# Re: Eye Care Liaison Officer (Stoke Mandeville Hospital) - Ref. 9057

Thank you for your interest in the above position. I am pleased that you are interested in working for RNIB Group, which achieves such a tremendous amount for blind and partially sighted people.

Our application pack consists of:

* an application form
* a job description and person specification
* our values and behaviours
* an equal opportunities monitoring form

This pack can also be made available to you in large print, Grade 1 or Grade 2 braille, or on disk or tape. Please feel free to ask us if you would prefer to receive it in one of these alternative formats.

If you have a disability and would like assistance in filling in the form then please contact me at least three days before the closing date for the role and we shall be glad to help you.

We only accept CVs from applicants whose disability makes it difficult to complete an application form. All applicants however need to address the specific information we have asked for in the job advert.

Please read the guidance notes on the careers page of our website before filling in the application form as you may find this helpful when completing the form.

**The closing date for completed applications is at midnight on Sunday, 30th July 2017.**

**Interviews will be held on Tuesday, 15th August 2017.**

If you are able to, please complete and return your application form and the equal opportunities monitoring form by email to [applications@rnib.org.uk](mailto:applications@rnib.org.uk).

However we will accept braille, audio, disk, typed and handwritten applications sent to HR Administrator, RNIB, Human Resources, 105 Judd Street, London WC1H 9NE.

We want to ensure that as much of our resources as possible go towards supporting people with sight loss and therefore we do not normally contact unsuccessful applicants individually. If you have not heard from us within three weeks of the closing date, please assume that your application has been unsuccessful on this occasion. However, we would encourage you to apply for other suitable roles.

Once again, thank you for your interest in this vacancy and for working for the Royal National Institute of Blind People.

**Aiste Lester**

**Assistant Resourcing Business Partner**

[**applications@rnib.org.uk**](mailto:applications@rnib.org.uk)

# Job Description

## Position Details

**Job Title:** Eye Clinic Liaison Officer

**Job Level:** M3

**Section:** BucksVision

**Unit:** Eye Clinic Support Services

**Location:** Stoke Mandeville Hospital, Mandeville Road, Aylesbury HP21 8AL

**Type of Contract:** Permanent

**Salary:** £24,860 per annum

**Hours:** 36 per week

**Reports to:**  Chief Executive, BucksVision

**Purpose of Job:**

* To provide emotional and practical support and information to people with sight loss in Buckinghamshire.
* To develop service provision by setting up and supporting patient peer support groups and other peer-led activities.
* To monitor and evaluate activity and outcomes to support sustainability of the service.

**Impact:**

No line management responsibility.

**Financial Responsibility:**

No budget responsibility.

**Decision Making Responsibility:**

Required to make judgements and to solve problems within discipline within defined area.

**Main Accountabilities:**

1. Provide emotional support, information and guidance to people with sight loss and their families and carers.
2. Work with people with sight loss to understand what they want and need and keep in touch to check progress.
3. Advocate for people with sight loss to support them to speak up, be heard and get the services they need or are entitled to.
4. Provide information about the certification and registration (CVI) system to people with sight loss and to eye clinic staff.
5. Work with people with sight loss to set up and support a range of peer groups.
6. Map what services exist locally and nationally to support people with sight loss and build good working relationships with these, developing referral routes between services which benefit people with sight loss.
7. Provide information around sight loss to people working within partner organisations to help them provide better support to people with sight loss.
8. Promote the service effectively using a range of methods to reach patients both within and beyond the eye clinic setting.
9. Gather quality data about the service you provide and produce reports and updates for partners and funders.
10. Evaluate the service and the impact it has on people with sight loss making sure you involve clients in this; use evaluation findings to make improvements to the service.
11. Identify where volunteers can add to the service and develop and support a team of volunteers where appropriate.
12. Work positively with colleagues and partners within Buckinghamshire and across the UK and attend and contribute to internal meetings.
13. Comply with data protection and confidentiality legislation.

**General**

The following points are common to all job descriptions:

1. Undertake any other duties commensurate with the post
2. Adhere to all RNIB Group policies and procedures

## Person Specification

**Please note all criteria are essential unless otherwise stated**

### Specialist Knowledge, Skills and Experience

* 1. Knowledge of the main eye conditions and the ways sight loss can affect people.
  2. Knowledge of the range of services which are available to support people with sight loss.
  3. Experience of involving clients and carers in planning and developing services and support.
  4. Experience of providing information, advice and support and making sure individuals are able to understand and use information provided.
  5. Experience of developing strong partnerships.
  6. Experience collecting good quality data to evidence the service being provided and its benefits.

### Planning and Organisational skills

* 1. Organised and able to manage time well and prioritise work to meet deadlines.
  2. Flexible and adaptable to meet changing demands, including working in different locations and settings.
  3. Self motivation and an ability to work independently.

### Problem-solving and creative skills

* 1. Able to influence and motivate the people you work with, both in RNIB Group and partner organisations; to better meets the needs of people with sight loss.
  2. Able to think creatively about how you work to make sure the service is set up and run in the best way and to find solutions to any problems.

### Communication skills

* 1. Able to communicate well, verbally and in writing, with a range of people.
  2. Empathetic and supportive of people with sight loss working in a way which is objective and non-judgmental.

### Equal Opportunities

Ability to understand and demonstrate commitment to RNIB Group’s Equal Opportunities Policy and to ensure all activities are consistent with the Equal Opportunities Policy. This includes all staff activities and their interface with the general public.

### Special Conditions

* 1. Must be prepared to travel and attend meetings and training as required which will involve occasional overnight stays.
  2. **This role is eligible for an enhanced criminal record check which includes a check of the children's and adults barred lists as the role holder will provide advice and guidance to children which relates to their physical and emotional well being and adults which relates to personal care because of their disability.**

## Behaviours (Level M)

### Deliver results

* Motivates and develops others to continually exceed standards and expectations.

### Engage Customers

* Makes systems and processes more customer-friendly, and acts as key “go to” person for customer knowledge for the service area.

### Engage others

* Coaches and mentors others in the development of supportive and trusting relationships with colleagues, customers and others which develop and enhance the service and organisation’s profile and reputation.

### Set Direction

* Demonstrates awareness of commercial and financial considerations.
* Drives and enables creativity, innovation, improvement and new activities for team and service which contribute to sustaining organisational success.
* Manages change effectively, recognising and addressing the impact of change on people and services.

### Lead and inspire

* Creates and leads high performing teams, recognise the importance of leadership in own role and take steps to improve ability to lead and motivate others.
* Displays resilience and takes a rational approach.

### Personal impact

* Gains support for position and achieves win/win situations through negotiation and compromise, demonstrating confidence, passion and authority.

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