



JOB PROFILE

POST IDENTIFICATION

Eye Clinic Liaison Officer / Sight Care Advisor

REPORTS TO

Head of Charity Services

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. 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 also to be able to work from home.
- 2 To promote the benefits of sight 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 for the charity and hospitals, 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 Line Manager informed of the work of the ECLO service in each hospital (statistics) and to attend appraisals and regular meetings with Line 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 databases/ recording/ manage statistics, Word, Excel, E Mail, Microsoft, Google, 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
Experience of working with volunteers
Experience in managing a project
Time management

Training

ECLO training can be provided through the RNIB Eye Clinic Support Studies Course <https://www.rnib.org.uk/eyeclinicstafftraining> if needed.
Hospital induction and Training on Hospital Trust Systems – EPR -Database/ Medisight/ EPIC (June 2022), Surrey Safe Care (May 2022), as needed.
The Macular Society – ‘Skills for Seeing Training’ (Reading Evaluation)

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

Sight for Surrey will obtain a Disclosure and Barring Service Certificate for the employee. This is needed before work commences.

PHYSICAL REQUIREMENTS

Ability to travel extensively throughout Surrey and carry work bag, laptop etc to hospitals.

WORKING ENVIRONMENT

Primarily hospital eye clinics and home working also the Sight for Surrey office in Fetcham, Leatherhead. To be in contact/ liaise with other hospitals, support groups, medical centres and GP surgeries.