



KING EDWARD VII's
HOSPITAL

King Edward VII's Hospital

Job Description

Senior Ophthalmic Technician

Job Title: Senior Ophthalmic Technician

Reports to: Director of Operations

Department: Outpatient

Hours: 22.5 hours/3 days per week

Key Working Relationships: Multi-disciplinary team members, Inpatients Team, Outpatients Team, Nursing Teams, Department Managers

JOB SUMMARY:

The Senior Ophthalmic Technician will work closely with the multidisciplinary team in the outpatient department to ensure the seamless delivery of patient care. Guided by consultant clinicians, the role focuses on addressing each patient's individual needs with respect, dignity, and compassion. With a commitment to excellence, the Senior Ophthalmic Technician will provide high-quality care and support, always prioritising patient well-being.

Key Responsibilities:

1. Perform Advanced Ophthalmic Assessments

- Conduct detailed visual acuity tests, OCT scans, visual field analyses, and other diagnostic procedures during outpatient appointments to provide accurate data for ophthalmologist review.

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- Ensure assessments are performed efficiently and accurately to facilitate timely diagnosis and treatment planning in the outpatient setting.

2. Operate and Maintain Diagnostic Equipment

- Use and troubleshoot advanced diagnostic equipment such as fundus cameras, slit lamps, and tonometers to support outpatient clinics.
- Regularly calibrate and maintain equipment to achieve consistent performance and avoid disruptions to outpatient services.

3. Support Clinical Consultations

- Assist ophthalmologists during outpatient consultations and minor procedures by preparing instruments and ensuring optimal workflow.
- Provide a seamless patient experience by ensuring outpatient clinics run smoothly and efficiently.

4. Coordinate Outpatient Care Pathways

- Liaise with patients to explain diagnostic procedures, provide pre- and post-appointment guidance, and address any concerns.
- Ensure outpatient records are accurately updated promptly to support continuity of care.

5. Lead and Train Junior Staff

- Mentor and train junior technicians and healthcare assistants working in the outpatient department to build departmental capability.
- Conduct regular skills assessments and workshops to ensure high standards of technical expertise.

6. Ensure Compliance with Safety and Quality Standards

- Adhere to all relevant clinical governance and infection control protocols to maintain a safe outpatient working environment.
- Regularly review and update procedures to meet hospital and industry standards.

7. Contribute to Service Development

- Participate in outpatient departmental audits and quality improvement initiatives to identify areas for enhancement.
- Collaborate with the Ophthalmology Service Lead to implement new technologies and methodologies for better outpatient care outcomes.

8. Stock and Resource Management

- Monitor and manage inventory of ophthalmic supplies to ensure outpatient services are not disrupted.
- Ensure resources are utilised efficiently to achieve cost-effectiveness in outpatient operations.

9. Patient Education and Advocacy

- Provide patients attending outpatient appointments with tailored advice and information to empower them in managing their eye health.
- Act as a point of contact for outpatient patient queries, ensuring clarity and reassurance.

10. Support Multidisciplinary Collaboration

- Work closely with other departments, including imaging and theatre, to ensure cohesive patient care pathways between outpatient and other services.
- Facilitate effective communication across teams to optimise outpatient patient outcomes.

General Duties:

- Perform basic clerical and housekeeping tasks as instructed by the department manager.
- Promptly report any equipment faults within the Ophthalmology Suite to Medical Engineering and the Senior Ophthalmic Technician and inform others of equipment downtime.
- Attend in-service training sessions and participate in departmental and clinical governance meetings as necessary.
- Maintain clinical notes and file results according to established standards.
- Assist the management team in optimizing resource utilisation.
- Maintain awareness of employee responsibilities in ensuring a safe and healthy environment for patients, relatives, and staff.
- Be capable of initiating emergency procedures as required, including responses to fire, security incidents, or cardiac/respiratory arrests.
- Understand personal boundaries of work to prevent harm to patients, adhering to the principle of 'Duty of Care' and consistently acting in the best interests of patients/clients.
- Always uphold confidentiality.
- Familiarise oneself with hospital policies, procedures, and relevant EC directives, and adhere to them diligently.

Communication and Working Relationships:

- Serve as a representative of the Ophthalmology Suite, embodying its values and mission in all interactions.
- Provide clear and sensitive instructions to patients regarding tests, ensuring comprehension and obtaining consent before proceeding with procedures. Exchange information regarding patients' conditions as necessary.
- Collaborate with and seek guidance from consultant clinicians when unable to execute planned activities of patients' treatment plans or care.
- Demonstrate proficiency in empathy, reassurance, and tact, particularly when addressing potential communication barriers such as physical or mental disabilities (e.g., deafness, visual impairment, elderly patients, and learning disabilities).

Essential Qualifications and Skills:

- Diploma or equivalent qualification in Ophthalmic Technology or related field.

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- Minimum of 3 years' experience in an ophthalmic technician role, with at least 1 year in a senior capacity.
- Proficiency in using advanced ophthalmic diagnostic equipment and software.
- Strong understanding of outpatient ophthalmic conditions and treatment pathways.
- Excellent organisational skills and attention to detail.
- Strong communication and interpersonal skills, with the ability to provide patient-centric care.

Desirable Qualifications and Skills

- Certification in Ophthalmic Diagnostic Testing (e.g. COA, COT, or equivalent).
- Experience in leading quality improvement projects or clinical audits.
- Knowledge of electronic patient record systems.
- Teaching or mentoring experience.

Person Specification

Requirements	Essential Criteria	Desirable Criteria
Education and Qualifications:	<ul style="list-style-type: none"> • Qualified to at least NVQ Level 3 or equivalent in Ophthalmic Science or related field. • Certification in Ophthalmic Imaging Techniques or relevant equivalent qualification. 	<ul style="list-style-type: none"> • Further qualifications in ophthalmic imaging or related specialisms. • Membership of relevant professional bodies such as the British Association of Ophthalmic Technicians.
Experience:	<ul style="list-style-type: none"> • Proven experience in performing a range of ophthalmic diagnostic tests and procedures, including OCT imaging, pachymetry, and visual 	<ul style="list-style-type: none"> • Experience working in a busy ophthalmology department within a hospital or clinical setting.

	<p>field testing.</p> <ul style="list-style-type: none"> • Experience in assisting with intraocular injections and other ophthalmic procedures. • Competence in maintaining accurate medical records and adhering to confidentiality guidelines. 	
Skills and Abilities:	<ul style="list-style-type: none"> • Proficient in operating ophthalmic equipment such as auto refractors, focimeters, and icare tonometers. • Excellent communication skills, with the ability to explain procedures to patients clearly and sensitively. • Strong organisational skills, with the ability to manage multiple tasks efficiently and prioritise workload effectively. • Ability to work effectively as part of a multidisciplinary team, collaborating with consultants and other healthcare professionals. • Demonstrated commitment to continuous professional development and willingness to undertake further training as required. 	<ul style="list-style-type: none"> • Competence in conducting topography measurements and medical ophthalmology photography. • Ability to provide training and support to junior staff and students.
Personal Attributes:	<ul style="list-style-type: none"> • Compassionate and empathetic attitude towards patients, with a commitment to delivering high-quality patient care. • Professional and approachable manner, with the ability to build 	

	<p>rapport with patients and colleagues.</p> <ul style="list-style-type: none"> • Ability to work calmly and effectively under pressure, particularly in emergencies. • Attention to detail and accuracy in performing tests and recording results. • Flexibility and adaptability to work variable shifts and respond to changing departmental needs. 	
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This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by their manager and the changing requirements of the organisation.

This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

Confidentiality

All information about patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business by the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality about manual or computer data will result in disciplinary action being taken by the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Risk Management

You have a responsibility for the identification of all risks which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

Equal Opportunities

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives, and staff, are treated equally in line with the Hospital's Equal Opportunities Policy

At King Edward VII's Hospital, we believe in creating an inclusive and diverse workplace where everyone feels respected and valued. We are committed to creating a workplace that is welcoming and inclusive to everyone, regardless of their race, ethnicity, gender identity, sexual orientation, age, religion, or any other characteristic that makes them unique. We believe that by embracing diversity and fostering inclusion, we will create a workplace that is stronger, more innovative, and more successful.