



## JOB PROFILE

### **POST IDENTIFICATION**

Eye Clinic Liaison Officer (Sight Care Advisor)

### **REPORTS TO**

Senior ECLO

### **WORK CONTEXT**

Sight for Surrey is contracted by Surrey County Council to keep the statutory register of blind and partially sighted people and provides rehabilitation services on SCC's behalf. One of the most important elements of providing services for this client group is to eliminate the gap between medical diagnosis and the provision of social care.

The key point of contact for visually impaired people are the six hospital eye clinics in Surrey, the ECLO works alongside eye clinics, but the scope of the task extends to other hospitals, medical centres and GP surgeries. There is a high degree of emphasis placed on the ability to communicate, inform and work with professional staff in social and health care. Full training will be provided. The post-holder may be asked to work outside normal hours.

### **Main Responsibility:**

To deliver a needs-led and responsive information and person centred support service to blind and partially sighted people (and family/carers) at the point of diagnosis, and 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 health 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.

## **Main Duties:**

- 1 To be responsible for providing support to patients through day to day involvement in the regular Eye Clinics held at the hospital(s), and to be able to work from home.
- 2 To promote the benefits of registration and support hospital staff with the completion and processing of registration documentation
- 3 To be responsible for ensuring that individual contact with users of the service are followed up so as to provide an ongoing contact point.
- 4 Work closely with other Sight for Surrey staff and to ensure that patients are aware of and can obtain easy access to all the other facilities and services provided by and available through the charity.
- 5 To establish excellent professional working relationships with health and social care professionals at all levels. To be responsible for liaising with statutory and other voluntary agencies and bodies to help ensure that services and facilities are accessible and responsive to the needs of all visually impaired people.
- 6 Provide initial emotional support to blind and partially sighted people as appropriate and refer into professional counselling services where necessary.
- 7 To be responsible for case finding and sign-posting of visually impaired people, the identification of new and existing service users and to offer appropriate support and services.
- 8 To maintain client records in accordance with organisational processes and Data Protection rules. To maintain suitable records and statistics for both the monitoring and ongoing evaluation of the effectiveness of the service.
- 9 To provide impartial information; guidance and advocacy to blind and partially sighted people, their families and carers. To develop and maintain a portfolio of local and national information. To personally keep up to-date and aware of the existence of other complementary services and facilities that are available to assist visually impaired people to enjoy and maintain their quality of life.
- 10 To promote the benefits of the service to healthcare professionals through presentations at clinical team, governance and audit meetings.
- 11 To be responsible for promoting and publicising the availability of the service and to constantly look for opportunities to expand and develop in response to both identified and perceived needs. To proactively promote Sight for Surrey services to a wide range of agencies and organisations to foster good relationships and develop new partnerships.
- 12 To advise and keep the management team informed of the work of the ECLO service and to attend appraisals and regular meetings with Senior

ECLO/manager and attend Trustee and Staff Meetings as required from time to time.

13 To undertake other tasks and duties as deemed necessary

## **KNOWLEDGE/SKILLS/QUALIFICATIONS**

IT skills e.g. use of database/ record/ manage statistics, Word, E Mail, Internet

Appropriate interpersonal skills

Empathy

Counselling skills

Knowledge/experience of visual impairment advantageous

Experience of working in hospital environment advantageous

Networking skills

Information provision

Presentation/training skills (training can be provided)

Experience of working with volunteers

Experience in managing a project

Time management

### **Training**

In house training with Sight for Surrey. If required ECLO training will be provided through the RNIB Eye Clinic Support Studies Course

<https://www.rnib.org.uk/eyeclinicstafftraining> . (Due to COVID-19 the RNIB have postponed this training, they will review this Autumn 2020)

Hospital induction – use of Hospital Trust Database/ Medisight/Evolve/Patient Centre/EDMS as needed

The Macular Society – ‘Skills for Seeing Training’ for patients who have Macular Degeneration

A Full Disclosure and Barring Service Certificate will be required before access is granted to work.

## **PHYSICAL REQUIREMENTS**

Ability to travel extensively throughout Surrey

## **WORKING ENVIRONMENT**

Primarily eye clinics and home working, also the Sight for Surrey office and to be in contact with other hospitals, support groups, medical centres and GP surgeries.