**Job Description**

 **Job Title: Low Vision Clinic Administrator**

 **Department: Community Services**

**Primary Objectives:**

To provide administrative and clerical support to Optometrists to enable the Low Vision Clinic to run smoothly and efficiently.

Whilst the primary responsibilities of this post relate to support for the Low Vision Aid Clinic, the post holder may from time to time support other activities at the location, as appropriate to the role.

**Main Duties:**

1. To provide administrative support to Optometrists and the Low Vision Clinic, dealing effectively with all telephone calls and correspondence relating to the Low Vision Aid Clinic.



1. To administer the appointments system to the Low Vision Aid Clinic making sure that the maximum number of patients attend both new and follow-up Clinics.

1. To make sure that all relevant appointment slots are filled and to have a system for remedial action when a late cancellation occurs.

1. To be responsible for the meeting / greeting of patients attending the Low Vision Clinic.
2. To log new referrals to the Clinic accordance with agreed procedures.

1. To prepare lists of patients attending the Clinic and to retrieve and provide relevant papers that will assist the Optometrist in their respective duties.

1. To undertake all necessary filing relevant to the efficient running of the Clinic

1. To work with the Optometrist regarding the ordering of stock for Low Vision Aids, managing stock levels and to have a system for stock retrieval including Magnifiers returned to the clinic.

1. To maintain contact with the Optometry Unit at UHL to ensure receipt of referrals either internally or direct from Optometry unit, clinic dates and Optometrist availability.

1. To keep and produce statistics as agreed with current requirements.

1. To ensure that all data relating to the service and its recipients is accurately recorded on the Vista database and arising referrals are actioned using this facility.

1. To ensure that the Low Vision Clinic is fit for purpose and kept clean at all times. To observe all infection control and PPE requirements in line with Covid virus.

**Resources:**

1. **People-** To liaise with all relevant external UHL staff in accordance with clinics, paperwork and stock. Working with Vista staff including line manager regarding day to day role, Vista information officer and ECLO teams at the LRI regarding patient details, Vista Rehabilitation Team regarding domiciliary visits.

1. **Financial-** Liaise with UHL/ Optometrists regarding ordering of stocks. From time to time handling cheques for additional magnifiers purchased by patients for UHL. Approx £40 whenorder placed.

1. **Non-financial-** Responsible for data linked to patient details and all confidential paperwork belonging to LRI. Role includes working with company laptop and work mobile

**Additional responsibilities**

1. To ensure activities comply with current law

1. To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation

1. To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

 Prepared by: Cath Bayley Date: 10th November 2021

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**  | GCSE or Equivalent in maths and English  Good IT Skills/ data entry  |   | Application  |
| **Experience**  |  Experience in an administrative/clerical post  Knowledge of booking procedures  Knowledge Customer Service procedures  Experience of working with people from multicultural backgrounds  Experience of working with adults and older people with a disability   |   | Form Interview  |
| **Skills &** **Knowledge**  | Good communication and interpersonal skills  Working knowledge of Information Technology applications i.e Microsoft   | Additional language  | Application Interview    |
| **Personal** **Qualities**  | Excellent organisational skills  Ability to multi task and implement change   |   | Application and interview  |
|  | Willingness to work as a team   |  |  |
| **Other**  | Commitment to equal opportunities  Prepared to work flexibly where clinics required  To be able to assist with supporting people and moving / handling equipment   |   | Application and interview  |