



ROLE PROFILE

Job Title: Eye Clinic Liaison Officer (ECLO)

Location: Ashford & St Peter's Hospital Trust Sites (with some travel across Surrey)

Reports To: Head of Charity Services

Salary: £25,000 (unqualified trainee) – £29,000 (qualified) per annum pro rata

Hours: Part-time hybrid, 3 days per week

Work Context

Sensory Services by Sight for Surrey is commissioned by Surrey County Council to maintain the statutory register of blind and partially sighted people and to deliver rehabilitation services across the county.

One of the most important aspects of this work is to bridge the gap between medical diagnosis and the provision of social care and community support. The Eye Clinic Liaison Officer (ECLO) plays a vital role in ensuring that people newly diagnosed with sight loss receive timely, coordinated, and compassionate support to help them adjust and maintain independence.

Sight for Surrey works closely with the five Hospital Trusts across Surrey. ECLOs are based primarily within hospital eye clinics but may also work across community hospitals, medical centres, day centres, and GP surgeries, depending on service need.

The role requires strong communication skills and the ability to build and maintain effective professional relationships with NHS staff, social care teams, and partners across the Voluntary, Community and Faith Sector.

Main Purpose of Role

To deliver a needs-led, person-centred information and support service for people who are blind or partially sighted — and their families or carers — at the point of diagnosis.

The ECLO ensures a seamless transition from healthcare provision to social care and community support, enabling individuals to access practical help, emotional support, rehabilitation, and registration.

The postholder will also support hospital staff with the completion and processing of Certificates of Vision Impairment (CVI), maintain accurate records, and liaise with statutory and voluntary organisations to ensure joined-up support across services.

Main Duties and Responsibilities

1. Provide support to medical staff and patients in the regular eye clinics at hospital sites, as well as through local support groups and remote contact where appropriate.
2. Promote the benefits of sight registration and assist hospital staff with the completion and processing of registration documentation and onward referrals.
3. Ensure that referrals and individual contacts with patients are followed up, maintaining consistent communication and support.
4. Work closely with other Sight for Surrey teams to ensure that patients are aware of, and have access to, the full range of services available through the charity.

5. Develop and sustain excellent working relationships with health and social care professionals, statutory bodies, and voluntary agencies to ensure services are responsive to the needs of people with sight loss.
6. Provide initial emotional support to people newly diagnosed with sight loss, referring to mental health support where necessary.
7. Identify and engage with new and existing service users through the hospital and wider community, offering appropriate support, information, and signposting.
8. Maintain accurate client records in accordance with data protection legislation, hospital protocols, and Sight for Surrey's policies. Collect data, feedback, and statistics to support service monitoring and evaluation.
9. Provide impartial information, guidance, and advocacy to individuals, families, and carers, maintaining an up-to-date knowledge of local and national services and resources.
10. Promote the ECLO service to hospital staff and clinicians through presentations, meetings, and awareness sessions.
11. Publicise the availability of the service to external agencies and seek opportunities to expand and develop the service in line with identified needs.
12. Keep the Head of Charity Services informed of developments and activity within the ECLO service. Attend supervision, appraisals, and staff meetings as required.
13. Undertake any other tasks or duties that are reasonable and necessary for the role and the organisation.

Knowledge, Skills and Qualifications

Essential:

- IT proficiency, including Microsoft Office and database systems.
- Strong administrative and self-organising skills.
- Excellent interpersonal skills, including empathy, compassion, tact, and emotional intelligence.
- Clear and confident communication skills.
- Basic counselling or active listening skills.
- Ability to build networks and develop professional partnerships.
- Effective time management and prioritisation.

Desirable:

- Knowledge or experience of visual impairment and related services.
- Experience of working in a hospital or healthcare environment.
- Experience of providing advice, guidance, or advocacy.

Training and Professional Development

- ECLOs must complete the RNIB & City University "Eye Clinic Support Studies" qualification, which is essential for the role.
 - Trainee ECLOs will undertake this course as part of their employment.
 - Qualified ECLOs will have already completed it prior to appointment.
- Hospital induction and system training (EPR, Medisight, Evolve, EPIC, Surrey Safe Care, etc.) will be provided.
- Additional in-house and role-related training will be available.

A Sight for Surrey laptop and mobile phone will be provided.

A Disclosure and Barring Service (DBS) check is required before employment commences.

Physical Requirements

The role involves travel across Surrey to hospital and community locations. The postholder must be able to carry a work bag, laptop, and relevant promotional materials, pop up stands etc as needed.

Working Environment

This is a hybrid role, with time divided between:

- Hospital eye clinics (primary base)
- Home working
- Sight for Surrey's head office "Rentwood" in Fetcham, Leatherhead

This role offers a rare opportunity to make a daily difference in people's lives, supporting them through a time of significant change while working collaboratively across health and social care. It combines compassion, professionalism, and the chance to shape the delivery of sight loss support across Surrey.