



TRAINEE OPHTHALMIC TECHNICIAN

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	Trainee Ophthalmic Technician
Band	Band 4
Directorate	Surgery, Anaesthetics and Cancer
Accountable to	Department Manager / Band 7
DBS Required?	Yes, Enhanced DBS

JOB OVERVIEW

To be responsible for assessing individual patient care needs and developing, implementing and evaluating plans of care for patients in accordance with agreed policies and professional guidelines.

To provide an Ophthalmology service, including ophthalmic investigations and assessment within clinics and theatre.

To work flexibly to meet the needs of the service.

Organisational Position:

Operational manager ophthalmology

Ophthalmic Matron

Department manager

Ophthalmic Sister

Ophthalmic staff nurse

Ophthalmic Technician

Developmental Ophthalmic Technician

Ophthalmic Assistant

Clinical Practice:

To independently provide effective, evidence based general and specific care for ophthalmic patients attending ophthalmology outpatients, demonstrating competence and professionalism. To plan, organise and deliver clinical care as agreed with the supervising Doctor, in line with clinical governance and within agreed professional standards, Standard Operating Procedures and guidelines.

Responsible for the assessment, planning, delivery and evaluation of individual patient care, working in partnership with their carer's and the multi-disciplinary team.

Formulate and deliver high quality individual patient care without direct supervision, seeking guidance that is outside agreed defined standards.

To work autonomously to manage own caseload of patients, prioritising when necessary and accepting urgent referrals as appropriate within a required time scale.

To undertake associated clerical and administrative duties necessary to ensure the effective running of the ophthalmology service.

To run and provide an Ophthalmic Technician scanning and testing service for a variety of ophthalmic investigations and being responsible for the safe use and calibration of expensive and highly complex ophthalmic equipment.

Responsible for receiving paper and computerised post-operative reports from the Community Optometrist/Opticians as per trust policy/protocols, and accurately entering the individual patient data onto the computerised Medisoft system. To also identify clinically significant problems, and have sufficient understanding and knowledge to be able to identify any concerns.

The post holder requires highly developed physical skills where a high level of precision is required for the use of instruments and devices which involves touching the patient's eye, including patients that may position poorly and be mobile, for which high levels of hand, eye and sensory co-ordination are essential.

The assessment, comparison, interpretation and analysis of results, tests and scans and the escalation of matters of concern to the Consultant. The outcomes of which support the provision of the cataract surgery patient pathway and corneal, glaucoma and retinal assessment clinics.

To ensure patient safety is maintained at all times. To record and report adverse and potentially adverse events, and assist with investigations of such events, ensuring learning is shared with the wider team(s).

To record information about patients in a safe, accurate and consistent manner using appropriate tools and techniques, including electronic and written formats as close to point of care as possible.

To work flexibly within a small team to meet the needs of the service, supporting the wider ophthalmology team.

To utilise decision support tools and techniques to support the delivery of safe and effective care.

Specific duties and responsibilities

- To run an Ophthalmic Technician Onestop Cataract Clinic, this includes explaining and providing Pre and Post- op Cataract information, modifying this as required to suit the patient's needs, understanding and pathology.
- To obtain, interpret and accurately record a patient's biometry.
- To assist Consultants/Doctors in the running of a Corneal clinic, including taking and recording topography scans on various specialised equipment, making assessment of the accuracy and plausibility of scan results and repeating as necessary.
- To assist Consultants in theatre with an on the table biometry and accurately entering and verifying patient measurements onto Medisoft.
- Have an understanding of a range of work procedures and practices, which require expertise within a specialism or discipline, underpinned by theoretical knowledge or relevant practical experience.
- Undertake specific diagnostic tests on patients, and understand/interpret results, having the sufficient knowledge to be able to identify/reject certain results. For example:-
 - Pupil reactions prior to dilation (Relative afferent pupillary defect)
 - IOP measurement using Tonopen, Reichart and ICARE
 - Taking images using Optical Coherence Tomography (OCT) of macular, optic discs and anterior segment
 - Corneal topography
 - Zywave
 - Specular microscopy
 - A-Scan
 - Keratometry
 - Auto refraction

- Measure, monitor and record the patient's vital signs including neurological observations such as pupil reaction and ishihara tests
- To instil eye drops for an ophthalmic assessment when prescribed by a clinician
- To be proficient in using both Snellen and LogMAR acuity tests using appropriate spectacle correction and pinhole if necessary
- To be competent in using all computer systems such as Medisoft, Sema Helix, Clinical Portal, Review to accurately record and obtain patient information.
- To be able to measure and understand a patients glasses prescription and assess appropriately.
- To arrange and undertake telephone pre-operative assessment clinics/ face to face pre-op prior to cataract surgery. Recognising and identifying any new health problems which could impact suitability for surgery and defer surgery upon authorisation if appropriate.
- To order routine blood/investigations, have a basic understanding of normal and altered values, report adverse results with appropriate urgency.
- To make appropriate and timely referrals to members of the multi-disciplinary team and external agencies to ensure patients' ongoing physical, spiritual, emotional and social needs are met.
- Provide and promote Health Education specific to the clinical area and in line with national and local policies and support patients to adopt health promotion strategies that encourage them to live healthily, and apply principles of self-care, utilising evidence based electronic and other information resources as appropriate.
- Assist patients with their mobility in order that tests and examinations can be carried out.
- A frequent requirement to exert moderate physical effort several times during a shift in order to position patients and machinery into position.
- Frequent requirement for concentration with the ability to responds to unpredictable work pattern and interruptions
- Ensure patients quality of care and safety is maintained during their entire visit including; escorting to and collecting from other departments in the hospital without direct supervision.
- To be responsible for the Ophthalmic Technician answer phone, to be able to retrieve messages and deal with queries appropriately.
- Liaising with Ophthalmology coordinators/Bookings in planning and organising a number of complex activities, which require the formulation and adjustment of clinic plans.
- Provide concise handovers to other members of the MDT
- Supervise, assess and mentor trainee Ophthalmic Assistants/Ophthalmic Technicians including teaching biometry and participating in education programmes.
- To write, maintain and implement policies and procedures for approval within own work area and propose changes to working practices.
- Assist and support patients in gaining access to and from appropriate toilet facilities, support patients with personal care activities as necessary.

Professional

- Act at all times in a professional manner that promotes a positive image of the trust and upholds its core values.
- Clearly present the patients point of view to others, including promoting and protecting the interests and dignity of patients.
- Act as an advocate for your patients, ensuring that any barriers to the patients opinions and wishes being heard are challenged.

- Maintain clear, accurate and contemporaneous records.
- Raise any concerns regarding standards and quality of care, patient safety or any lapses in professional conduct.

Education

- Act as a positive role model to others that creates a learning environment to support the development of junior staff.
- 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 the 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 and assist with the orientation programme for new members of staff.
- Proactively use information technology resources to keep up-to-date with current practice.
- Maintain up-to-date training in information technology (IT) skills, and demonstrate a good working knowledge of confidentiality and data protection.
- Keep up to date with the latest techniques and equipment.

Management

- Provide leadership to all 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.
- Participate in team activities that create opportunities to improve patient care, working with department management to effect change.
- Promote a professional and happy working environment conducive to high patient and staff morale.
- Promote and maintain 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.

Quality

- 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.
- Maintain own awareness of the local, national and professional quality issues.
- 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.
- Participate in the evaluation of care delivery through self and peer review, patient and carer feedback, audit and research. Implement necessary changes to improve patients care and experience.

- Engage with and contribute to patient and public involvement activities.

Communication

- Communicate sensitively, confidentially and with empathy to meet the wide ranging physical and emotional needs of the patients and their carer's and families.
- Provide and receive highly complex information
- Occasional exposure to distressing or emotional circumstances.
- 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 counselling and advocacy skills to support staff, patients and carers. Develop and maintain communication with people about difficult matters or difficult situations.
- Provide accurate, timely and relevant patient progress and handover information using both written and electronic systems.
- Ensure effective communication is initiated and maintained between all members of the multi-disciplinary team, ensuring appropriate and timely referrals and liaison with relevant personnel.
- Attend and actively participate in department meetings.
- Maintain confidentiality at all times, as required by legislation and Trust policy

Managing resources

- 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 highly complex/specialist technical, clinical and non-clinical equipment is maintained, calibrated, cleaned and stored correctly and that any faults and defects are reported promptly.
- Responsible for maintaining own stock control.

Managing information

- Ensure accurate and timely data entry to contribute to the provision and analysis of information to improve patient care.
- Take personal responsibility for safeguarding and ensuring the quality of information including complying with the requirements of the Data Protection Act 1998.
- Create and use records, including electronic, in a manner that complies with legislation, professional standards and organisational policies for record keeping.
- Understand own and others responsibly to the individual organisation regarding the freedom of Information Act.
- Facilitate patients' access to records, adhering to policy, legislation, best practice and professional guidance.

Risk Management

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Undertake mandatory and statutory training.

- Carry out risk assessments in relation to manual handling and implement appropriate actions, including the use of taught mechanical and non-mechanical handling aids, to minimise risk to staff and patients.
- Report incidents, accidents and near misses using the Trust's incident reporting system and in accordance with Trust policy.
- The post holder may on occasion be exposed to verbal or physical abuse and should be fully conversant with Trust's policy for dealing with these situations.
- The post holder will occasionally be exposure to highly unpleasant working conditions.

Decision, Judgement and Freedom to Act

- Working with defined policies, procedures and professional standards. Working without direct supervision, seeking further advice for guidance on actions that are outside agreed defined standards



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"> • H.C.A. NVQ level 3 or equivalent experience (stated within the job description). • Diploma or equivalent level of knowledge • Ability to support trainee staff 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Able to learn and respond to change • Previous experience in ophthalmic/E.N.T. setting • Evidence of attainment of new skills and Continuing Professional Development • Evidence of autonomous working 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good verbal communication skills • Ability & confidence to work independently with minimal supervision • I.T Skills and computer literacy • Able to work autonomously/and as part of a team • Able to adapt to a varying work load • Ability to develop ophthalmic skills • Ability to perform advanced ophthalmic tests (Following training) • Ability to make non routine decisions 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Ability to be flexible within working hours• Awareness of own limitations	

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 Trusts 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.

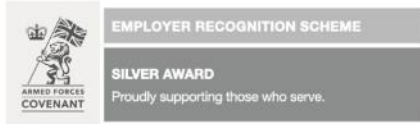
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

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.





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Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

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Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

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Getting to The Princess Royal Hospital