

Job title: Highly Specialist Orthoptist

Band: Agenda for Change Band 7

Department: Ophthalmology

Division: Planned Care



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Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this was demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

| | |
|-------------------------|--|
| Job title: | Highly Specialist Orthoptist |
| Band: | AfC Band 7 |
| Department: | Ophthalmology |
| Base: | Lister Hospital, Stevenage (You may be required to work on a permanent or temporary basis elsewhere within the Trust) |
| Responsible to: | Head of Orthoptics and Optometry |
| Responsible for: | To assist with the leadership, development and provision of the orthoptic service based at East and North Herts NHS Trust. |

Job summary:

- To deputise for the Head Orthoptist when necessary.
- To assist in the local delivery of the orthoptic service across East and North Herts Trust ensuring the service is delivered efficiently and effectively
- To provide comprehensive orthoptic services as an autonomous practitioner and to prioritise own clinical caseload.
- To assess, diagnose and manage patients referred to the Ophthalmology Department and to liaise with appropriate professionals.
- To be responsible for the planning, implementing and reviewing of treatments for a mixed caseload, using advanced clinical knowledge and evidence based practice.

Key working relationships:

- Patients and service stakeholders.
- The Ophthalmology medical, allied health professional and clerical teams.
- Trust electronic and biomedical engineering (EBME) team.
- Planned care division operational team.

Main responsibilities:

Clinical

To be professionally responsible and accountable for all aspects of the clinical workload.

To set and maintain high standards of clinical care for patients under the orthoptic service.

To triage referrals, request appointments within an appropriate time frame and arrange for appropriate follow up or onward referral.

To impart information to parents / carers in an understandable manner, necessitating the use of highly developed communication skills.

To use skills beyond basic orthoptics to aid diagnosis and treatment of patients referred with neurological

conditions, paralytic squint, maxillo-facial injuries, endocrine disorders, stroke, special needs/learning disabilities and those seen in the orthoptic screening clinics.

To be responsible as an autonomous practitioner for selecting cases for treatment and accept clinical responsibility for a designated caseload. To organise this caseload efficiently and effectively with regard to clinical priority and use of time, and to maintain clear and accurate patient records.

Using advanced clinical reasoning to assess and diagnose paediatric vision disorders, refractive errors, ocular motility disorders, ophthalmic conditions and related multi-system disorders. To have the ability to communicate with and obtain the cooperation of children of all ages and abilities. To be able to work under pressure in a variety of situations and to maintain concentration.

Use of advanced clinical reasoning to assess and diagnose adult patients with ocular motility disorders and other ophthalmic conditions, including acute and complex conditions. This involves patients who may have impaired comprehension and learning difficulties.

Working as a sole practitioner and in conjunction with the ophthalmologists, formulate an individual treatment plan using evidence based practice. To implement and monitor the care pathway for patients of all ages and to modify ongoing treatment plans to reflect a changing clinical picture. Instruct patients, parents and carers of treatments to be carried out at home. To monitor patients with life threatening conditions e.g. multiple sclerosis.

To use clinical knowledge to identify complications and contraindications of treatment. Organise refraction appointments and arrange regular orthoptic and ophthalmology reviews as necessary. To advise on ordering refractive correction, the use of lenses, bifocals and prisms and perform focimetry. Knowledge of use of and effects of ophthalmic drugs and to provide information regarding drugs to patients, parents and carers.

Provide condition-related information to relevant parties, taking into account limitations of understanding and the sensitive nature of diagnosis, and using a considerable degree of empathy and sensitivity. To be aware of potentially difficult family and social situations.

Communication with other healthcare professionals, education and social care services regarding patient conditions, in the form of advice and reports, in order to establish a high-quality co-ordinated service.

To take an active part in the discussion and timing of squint surgery. To provide a liaison between patient and parent/carer, ophthalmologists, optometrists, nursing and clerical staff. To assess pre- and post-operative patients, advise regarding prognosis and possible complications of surgery and discuss surgical options with the ophthalmologist. This requires up to date knowledge of evidence based practice and significant manual dexterity and speed, as surgery will be based on the orthoptic measurements. To assist the ophthalmologist in ocular realignment with adjustable sutures as required.

To receive referrals from General Practitioners, Optometrists, Community Paediatricians, Health Visitors, School Nurses and Social Workers. To be responsible for organising appointments and record keeping and take responsibility for conveying equipment and community records. To report back to the source of referral. To refer patients for onward treatment as necessary and to liaise with health visitors, community paediatricians and school nurses to provide a high quality service with appropriate input.

To support and advise in clinical decisions as required

Professional / Clinical Governance

To audit the orthoptic service, suggesting changes where required, and in conjunction with the Head

Orthoptist, implement these changes.

To attend and participate in other departmental and directorate audits and research. Propose changes to practice to ensure the best possible care and treatment of patients and contribute to implementing local guidelines.

To deputise for the Head Orthoptist when necessary. To represent the department at local and national meetings when required, in the absence of the head.

To act as a trained mentor in the support of new and/or junior staff

To undertake any managerial administrative duties as may be necessary to the post

To undertake appraisal and performance management processes for junior Orthoptic staff

To maintain an up to date CPD portfolio and attend relevant training and study to ensure evidence based knowledge is current.

To be responsible for the teaching and demonstration of orthoptics to groups including health visitors and community nursery nurses, school nurses, undergraduate nurses, pre-registration optometrists, junior medical staff and other healthcare professionals.

To adhere to local and national guidelines for best practice, such as those set out by the Health Care Professions Council and British and Irish Orthoptic Society.

To act as the Competent Person for the department. To undertake Health and Safety training and to develop and update risk assessments, departmental Health and Safety audits and annual checks in conjunction with the Head Orthoptist.

To be aware of child protection issues and protocols.

To have knowledge of and comply with local complaints resolution policies.

Organisational

Maintain stock levels. Order stock items, including eye patches and prisms & source these from the most cost-effective supplier. Show awareness of budget planning with regard to ordering stock.

Follow trust policies and procedures relating to Health and Safety, including infection control when occasionally in contact with vomit, urine and infections.

Attend mandatory training sessions.

Ensure that high standards of infection control prevention (ICP) and evidence-based practice are applied to all aspects of care delivery.

Other responsibilities

You are expected to participate as a member of the major incident team when required.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from

time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Continuous Improvement

As part of our commitment to continuous improvement, we want to ensure that our culture and ways of working reflect and embed the philosophy and methodologies of our East and North Hertfordshire Production System (ENHPS). As a result, you may be invited to attend and complete relevant training and Kaizen (continuous improvement) events to support this commitment. Full attendance and completion of identified courses will be considered mandatory for this post.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

| Requirements | Essential | Desirable |
|----------------------------------|---|---|
| Qualifications / Training | <p>Orthoptic qualification recognised for State Registration (Diploma or Degree)</p> <p>State registration with the HCPC</p> <p>Evidence of CPD</p> | <p>Recognised clinical teaching qualification</p> |
| Previous Experience | <p>Able to demonstrate extensive post qualification experience</p> <p>Experience of assessment of patients with special educational needs</p> <p>Clinical audit experience</p> <p>Post graduate experience at a senior level (Specialist Orthoptist)</p> | <p>Experience of clinical supervision of students</p> <p>Previous experience of line management or mentorship</p> <p>Experience in working single-handed.</p> <p>Experience of staff appraisal and performance management</p> |
| Knowledge & Skills | <p>Evidence of extensive orthoptic knowledge</p> <p>Ability to assess patients and develop a comprehensive care plan</p> <p>Well-developed interpersonal skills; ability to communicate with a wide range of staff, patients and the public.</p> <p>Ability to maintain clear & accurate patient records</p> <p>Well-developed organisational and administrative skills.</p> <p>Well-developed skills in working with children.</p> <p>Team working skills and being able to work independently.</p> <p>Ability to work under pressure and self-motivate.</p> <p>Ability to assess, prioritise and manage time and resources.</p> | <p>Awareness of own strengths and weaknesses.</p> <p>IT skills</p> |

| Requirements | Essential | Desirable |
|--------------------|--|---|
| Other requirements | <p>Experience and evidence of engagement around equality, diversity and inclusion issues in relation to policy, service development and service delivery in respect of both services to users and the management of staff</p> <p>Role model our Trust values every day</p> <p>Maintain reflective CPD portfolio following BIOS/HPC guidelines.</p> <p>Work to requirements of the Code of Practice and Professional Standards of the British & Irish Orthoptic Society (BIOS).</p> | <p>Ability to travel easily between trust sites</p> |