Eye Clinic Liaison Officer, Eye Clinic, Southend Hospital

Job Description

Job Title: Eye Clinic Liaison Officer (ECLO)

Salary: £24,000 per annum – funded through an RNIB grant

Location: Eye Clinic, Southend Hospital, Prittlewell Chase, Westcliff on Sea, Essex SS0 0RY

Type of Contract: Permanent

Hours: 36 hours per week

Reports to: CEO and Training and Development Manager, Southend in Sight

Purpose of Job: To provide a person centred service to people of all ages affected by sight loss, offering information, practical advice and emotional support, and empowering people to access appropriate statutory and community support services.

Main Accountabilities:

1. Provide advice, information, practical and emotional support, to people of all ages affected by sight loss, and their families and carers, adhering to the RNIB ECLO Services Quality Framework and Practice Guidelines.

2. Offer an initial screening of needs and, if necessary and agreed with the service user, to signpost and refer clients to a wide range of services and organisations to meet their needs.

3. Develop positive working relationships with, and establish and maintain referral routes/mechanisms to and from: health care professionals, statutory bodies, local and national service providers and RNIB services to facilitate a needs led, person centred approach to service provision.
4. Provide basic visual awareness training to eye clinic staff and others as required.

5. Act as a key contact person to support clients, family members and carers to navigate their way through the variety of information and advice available and to ensure that they are able to access relevant support services at all stages of sight loss.

6. Act as a key information and advisory link in the certification and registration process for blind and partially sighted people and eye clinic staff.

7. Attend Team Meetings, ECLO Network and training events, taking responsibility for maintaining own CPD.

8. Attend clinical audit meetings / steering groups / forums, and other events to promote the benefits of the service to eye clinic and healthcare staff and social care professionals.

9. Collate and maintain accurate client records and to input quality data using common data collection tools and databases. To ensure and maintain confidentiality of all people who access the service and patient records in line with appropriate data protection legislation. To ensure patients are engaged with, and support evaluation and continuous service improvement.

10. Ensure that specific safeguarding risks and regulatory requirements are understood, applied and managed in line with NHS/Health Board and RNIB Safeguarding policies.

11. Maintain an up-to-date and comprehensive information resource relating to services available for people with sight loss.

12. Support the recruitment, training and supervision of volunteers offering a range of different volunteer opportunities where appropriate.

13. Support service users/family & carers with advice on falls prevention and refer to available services where appropriate.

14. Advocate for the complex needs of service users when they arise to ensure they receive appropriate services.
General:

15. Undertake any other duties commensurate with the post

16. Adhere to all Southend in Sight/SBWO policies and procedures

Person Specification

Please note all criteria are essential unless otherwise stated

1 Specialist Knowledge, Skills and Experience

1.1 Qualification in Rehabilitation / Nursing / Occupational Therapy / Optometry or significant other Health & Social Care qualification, or experience of delivering support services at a similar level.

1.2 RNIB & City University ‘Eye Clinic Support Studies’ qualification, or a willingness to undertake and obtain the qualification.

1.3 Knowledge of social work and health services and functions of professionals within the eye health field.

1.4 Understanding of the need to involve service users and carers in assessing needs, accessing services and service development. Experience of involving service users in services is desirable.

1.5 To be able to influence and motivate other professional disciplines to respond appropriately to the needs of people with sight loss.

2 Team working skills

2.1 Ability to communicate with medical and other hospital staff in a professional manner and to develop and maintain appropriate positive relationships with eye clinic staff, people accessing the service and outside agencies, and represent Southend in Sight at a corporate and service level.

2.2 Ability to work on own initiative and liaise with line manager as and when required.

3 Planning and Organisational skills

3.1 Ability to organise and manage time effectively and to prioritise workload in order to meet deadlines.
3.2 Flexibility and adaptability in order to meet the demands of the role and to work within varying locations and different settings.

3.3 Self-motivation and an ability to work independently and on own initiative.

3.4 Knowledge of a variety of data collection tools and the ability to collect quality data in a systematic way. IT literate and competent in the use of Microsoft Office software including Word, Excel and databases, or equivalent.

4 Communication skills

4.1 Ability to communicate clearly and effectively in a structured way and with a range of individuals, both verbally and in writing.

4.2 Experience of the preparation and delivery of presentations to varied audiences in a manner which meets their needs.

4.3 Ability to listen to and have empathy with clients whilst remaining impartial and non-judgemental.

5 Equal Opportunities

Ability to understand and demonstrate commitment to Southend in Sight's Equal Opportunities Policy and to ensure all activities are consistent with the Equal Opportunities Policy. This includes all staff activities and their interface with the general public.

6 Special Conditions

6.1 Must be prepared to travel and attend meetings and training as required which will involve occasional overnight stays.

6.2 This role is eligible for an enhanced criminal record check which includes a check of the children's and adults barred lists as the role holder will provide advice and guidance to children which relates to their physical and emotional well being and adults which relates to personal care because of their disability.

Southend in Sight is the Community Services Division of Southend Blind Welfare Organisation Registered Charity Number: 1069765