**Eye Clinic Liaison Officer (BucksVision, Aylesbury)**

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

This Job Description and Person Specification 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 with completing an application 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 and interview dates can be found on the job advert relevant to this vacancy on our careers page.**

If you are unable to complete an online application we will accept braille, audio, disk, typed and handwritten applications sent to HR Administrator, RNIB, Human Resources, 105 Judd Street, London WC1H 9NE.

RNIB is committed to being led by our customers (blind and partially sighted people), and one of the ways we do this is through active involvement and engagement in many of our work activities, including the recruitment of new members of staff.

Therefore, please be aware that blind and partially sighted volunteers may be involved in the recruitment and selection process for this vacancy; including reviewing job applications and CV’s, shortlisting and interviews and selection tests.

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.

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 RNIB child and adult protection procedures

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

**Tamara Briseno**

**Assistant Resourcing Business Partner**

[tamara.briseno@rnib.org.uk](mailto:tamara.briseno@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.

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