required

Strategic and service responsibilities

- Act professionally at all times to promote a positive image of the Trust, upholding NHS and Trust values.
- Practice in accordance with Trust policies, procedures, and clinical guidelines.
- Maintain clinical environments to high standards of cleanliness, tidiness, and infection control.
- Liaise effectively with the multidisciplinary team (MDT) including registered nurses, ophthalmologists, orthoptists, optometrists, administration teams, and the Eye Clinic Liaison Officer to support integrated care delivery.
- Escalate concerns regarding care standards, patient safety, or professional conduct in line with Trust policy. Ensure a welcoming, safe, and compassionate environment is provided for all patients and visitors.
- Deliver care based on current evidence, clinical best practice, and validated research.
- Engage with patient feedback and quality improvement projects to enhance the outpatient experience.
- Support implementation of local and national initiatives that improve the safety, effectiveness, and efficiency of care.
- Raise and document concerns through appropriate channels and contribute to the resolution of clinical or operational issues.
- Ensure a welcoming, caring and safe environment is provided for the patient and their family/carers/visitors.
- Deliver care based on current evidence, best practice and validated research when available.
- Engage with and contribute to patient and public involvement activities.

- Participate in activities to improve the quality, productivity and effectiveness of care, in response to local and national policies and initiatives, implementing improvements as required.
- Contribute to continuous improvement activities, making suggestions and recommendations for advancement of quality.
- Be aware of the role of the nurse in handling complaints in accordance with Trust policy.

Areas of specialism

- Ophthalmology technical diagnostic imaging

Communication and working relationships:

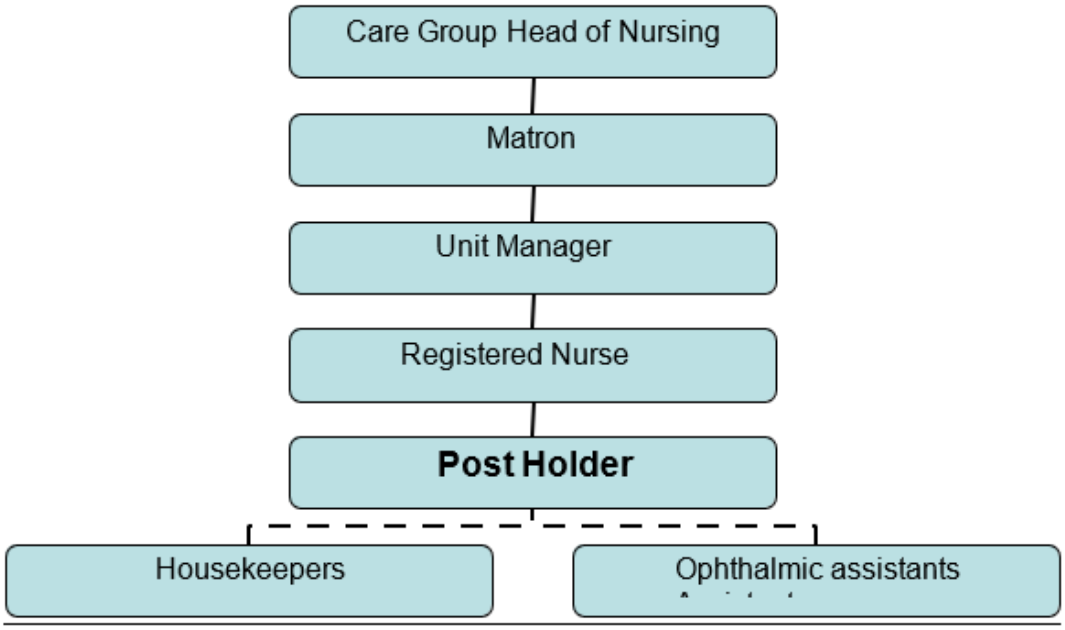
- Act as a positive role model to others that creates a learning environment to support the development of ophthalmic assistants' knowledge, skills and competence.
- Act in a supervisory role to new ophthalmic assistants joining the team under the indirect supervision of a RN in preparation of autonomous competency sign off.
- Take responsibility for own continuous professional development and mandatory and statutory training, and disseminate learning and information gained to other team members in order to share good practice.
- Take ownership of own annual appraisal, working with appraiser to ensure one is undertaken at least annually, and take responsibility for learning and development activities identified as a result of appraisal and in your Personal Development Plan (PDP).
- Participate in formal and informal education programmes to create and maintain a positive learning environment.
- Proactively use information technology resources to keep up-to-date with current practice relevant to role.
- Maintain up-to-date training in information technology (IT) skills, and demonstrate a good working knowledge of confidentiality and data protection.
- Communicate sensitively, confidentially and with empathy to meet the wide-ranging physical and emotional needs of patients and their carers and families.
- Using a range of communication tools, interpret and present clinical information to patients and their families/carers in ways that can be clearly understood, recognising individual needs and overcoming any barriers to communication.
- Provide good communication skills to support staff, patients and carers.
- Develop and maintain communication with people about difficult matters or difficult situations.

- Attend and actively participate in ward/department meetings.
- Maintain confidentiality at all times, as required by legislation and Trust policy

Organisational Skills

- Provide support to staff that promotes a culture of positive and effective teamwork.
- Work as an effective and responsible team member supporting others by demonstrating good practice including utilising mechanisms to develop and implement new ways of working.
- Prioritise own workload and ensure effective time-management strategies are embedded in own practice and act in a manner that promotes quality of care.
- When coordinating clinics for a span of duty under the indirect supervision of an RN, deploy staff appropriately according to their competence, skills and experience.
- Assist in promoting a professional and happy working environment conducive to high patient and staff morale.
- Assist in promoting and maintaining a safe environment for staff and patients, ensuring high standards of cleanliness and tidiness are maintained and that work practices conform to health, safety and security legislation, policies, procedures and guidelines.

Organisation Position



Person Specification

	Essential	Desirable
Qualifications	• NVQ Level 3 in Health Care or equivalent experience • 5 GCSE's A-C or equivalent including English, Maths, science or equivalent subject	
Skills & Experience	• Evidence of extensive ophthalmic training and relevant clinical competencies • Cannulation and venepuncture competency or willingness to attend relevant training courses • Ability to support train and assess staff • IT skills and computer literacy • Ability to work autonomously and as part of a multidisciplinary team • Ability to communicate sensitively with patients and relatives	• Evidence of additional training in ophthalmic imaging or diagnostic testing • Ability to contribute to service improvement and quality initiatives •

Specific job Requirements	• Fluorescein angiography and ophthalmic photography experience • Ability to independently undertake ophthalmic diagnostic procedures and interpret image quality	• Advanced knowledge of ophthalmic imaging systems including OCT OCTA and Optos retinal imaging • Supervisory or mentoring experience with junior staff
Other	• Flexible within working hours and service demands • Ability to travel across Trust sites if required	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training	

	relating to sexual safety, harassment and respectful workplace conduct.	

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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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

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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
    - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.

- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.