



## **Job Description & Person Specification**

<b>Job Title:</b>	<b>Eye Clinic Liaison Officer (ECLO)</b>
<b>Salary:</b>	<b>Dependent on experience</b>
<b>Reports to:</b>	<b>Rehabilitation Services Manager</b>
<b>Location</b>	<b>Various hospitals and clinics across Warwickshire</b>
<b>Hours:</b>	<b>14 hours per week</b>

### **Purpose of Job:**

You will work directly with people diagnosed with conditions causing sight loss, providing critical emotional support, information and guidance face to face within a hospital, clinic and community settings. You will establish referral pathways and build partnerships with other Statutory and Third Sector organisations, NHS Eye Care Services, and community-based partners to create effective referral routes and collaborative relationships that support people living with sight loss, along with their families and carers, in Warwickshire.

### **Main Accountabilities:**

1. Provide advice, information, practical and emotional support, to people of all ages affected by sight loss.

2. Provide a person-centred screening of needs by telephone, in person and via digital platforms, ensuring those affected by sight loss feel more confident about where and how to get support, advice and guidance, signposting and referring patients to a wide range of services and organisations, as identified in the screening of needs.
3. Develop positive working relationships to establish and maintain referral routes with a range of health, statutory and third sector organisations.
4. Provide basic visual awareness training to eye clinic staff and others as required.
5. To provide information and guidance on the certification and registration process for people with sight loss. To support eye clinic staff with the processing of the Certificate of Visual Impairment (CVI)
6. Maintain an up-to-date and comprehensive information resource relating to services available for people with sight loss.
7. When needed, act as an advocate for patients to navigate the complexities of the sight loss pathway to ensure they receive appropriate services.
8. Collate and maintain accurate patient records and input quality data using multiple IT systems. Undertaking high-quality case recording in line with the highest standards and best practice principles and ensuring compliance with all GDPR and information governance policies and procedures.
9. Engage patients, their family members or carers to gather feedback on the ECLO service. Positively contribute to WVS evaluation, monitoring and continuous improvement of the service.
10. Attend clinical audit meetings, steering groups, forums and other events to promote the benefits of the service.
11. Positively contribute to a range of local and national ECLO team meetings, networks, training and information events. Attend mandatory ECLO seminars and take responsibility for own CPD.
12. Ensure that specific safeguarding risks, GDPR and regulatory requirements are understood, applied and managed in line with relevant NHS and WVS policies.

13. Develop relationships with local eye care providers and establish partnership working in order to support the needs of the patients under their care (community ECLO only)
14. Be able to travel to and from various clinical settings across Warwickshire. Your main base will be in the North of the county but there will be requirement to travel to the South at certain times.

## **Person Specification**

### **1 Specialist Knowledge, Skills and Experience**

- 1.1 Proven experience of delivering information and advice services, preferably within a health, social care or community setting.
- 1.2 Demonstrable experience of delivering person-centred support to customers and their family and carers.
- 1.3 Demonstrable experience of working in health, social care or community support services and understanding the functions of their practitioners.
- 1.4 Proven advanced communication skills, including positively influencing other professionals across health, social care or community services.
- 1.5 Demonstrable IT literacy with proven experience of working with Office 365 and bespoke systems whilst adhering to GDPR Information Governance Policies and maintaining appropriate customer records.

### **2 Planning and Organisational skills**

- 2.1 Ability to organise and manage time effectively and to prioritise workload in order to meet deadlines.
- 2.2 Flexibility and adaptability in order to meet the demands of the role and to work within varying locations and different settings.
- 2.3 Self-motivation and an ability to work independently and on own initiative.

### **3 Communication skills**

- 3.1 Ability to communicate clearly and effectively in a structured way and with a range of individuals, both verbally and in writing.
- 3.2 Experience of the preparation and delivery of presentations to varied audiences in a manner which meets their needs.
- 3.3 Ability to listen to and have empathy with patients whilst remaining impartial and non-judgemental

### **4 Equality, Diversity and Inclusion**

Warwickshire Vision Support expects an understanding of and demonstrated commitment to its Equality Diversity and Policy and to ensure all activities and behaviours are consistent with the

Equality, Diversity and Inclusion Policy. This includes all staff activities and their interface with all employees, customers and service users.

## **5 Special Conditions**

- 5.1 RNIB & City University (or equivalent) 'Eye Clinic Support Studies' qualification, or a willingness to undertake and obtain the qualification is essential.
- 5.2 Must be prepared to travel and attend meetings and training as required which may involve occasional overnight stays.
- 5.3 Appointment is subject to an Enhanced DBS check/PVG checks, as appropriate.

Safeguarding is everyone's responsibility. Safeguarding is about preventing and stopping both the risks and experience of abuse or neglect, while at the same time making sure we promote people's wellbeing.

It is fundamental to high quality health and social care services. You must always be vigilant in your role and if you are concerned about a child or vulnerable adult report your concerns immediately following the processes set out in the WVS safe-guarding policy.

All applicants will be required to provide evidence of identity, Right to Work in the UK and qualifications and will be subject to two satisfactory references (one of which should be your most recent employer)

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Disclosure and Barring Service will be required prior to appointment.

**To apply: please send your CV and a covering letter to explain why you feel you are a suitable candidate to:  
imke.mcclelland@warwickshire.vision**