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**Job Description**

**Job Title: Team Leader (Eye Clinic Support Services)**

**Department: Community Services**

**Primary Objectives:**

To lead and motivate a team of Information Support Staff in Outpatient Ophthalmology Clinics, Advice and Information Helpline and other Community Based Locations to enable them to deliver a consistent, high quality and effective information support service.

To develop and lead a volunteer led information service that delivers a consistent, high quality and effective information service to people with sight loss in the community.

**Main Responsibilities**

* To provide professional support, motivation and leadership to the Information Support Services staff and volunteer team. This will include providing regular support and supervision for each individual, an annual appraisal and ongoing professional advice and support as required.
* To develop and monitor the prioritisation system to ensure that services are targeted at those in greatest need, in keeping with local authority eligibility criteria and Fair Access to Care Services (FACS).
* To be responsible for ensuring that clear, comprehensive and up to date information is delivered to people with sight loss in accessible formats, so that they are aware of the services and care pathways available to them.
* To ensure that the Information Support Service is delivered consistently across all locations.
* To develop positive communication links with Ophthalmologists and both clinic and other hospital based personnel, to foster a team approach and enable them to understand the role of the Information service.
* To take responsibility for high standards of patient care and safety in line with Vista’s and NHS Health and Safety Policies and Procedures.
* To be aware of NHS patient protocol in each hospital location.
* To identify areas in which the Information Support Service could be developed and improved to benefit people with sight loss in their own community.
* To provide cover for the Information Support Service when required, to ensure that the service continues to run smoothly.
* To contribute to the quality assurance systems of Vista’s Community Services. To review the quality of the Information Support Service, to ensure that high standards are maintained and that contractual requirements are met, as laid down in Service Level Agreements or requirements of the funder.
* To provide activity data and statistics to the Community Services Manager as required, so that monitoring information can be supplied to the commissioning authorities / funder on a regular basis to fulfil statutory requirements, and to aid quality monitoring.
* To contribute to development and implementation of an annual staff development and training plan for the information support team, that reflects the skills required to fulfil the Community Services Business Plan Objectives and to meets the needs of people with sight loss.
* To keep up to date with knowledge about eye health, eye care and sight loss. To also keep abreast of changes and developments in professional practice, Vista’s services and the work of other relevant agencies to ensure that appropriate, high quality advice and information is provided by the Information Service Support Team.
* To ensure that budgeted income and expenditure is achieved through regular monitoring and to contribute to the annual budgetary process.
* To develop and lead a volunteer led information service that delivers a consistent, high quality and effective information service to people with sight loss in the community.
* To be responsible for the recruitment, training and on-going support for all volunteers engaged in activities within the information support service.
* To develop partnerships with agencies in relation to recruiting and engaging with prospective volunteers.
* To ensure that all adults and children using Vista’s services are safeguarded from abuse. To take steps to prevent abuse from occurring, and to report any suspected incidents of abuse, following Vista’s Policies and Procedures and the local Multi-Agency Policies and Procedures.

**Additional responsibilities**

1. To ensure activities comply with current law
2. To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
3. To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: SP Date: April 2017

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** | **How Identified (e.g. form, interview, test)** |
| Qualifications & Training | * Eye Clinic Liaison Officer qualification or willingness to achieve
* GCSE English Grade C or equivalent
* Level 3 or equivalent qualification in related subject.
 | * Level 3 or Equivalent NVQ/QCF in Advice and Guidance
 | Application Form |
| Experience | * Experience of dealing with enquires from the general public
* Experience of gathering & disseminating information
* Experience of 1:1 service delivery
 | * Experience working in an Advice giving environment
* Experience of working with elderly and visually impaired people
* Experience working in a hospital environment
 | Application Form and Interview  |
| Skills & Knowledge | * Good interpersonal skills
* Experience of managing people
* Ability to communicate verbally and in writing
* Ability to listen to, understand and respond to the needs of individuals
* Excellent communication skills and ability to communicate with people from a variety of backgrounds
* Ability to maintain records
* Ability to prioritise workload and problem solve
* Well organised and able to keep calm under pressure
* Excellent I.T skills
* Understanding of Care Act 2014
 | * Understanding of local and national policies
* Knowledge of support services in LLR
* Knowledge of relevant legislation (e.g Safeguarding, Health & Social Care)
 | Application Form and Interview |
| Personal Qualities | * Ability to work on own initiative
* Ability to work as part of a team
* Enthusiastic with a genuine interest to support people with sight loss
* Willing to learn new skills
* Committed to Equal Opportunities
 |  | Application Form and Interview  |
| Other | * Able to work varying hours according to demand of the job, including occasional unsocial hours.
 |  | Application Form |