

Position Description: Ophthalmic Technician

Business area: Eye Care

FTE: As per Conditions of Employment

Reports to: Practice Manager

Position Objective:

- *Assists the Ophthalmologist with diagnostic and treatment oriented procedures, technical device use, installation, maintenance and calibration, and record keeping and administrative tasks.*

Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> • Clinical Director Eye Care • Consultant Ophthalmologists • Optometrists • Practice Manager • Ophthalmology Assistant • Certified Ophthalmic Technicians • Registered Nurses • Receptionist • Billings Clerk • Bookings Clerk • All other St George's staff 	<ul style="list-style-type: none"> • Medical Staff and their nurses/secretaries • Allied Health Professionals • Patients and support persons

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Key Areas of Accountability:

Area of Accountability	Expected Results
<p>To ensure the provision of a safe health care delivery environment</p>	<ul style="list-style-type: none"> • Initiates documentation of the patient's complaint and history of present illness. • Documents review of system and all pertinent ocular findings accurately and in accordance with compliance guidelines. • Performs testing and all other patient services as requested by the Ophthalmologist. • Administers topical ophthalmic and oral medications at the direction of the physician. • Triage patient telephone calls and e-mails. • Performs retinoscopy and refractometry. • Documents relevant findings in the electronic or paper patient record on behalf of clinicians. • Performs specialized testing such as, but not limited to, automated and non automated perimetry, advanced ocular motility testing , IOL calculations , ultra sonography , contact A scan etc. • Assists with minor surgery procedures or laser treatments in the office. • Prepares specimens for culture or staining and completes documentation for specialist submission. • Works on clinical research projects. • Demonstrates knowledge of applicable standards and assists with training of ophthalmic staff. • Assists Ophthalmologist with daily patient flow. • Follows safety procedures as per protocols. • Educates patients regarding administration of medications and pre and post operative instructions as directed by the Ophthalmologist. • Calibrates and maintains equipment in accordance with policies and procedures. Troubleshoots ophthalmic equipment problems and initiates repairs. Conducts department stock taking including stationery, drugs and surgical equipment to ensure stock levels remain adequate to run clinic and minor procedures. • Participates in departmental auditing including the recording, collecting, analysis and presentation of data with the supervision of clinical staff. • Participates in departmental research including the recording, collecting, analysis and presentation of data with the supervision of clinical staff. • Maintains ophthalmic equipment and the workplace in clean working order and supplied with consumables. This may entail starting earlier finishing later than others in the team.
<p>Interpersonal Relationships/Leadership and Teamwork</p> <p>To ensure effective teamwork and the achievement of St George's vision and strategic plan</p> <p>To communicate effectively with patients, colleagues, other health professionals and the public.</p>	<ul style="list-style-type: none"> • Promotes harmonious working relationships within the department and with clinicians and other staff members. • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates effectively, honestly and openly with other team members. • Fosters co-operation across clinical and administrative groups. • Models St George's values.
<p>Inter-professional Healthcare and Quality Improvement</p> <p>To maintain a high level of quality improvement</p>	<ul style="list-style-type: none"> • Contributes to the review and development of policies and procedures. • Ensures own availability to clinicians/allied health professionals and hospital staff to discuss quality of care delivery. • Ensures services are delivered to patients and clinicians in a professional and customer focused manner.

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	<ul style="list-style-type: none"> • Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes. • Participates actively in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification and QHNZ Accreditation process status. • Participates in case review sessions.
<p>Professional Development</p> <p>To demonstrate a commitment to personal and professional development and actively assists with teaching and training.</p>	<ul style="list-style-type: none"> • Maintains professional standards at all times by applying the standards of practice as laid down by the professional body and the organisation. • Demonstrates and facilitates contemporary knowledge and skills. • Understands and adheres to all legislative requirements and follows St George's Hospital policies and procedures. • Participates in an annual performance appraisal and the setting of performance objectives aligned to the goals of the organization. • Identifies own learning requirements/deficits and discusses development plan with Manager. • Attends CPR updates and familiarises self with emergency equipment. • Attends relevant study days and in-service education. • Fosters an environment conducive to learning, enquiry and research. • Participates in approved research programmes as requested.
<p>Organisational Culture</p> <p>To support a strong and positive image of St George's within the community and with key internal and external stakeholders</p>	<ul style="list-style-type: none"> • Fosters co-operation across the organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a customer focus. • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. • Adheres to St George's policies and procedures.
<p>Cultural understanding of the Treaty of Waitangi</p> <p>To promote cultural awareness within St George's Hospital</p>	<ul style="list-style-type: none"> • Understands and demonstrates an awareness of the obligations relating to the Treaty of Waitangi and the implications in practice. • Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Treaty of Waitangi. • Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Maori. • Respects diversity of cultural and religious beliefs amongst staff and patients. •
<p>Health & Safety</p> <p>To ensure a safe working environment</p>	<ul style="list-style-type: none"> • Ensures Ophthalmic procedures or equipment meet occupational and health and safety requirements • Ensures accidents and untoward incidents occurring in the department are reported. • Takes reasonable care for personal health and safety. • Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons. • Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with the Health and Safety at work Act 2015 • Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers. • Ensures compliance with hospital security requirements and is vigilant in all matters of security. • Recognises safety hazards and initiates appropriate corrective actions. • Attends fire and evacuation lectures and participates in drills as required. • Participates in Health and Safety training as mandated by St George's from time to time.
<p>Organisational effectiveness</p>	<ul style="list-style-type: none"> • Looks for ways and means to actively and effectively promote cost effectiveness.



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Other Duties To undertake other duties as requested by the Practice Manager from time to time	<ul style="list-style-type: none">• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

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Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Graduate of a formal training programme or one to two years specialized ophthalmic experience. 	
Experience & Knowledge	<ul style="list-style-type: none"> One to two years specialized Ophthalmic experience. 	
Personal Attributes	<ul style="list-style-type: none"> Strong interpersonal skills Initiative Ability to work independently Planning and organisational skills Emotional intelligence Able to remain calm and work effectively in busy and stressful situations Ability to assist in lifting patients from wheel chair to examination chair from time to time 	

Agreed by:

Signed: _____ **Date:** _____
(Employee)

Signed: _____ **Date:** _____
Clinical Director Eye Care