



JOB PROFILE

POST IDENTIFICATION

Trainee Eye Clinic Liaison Officer (ECLO)

REPORTS TO

Head of Charity Services

WORK CONTEXT

Sensory Services by 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 blind & partially sighted people, is to eliminate the gap between medical diagnosis and the provision of social care and community support.

The key source of support for people who are blind and partially sighted are the 5 Hospital Trusts in Surrey. The ECLO works alongside the eye clinics, but the scope of the role extends to other hospitals, medical centre's, day centre's and GP surgeries. There is a high degree of emphasis placed on the ability to communicate, inform, and work with professional staff in the NHS, in social care and from across the Voluntary, Community and Faith Sector.

Main Responsibility:

To deliver a needs-led and responsive information and person-centered 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. To work with the hospital in completing and processing the Certificate of Vision Impairment form, and Sensory Services across counties, and complete associated administration and record keeping.

The post-holder will be required to liaise directly with health professionals, statutory bodies, and local service providers, to facilitate and enable a joined-up approach to service provision for everyone.

Main Duties:

- 1 To be responsible for providing support to medical staff and patients in the regular Eye Clinics held at the hospital(s), local county support groups, and remotely from home.
- 2 To promote the benefits of sight registration and support hospital staff with the completion and processing of registration documentation and onward referrals
- 3 To be responsible for ensuring that referrals and individual contact with users of the service are followed up 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 to mental health support services where necessary.
- 7 To be responsible for case finding and signposting of visually impaired people, the identification of new and existing service users and to offer appropriate support and services through the hospital(s) and Sight for Surrey.
- 8 To maintain client records in accordance with organisational processes for the charity and hospitals and data protection legislation. To maintain suitable records, statistics, and feedback for 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 Sensory Services by 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 your Line Manager informed of the work of the ECLO service across the hospital(s). To attend appraisals and regular 1-2-1's with your Line Manager and to attend Staff Meetings as required.

13 To undertake other tasks and duties as deemed necessary for the role and organisation.

KNOWLEDGE/SKILLS/QUALIFICATIONS

Essential

IT skills e.g. use of Microsoft applications, databases, recording collected statistical information.
Administration / self-organising skills
Developed interpersonal skills, including empathy and emotional intelligence.
Excellent communication skills
Basic counselling skills
Networking skills and experience
Good time management

Desirable

- Knowledge/experience of visual impairment is advantageous.
- Experience of working in a hospital environment is advantageous.
- Experience of providing advice and guidance

Training

Required ECLO training can be provided through the RNIB Eye Clinic Support Studies Course <https://www.rnib.org.uk/eyeclinicstafftraining>

Hospital induction and Training on Hospital Trust Systems – EPR -Database/ Medisight/ EPIC, Surrey Safe Care as required.
Role related In house training

A Sensory Services by Sight for Surrey Laptop and mobile phone will be provided.

We will obtain a Disclosure and Barring Service Certificate for you; a satisfactory DBS is needed before work commences.

PHYSICAL REQUIREMENTS

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

WORKING ENVIRONMENT

Primarily hospital eye clinics, home working and the Sight for Surrey office in Fetcham, Leatherhead.