

Agenda for Change	Version 1
Author: Elizabeth Cave	Date: January 2024



Job Description

Job Group (Delete as applicable):	Healthcare Scientists
Job Title:	Dispensing Optician
Existing Grade:	6
Care Group:	Surgery Care Group
Service Line:	Ophthalmology Summary
Department:	Optometry
Location:	Royal Eye Infirmary
Appraiser:	Head Optometrist
Accountable to:	Head Optometrist/ Manager Ophthalmology Department
Position Number:	
Date:	16/01/2024

Job Purpose:

To provide a comprehensive dispensing service within the Royal Eye Infirmary for patients – to include fitting of frames, advice on lens forms and special optical appliances (e.g Ptosis props). To assist and supervise other members of staff with patient's spectacle's or dispensing queries. To help organise the provision of supplies to the dispensing service within a set budget.

To assist hospital optometrists in follow up low vision clinics,

To assist hospital optometrists in contact lens collections, new patient teaching and contact lens stock management.

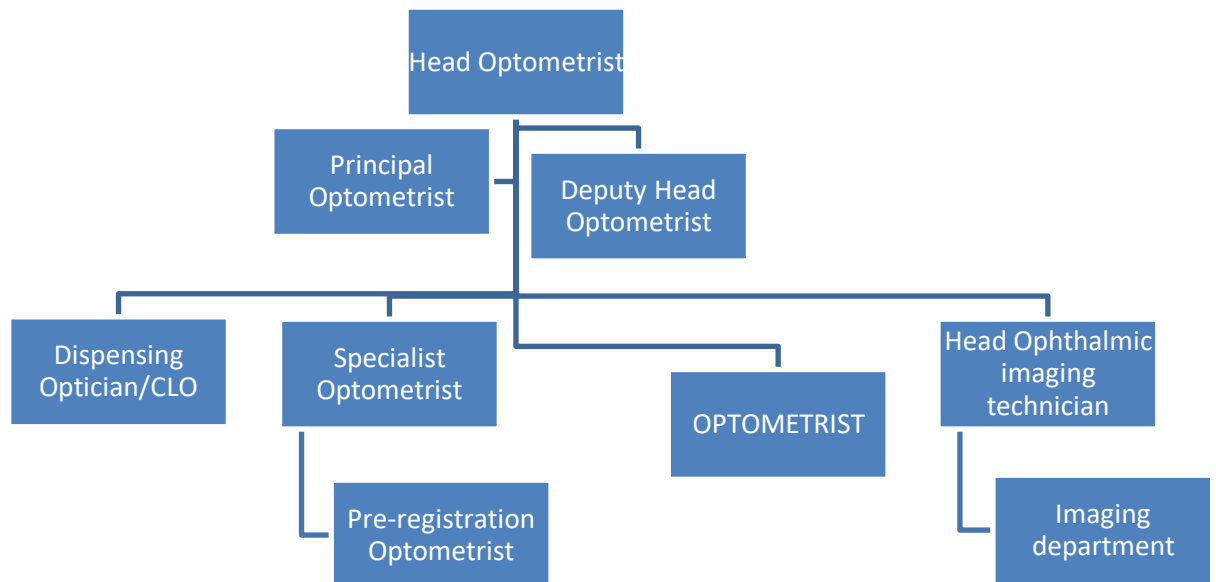
To carry out any other duties within competence agreed with the Head of Optometry.

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Key dimensions/ Key working relations

Delivery of a specialised hospital Dispensing service to a large, diverse urban and rural catchment area with a population of 450,000. Working closely alongside Optometrists and Orthoptists, Consultants and other medical staff, Nursing and healthcare assistants, Admin staff, Primary care optometrists and dispensing opticians, ECLO/ ROVICS, Frames suppliers and optical lens laboratory managers and staff.

Organisational Chart



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Primary duties and areas of responsibility

- To deliver a high-quality dispensing service to HES patients
- To manage relevant DSE requirements for staff members within the trust
 - To include fitting of optical appliances.
 - Specialised advice on high powered prescriptions, complex prescriptions and multifocal prescriptions.
 - Specialised advice on spectacle frame materials.
 - Repairs to existing spectacles
 - Checking of spectacles ready to be issued to patients.
 - Contacting patients for collection of spectacles (or posting).
 - Making or chasing orders and dealing with patient queries.
 - Carry out low vision aid in follow up assessments as required.
 - Carry out contact lens teach sessions as required.
 - Advise on suitable products for dry eye management and lid hygiene
 - Assist in management of a financially efficient contact lens service.
 - Maintain personal and professional development to meet the changing demands of the job, participate and initiate appropriate training activities and encourage and support staff development and training.
 - Proactively and positively contribute to the achievement of clinical outcomes through individual and team effort.
 - Ensure that resources are used effectively and in accordance with agreed procedures.
 - Promote health education both within and outside the Trust and advise patient, family, and others in health promotion issues.
 - Report and manage untoward incidents such as complaints, clinical emergencies, and injury or drug administration errors as detailed in Trust-wide and local protocols and procedures.

Responsibility for patient care

- Provision of a clinical and technical dispensing service to patients (adult, elderly, paediatric, special needs, challenging behaviours, etc) concerning advice on spectacles, lens forms and prescriptions
- Assessments and discussion with patients regarding cost and affordability of spectacles.

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- Accurate documentation and reporting of all clinical involvement with patients, fellow professionals and other agencies/services.
- Delivering instructions, advice and training to patient's parents/relatives/carers.
- To be actively aware of patient/carer emotional well-being

Analytical and judgemental skills

- Independent decision making in frame, lens selection and best form lenses for a particular prescription.
- Management of patients and their need with relation to other health care professionals involving highly complex decisions to follow up.
- Assessment of patient compliance/ability to comprehend and selection of the appropriate treatment/device accordingly.

Planning and organising: Responsibility for policy and Development implementation

- Participation in multidisciplinary activities with other professionals and agencies.
- Undertaking a risk of assessments in line with directorate initiatives.

Physical Skills

- Highly developed physical skills of accuracy, expertise and speed are necessary to carry out the complex range of daily dispensing duties.
- A degree of hand, eye and sensory co-ordination is essential to handle and manage intricate frames, frame repairs and frame adjustments.

Responsibility for financial and physical resources

- Accurately calculate the cost of spectacles, advise patients of costs.
- Responsible for safe use of expensive and complex equipment.
- May be required to order clinical supplies.

Responsibility for information resources

- Inputting of data to meet the specification of other healthcare professionals (e.g. inputting data on patient electronic record).

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Responsibility for research and development

- Undertake continuous professional training and specialist course attendance.
- Undertake clinical audits

Freedom to act

- Accountable for own actions, required to use initiative and judgement with regard to patient's management.
- Guided by broad health policies but able to act independently in the best interests of patient care.

Physical Effort

- Occasional manual handling required for patient transfer (e.g. in and out of wheel chair).
- Occasional sessions in peripheral hospital sites with various working environments.

Mental Effort

- Intense concentration, very frequently greater than 2/3 hours continuously required in carrying out measurements and dispenses.
- Frequent interruptions during dispensing to give advice to other members of staff.
- Frequent interruptions during dispensing for telephone enquires from patients.
- Prolonged mental effort in dealing with patients with hearing and/or speech impairment, language problems and challenging behaviour.
- Prolonged mental effort in dealing with unresponsive and/or aggressive patients.
- Calculations of mathematical formulae are necessary to obtain optical powers, contact lens powers, illuminances, working distances and magnifications etc.

Emotional effort

- Frequent exposure to highly distressing and emotional circumstances requiring highly sensitive communications.
- Dealing with patients and carers with severely challenging behaviour.
- Dealing with cases of suspect child abuse.
- Dealing with uncooperative infants and hostile parents

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- Dealing with aggressive patients (Drug addicts, Alcoholics, etc)
- Dealing with disabled /very ill children
- Dealing with elderly depressed visually impaired patients who cannot come to terms with their conditions.
- Dealing with children with learning disabilities.

Communication and working relationships

- Communicates delicate, potentially distressing, emotional and sensitive information to patients, relatives and carers, which may involve the need for intervention from other organizations.
- Build and sustain effective communications with other roles involved in the Hospital Trust as required to ensure good team working and collaborative working practices in particular.
- Work collaboratively within a multi-disciplinary team.

Working Conditions

Frequent exposure to highly unpleasant working conditions such as

- Exposure to poor patient hygiene
- Exposure to physical and/ or verbal aggression from patients

Hours

- Flexible working which could include split shift and weekend work.
- Additional shifts may be available to cover holiday/ Sickness

Other

All Job Holders are required to:

- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that may learn relating to their employment and other members of staff. All staff are expected to respect the requirements of the UK Data Protection Act 2018/UK General Data Protection Regulation (UK GDPR)” or “Data Protection legislation.
- Comply with the corporate governance structure in keeping with the principles and standards set out by the Trust.

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Note

This job description is neither definitive nor exhaustive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current UHPNT policies & guidelines.

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PERSON SPECIFICATION TEMPLATE

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<p>Qualified Dispensing Optician in the UK (3rd Year Dispensing opticians can apply for employment for when training completed)</p> <p>Theoretical and demonstrable practical experience across a broad range of Dispensing skills</p> <p>Evidence of recent continuous professional development /training</p>	<p>Demonstrable experience of working with patients with special needs, children and others, requiring high levels of communication skills and use of special techniques.</p> <p>Demonstrable experience of working with the severely visually impaired.</p> <p>Proven knowledge of networking across other professional agencies within the area</p>
QUALIFICATIONS	<p>F B D O .</p> <p>GOC Registration (General Optical Council).</p>	<p>Association of Dispensing Opticians</p>
APTITUDE & ABILITIES	<p>Written and verbal communication skills, necessary to provide, receive and present complex, sensitive or contentious information to peers, public or staff or in situations where there may be significant barriers to acceptance (e.g. in a hostile or antagonistic atmosphere).</p> <p>Ability to work independently within a busy environment, take own initiative and at the same time be an efficient team player.</p> <p>Accuracy and attention to details.</p> <p>Organisational and management skills.</p> <p>Ability to demonstrate empathy and professionalism when delivering complex or distressing information.</p> <p>Well-motivated and enthusiastic</p>	<p>Demonstrable experience of communicating with hearing and/or speech impaired patients and those with language problems and challenging behaviour.</p>

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DISPOSITION / ATTITUDE / MOTIVATION	<p>Flexible to ever changing circumstances within the NHS.</p> <p>Accountable for own actions, required to use initiative and judgement with regard to patient's management.</p>	
OTHER FACTORS	<p>Possesses precise, fine-motor physical examination skills.</p> <p>Be able to commute to other Trust Hospital sites.</p>	