**JOB DESCRIPTION**

**Job title:** Ophthalmic HCA

**Responsible to:** Outpatient manager

**Accountable to:**  Head of Clinical Services

**About Practice plus Group**

Practice Plus Group is an independent sector healthcare company with a first-class record of high-quality patient care, excellent clinical outcomes, innovation and efficiency.

Practice Plus Group works with its local NHS partners to offer NHS patient’s high-quality, rapid access to planned treatments across a range of specialties at their five treatment centres in the South West.

Practice Plus Group employs over 400 clinicians and support staff at all of its locations in the South West and has treated over 45,000 NHS patients to date.

**Delivery at Practice Plus Group**

Practice Plus Group believes in strong team work and partnership amongst its people. This approach is at the heart of everything they do to deliver a high level of patient care.

Significant time and resources are invested in recruitment to ensure that rigorous standards are met and that staff share the same focus on teamwork and delivery. Employing high calibre people in roles that require personal responsibility and close interaction with patients allows everyone the opportunity to make a difference to patients during their treatment and deliver high quality outcomes.

Supporting employees in their careers at Practice Plus Group with great opportunities to learn and develop through training, Practice Plus Group is an organisation that’s continually innovating to raise standards of best practice in healthcare.

Practice Plus Group delivers services to create the best experience for their patients, through best standards of care, clinical excellence and low infection rates. A focus on selected procedures and skills in their delivery means that as a healthcare provider they can consistently improve their performance and in turn benefit their patients.

**Organisational Context**

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| Outpatient Manager |
| Optometrist |
| Ophthalmology/pre-assessment nurse |
| Ophthalmic Lead HCA |

**Working relationships**:

|  |  |
| --- | --- |
| Internal | External |
| Nursing Staff  Medical staff  All members of the Multi Professional team  Pharmacy  Administration team | Opticians  Optometrists  Diabetic eye screening service  External agencies such as GP’s  Transport services  Other referring trusts / healthcare providers  Interpreters |

**The Post**

**Job Summary:**

The post holder works as part of a team and will:

* Participate in the delivery of patient centred care, maintaining a compassionate and professional attitude at all times.
* Contribute to the clinic/department/organisation
* Support senior staff in the provision of a caring and safe environment.
* Demonstrate competence in generic and specialist skills as required from Appendix 1 following the completion of the appropriate training and education. The timeline for completion of competencies is within 2 months from commencement in the role.
* Must be committed to completing the Care Certificate within 2 months of commencing in role.
* Function at competency level in line with the requirements of the post and achieve and maintain both mandatory and statutory training requirements associated with the role.

**Duties and Responsibilities**

**Clinical Practice**

1. Support qualified staff in the assessment of health needs and the delivery of care for a number of individuals or groups of patients, including clinical risk assessment.
2. Work collaboratively with others as part of the multi-disciplinary team, assisting nursing and other clinical staff in duties associated with patient care.
3. Support colleagues in ensuring that patients receive care in a timely manner during their visit to Practice Plus Group Hospital. Ensuring that patients are fully informed of delays and what is being done to address or rectify delays in treatments or clinical tests.
4. Treat patients with dignity and respect and maintain their confidentiality both inside and outside of the hospital environment.
5. Provide support to the clinical team in the delivery of care ensuring that these are within your personal scope of knowledge and competency.
6. Ensure that the clinical areas are prepared for use at the start of each shift and reviewed at regular intervals throughout the day e.g. ensuring that clinical areas are clean and tidy, all the necessary equipment such as clinical documents and consumables are stocked up adhering to all health and safety and infection control policies.
7. Be responsible for the initial reporting of faulty equipment and follow up repairs, keeping the Outpatient manager informed.
8. Provide comfort, reassurance and support to patients and their carers in times of high anxiety or distress.
9. Respond appropriately to emergency situations.
10. Act as a chaperone when required.
11. Be a “competent user” of the variety of technical equipment (computerised and mechanical) and act as a resource person for novice users.
12. Manage patient flow. Report any delays to the Outpatient manager. Ensure those patients that require special assistance are monitored and supported.
13. Ensure patient information leaflets are stocked and maintained.
14. Ensure effective handover of patients between healthcare professionals using a range of communication aids such as verbal handover or written documentation.
15. Give clear and concise explanation and test instructions to ensure maximum patient understanding and co-operation, taking into account patients who have visual impairment, hearing loss, physical or mental disabilities, learning difficulties, different age groups, cultural differences and non-English speaking patients.
16. Obtain verbal consent from the patients before any clinical intervention is undertaken: where this is not given report to senior staff.
17. Be conversant with and adhere to all PPG policies, procedures, and systems for safeguarding including the assessment of Mental Capacity and demonstration of the principles of Prevent (counter terrorism awareness).
18. Ensure any safeguarding issues are raised with the Outpatient manager/Safeguarding Lead.
19. Be an active participant in providing education and health promotion advice to patients and their carers.

**Professionalism and Integrity.**

1. Recognise the limits of individual competence and knowledge, undertake and complete further training and academic qualifications as relevant to the role and service requirements.
2. Provide and accept constructive feedback and use this to reflect on your own practice.
3. Recognise signs of stress and the emotional impact of care on self and others and take appropriate action, escalating to line manager as required.
4. Adhere to all PPG policies, guidelines and standards ensuring a high standard of personal and professional behaviour and dress is maintained at all times whilst acting as an ambassador for the trust.
5. Act as a positive role model at all times in promoting the personal growth of self-peers and junior colleagues.
6. Promote an ethos of joint working, collaboration and mutual respect amongst all members of staff.
7. Report and raise concerns in relation to poor practice, attitude and behaviour of any health care professional through the appropriate line management.
8. Manage own time effectively, ensure good time keeping in relation to shift commencement and breaks.
9. Maintain professional boundaries and working relations with patients and colleagues appropriately declaring any conflict of interest.
10. The post holder may be deployed/expected to work in any other part of PPGH should the need arise to ensure patient safety is maintained.

**Communication**

1. Communicate clearly and appropriately with patients, their relatives/friends, colleagues and all other members of the multidisciplinary team, including responding to queries, answering the phone, taking messages, and passing on written and verbal information.

1. Ensure that documentation in any hospital records are in line with trust policy and that entries are an accurate record of events, clearly written, timed, dated and signed with designation.

1. Provide patients with information and advice ensuring that the information provided is accurate and in a format which meets their needs e.g. large, Braille or other languages, complying with AIS standards.

1. Build partnerships and therapeutic relationships through safe, effective and non-discriminatory communication taking account of differences such as capability and needs of individuals.
2. Maintain a high standard of professional behaviour and ensure effective communication with all members of the multi-disciplinary team, patients, carers and relatives.

1. Greet all patients and visitors to the department with courtesy and respect being mindful of body language and tone of voice.
2. Develop and maintain competence in the use of electronic records, information and communication systems as required by the service.
3. Apply the principles of information governance and patient confidentiality to all aspects of your role both inside and outside the hospital environment.
4. Be mindful of own and others body language and barriers which may affect communication.
5. Participate in discussions about patients care and ward/clinic/departmental issues at safety huddle /handover meetings.
6. In instances when a patient/ visitor feels the need to raise concern or complain. Attempt to diffuse this locally in the first instance, but always inform your supervisor.
7. Be competent in the use of the telephone interpreting system and assist colleagues to use when required.

**Safety and Quality**

1. Contributes towards the completion of clinical audits and research, and work in partnership with senior colleagues to continually improve on the quality and safety of care provided.

1. Be aware of and comply with all trust policies and procedures which govern health and safety and clinical practice.

1. Actively promote the prevention of cross infection to and from all patients, visitors’ staff and the environment, by encouraging and educating others in the use of standard precautions in accordance with infection control guidelines. This includes the disposal of sharps and adherence to the Trust policy on waste disposal.

1. Ensure that prior to using any medical device, you have been trained and your competency assessed and recorded. Report immediately to a supervisor or registered nurse any fault with a medical device and ensure it is removed safely from use.

1. In line with the trust’s Incident Reporting system, report any accidents, incidents, near misses and defects to your supervisor. Remove any hazards which could potentially cause injury to staff, patients or visitors.

1. Ensure that visitors to the department have authority to be there, carry out necessary checks on identity if needed, and escalate any concerns to the supervisor or registered nurse.

1. Encourage service users to provide feedback through Friends and Family Test and work collaboratively with senior colleagues to develop robust action plans to continually improve on our patient’s experience.

1. Support senior staff to ensure that the quality metrics are displayed and are kept up to date in order to keep our patients informed of our quality and safety data and how we are improving our services.
2. Be aware of the departmental risk register and the most common clinical incidents and participate in ensuring that lessons learnt are implemented and embedded in practice.

1. Contribute to maintaining a safety culture within your department.

1. Identify one service improvement initiative yearly to positively impact on patient care, safety and/ or patient experience.

**Person Specification**

**Post: Ophthalmic Lead HCA APPENDIX 1**

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| --- | --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **EVIDENCE** |
| **Education/**  **Qualifications** | * NVQ Level 3 or equivalent experience or preparedness to work towards * GCE/GCSE level education or equivalent |  | AF/I |
| **Experience** | * Working as part of a team * Communicating with members of the public (face to face and on phone) | Working in a health care setting | AF/I |
| **Knowledge** | * Understand the importance of the PPGH Privacy & Dignity guidance and how to apply privacy and dignity in practiced * Understanding of equal opportunitiesUnderstand the importance of lifelong learning |  | AF/I |
| **Skills and Abilities** | * Competent in skills set out in appendix 1 within 12 months of joining PPGH * Promotes good patient experience * Ability to reassure and support patients through their pathway * Ability to use I.T systems (appropriate to organisation) |  | AF/I |
|  |  |  | AF/I |
| **Personal qualities** | * Reliable * Flexible * Good time management * Trust worthy * Caring and compassionate * Motivated * Able to use own initiative * Commitment * Good Communicator * Customer Care skills and experience |  |  |

**Clinical competencies for the role: Ophthalmic Technician**

It is expected that the post holder will be competent in the skills from the list below which have been identified as appropriate for the role by the Outpatient manager for the area within 2 months from commencement in the role. This list may be updated from time to time to reflect new skills equipment/developments.

