

Sheffield Royal Society for the Blind

Job Description



Job Title: Eye Clinic Liaison Officer (Job Share)

Responsible to: SRSB Deputy General Manager

Location: Royal Hallamshire Hospital
Glossop Road
Sheffield
S10 2JF

Hours: Two days per week, 9am to 5pm, half hour lunch break) but able to cover holidays for the other staff member who works 3 days per week.

Contract Type: Fixed term to 31st March 2020 but with the possibility of becoming permanent.

Overall Purpose of Job:

To deliver a needs-led, responsive information and person centred support service to blind and partially sighted people (and family/carers) at the point of diagnosis. To ensure the seamless transition from healthcare provision to all aspects of social care and community services for people who are experiencing difficulties as a result of sight loss.

The post-holder will be required to liaise directly with hospital/medical professionals; statutory bodies and local service providers, to facilitate an enabling and joined up approach to service provision for all service users to meet individual need.

This role will be based at Royal Hallamshire Hospital. You will be employed by SRSB but as you will be carrying out your role on hospital premises it is necessary for you to also have an honorary contract from Sheffield Teaching Hospitals NHS Foundation Trust. You will be required to abide by the conditions of this contract which will include matters such as patient confidentiality etc.

Specific Responsibilities and Duties

- To provide impartial information, guidance and practical support to people of all ages, their families and carers to help them with any difficulties that may arise following diagnosis of their eye conditions.
- Provide initial emotional support to blind and partially sighted people as appropriate and refer into professional counselling services where necessary.
- To provide generic eye health information on a range of topics to patients, family members and others in conjunction with other practitioners. To include information on prevention of sight loss and medication compliance.
- To empower blind and partially sighted people by carrying out a needs-led assessment/screening, so that people can prioritise their own needs and aspirations.
- To offer support to facilitate access to appropriate services that will meet those needs.
- Act as a contact person to whom people can return for advice or help to facilitate the progress of their referral to another service. To act as an advocate for the patient to help people say what they want, secure their rights, represent their interests and obtain the services they need.
- To maintain/establish robust referral mechanisms to and from the service in order that referral pathways are known and understood.
- To liaise with health and social services staff to raise their awareness of the benefits of community based services.
- To liaise with statutory and voluntary agencies in order that appropriate referral pathways are known and understood.
- To act as a key information and advisory link in the certification and registration process for blind and partially sighted people and eye clinic staff.
- To promote with services users/family and carers a falls prevention strategy.
- To be a part of processes to engage and consult with blind and partially sighted people to evaluate and support continuous service improvement.
- To provide regular reports / statistics as required by SRSB management team.
- To attend networking forums as requested by line manager.
- To proactively promote SRSB services to a wide range of agencies and organisations to foster good relationships and develop new partnerships.

- To promote the benefits of the service to healthcare professionals through presentations at clinical audit meetings.
- To promote visual impairment awareness training courses (Course delivery by SRSB Community Engagement Team).
- To maintain client records in accordance with organisational processes and Data Protection rules.
- To actively participate in team meetings and Update sessions.
- To proactively communicate and share information with all team colleagues.
- To identify opportunities for volunteers to enhance the service and to recruit, train and support a team of project volunteers as required.
- On occasions may see service users/family and carers away from the hospital setting
- To undertake such other duties and research as may reasonably be requested from time to time by line management.

General Responsibilities for All Staff

Quality: To work to internal service level agreements, processes and procedures, corporate standards and external quality standards. To contribute to and participate in the quality self assessment process, client service audits, development of Service Procedures and Service Level Agreements.

Volunteers: To support and utilise volunteers appropriately within SRSB.

Health & Safety: To ensure that all work is undertaken in accordance with and safety legislation rules and regulations. To follow procedures and be aware of matters that relate to the duties of the post.

Performance Management: To actively participate in the organisation's performance management processes including appraisals and work reviews.

Learning and Development: To be responsible for identifying and undertake training and development activities as agreed with your line manager.

Use of Resources: To ensure value for money and best use of resources in the role and all activities related to SRSB.

Diversity: To adhere to and support SRSB's core values and carry out all responsibilities in accordance with SRSB's Equality and Diversity Policy.

Other: The post holder may be required to undertake other duties deemed appropriate for their grade as directed by their line manager.

Person Specification

E = Essential Requirement

D = Desirable Requirement

Experience and Qualifications	E or D
Qualification in rehabilitation studies, nursing, occupational therapy or significant other qualification and/or significant experience of working with people with sight loss at a similar level	E
A guidance qualification or a willingness to undertake study to NVQ Level 3 Advice & Guidance	E
An RNIB & City University Eye Clinic Support Studies qualification or a willingness to attend the course and obtain the qualification (achievement of a pass in both exam and written assignment)	E
Experience of person-centred planning and assessment of need	E
Professional background e.g. rehabilitation/nursing	D
Experience of producing written and electronic based reports	E
Experience of empowering individuals to meet their goals	E
Experience of supporting emotional/distressed people	E
Experience of networking and developing meaningful partnerships	E
Experience of working in the field of visual impairment	D
1 year's experience of working in the disability field	D
Proven presentation skills	E
Commitment to own continuing professional development, attendance at further training and membership of peer networks	E
Skills and Abilities	
Ability to communicate clearly and effectively in a structured way with a range of individuals, both verbally and in writing	E
Ability to listen and empathise while remaining objective	E
Ability to communicate with medical and other hospital staff in a professional manner - to develop and maintain appropriate positive relationships with clients and outside agencies	E
Ability to collate and record statistical information to meet monitoring requirements.	E
IT literate and competent in use of Microsoft Office software including Word, Excel and databases, or equivalent	E

Ability to work on own initiative and liaise with line manager as and when required – adhering to corporate quality standards	E
Ability to work corporately and represent SRSB at corporate and service level	E
Ability to prioritise and manage own workload	E
Qualities and Competencies	
Self motivated	E
Personal commitment to equal opportunities and anti-discriminatory practices	E
Ability to motivate and support others	E
A commitment to empowerment	E
Conscientious and thorough in record keeping, data collection and data protection to support service delivery and development	E
Special Requirements	
Must be able to work full weeks when the other job share post holder is on holiday or other absences	E
Ability to travel for events such as training, ECLO forums etc	E
This post will require some UK travel and may include occasional overnight stays. (eg for the RNIB & City University Eye Clinic Support Studies)	E
Appointment is subject to an Enhanced DBS check	E

Behaviours

Deliver results

- Motivates and develops others to continually exceed standards and expectations.

Engage Clients

- Makes systems and processes more customer-friendly, and acts as key “go to” person for customer knowledge for the service area.

Engage others

- Coaches and mentors others in the development of supportive and trusting relationships with colleagues, clients and others which develop and enhance the service and organisation’s profile and reputation.

Set Direction

- Demonstrates awareness of commercial and financial considerations.
- Drives and enables creativity, innovation, improvement and new activities for team and service which contribute to sustaining organisational success.
- Manages change effectively, recognising and addressing the impact of change on people and services.

Lead and inspire

- Creates and leads high performing teams, recognise the importance of leadership in own role and take steps to improve ability to lead and motivate others.
- Displays resilience and takes a rational approach.

Personal impact

- Gains support for the ECLO position and achieves positive outcomes for clients/patients, demonstrating confidence, passion and authority.

Benefits

Life Assurance

All staff are covered under a life assurance policy for twice their annual salary. However, please note that this is not a contractual obligation and whilst we have no intention of removing this benefit the Charity in its sole and absolute discretion reserves the right to discontinue, vary or amend the scheme (including the level of your cover) at any time on reasonable notice to you.

Pension

You will be auto enrolled in SRSB's staff pension scheme immediately and contribute 1% of your gross earnings (plus employer contribution 1%). This percentage is due to increase to 3% employee (employer 2%) in April 2018 and 5% employee (employer 3%) in April 2019, subject to the government not deferring these increases. If you wish to contribute over and above this percentage you may do so, but SRSB will not match this extra contribution. This is a 'money purchase' scheme and is contracted in to SERPS.

Holidays

Pro-rata to full time which is 23 days per annum plus 9 days statutory/customary holidays. Additional holiday entitlement starts to accrue after 3 years' service. Our holiday year is 1st January to 31st December, holiday entitlement accruing pro-rata throughout the year.