

Te Whatu Ora

Health New Zealand

Counties Manukau

OPHTHALMIC TECHNICIAN

This position is considered a children's worker under the Vulnerable Children Act 2014

Position Holder's Name:

Position Holder's Signature:

Manager/Supervisor's Name:

Manager/Supervisor's Signature:

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Document ID:	Ophthalmic Technician PD	Version:	2.0
Department:	Ophthalmology Service, SAPS	Last Updated:	18 th Jan 24
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Te Whatu Ora Health NZ Counties Manukau			





Healthy Together

Our Strategic Goal

We care about achieving health equity for our community.

Together, the Counties Manukau health system will work with others to achieve equity in key health indicators for Maaori, Pacific and communities with health disparities.

We will measure the impact we have on healthy life years every year. This is our commitment to act and be deliberate in our choices and priorities.

This means that people will live longer healthier lives in the community.

Our Shared Values

Kind

Care for other people's wellbeing.

Excellent

Safe, professional, always improving.

Valuing everyone

Make everyone feel welcome and valued.

Together

Include everyone as part of the team.

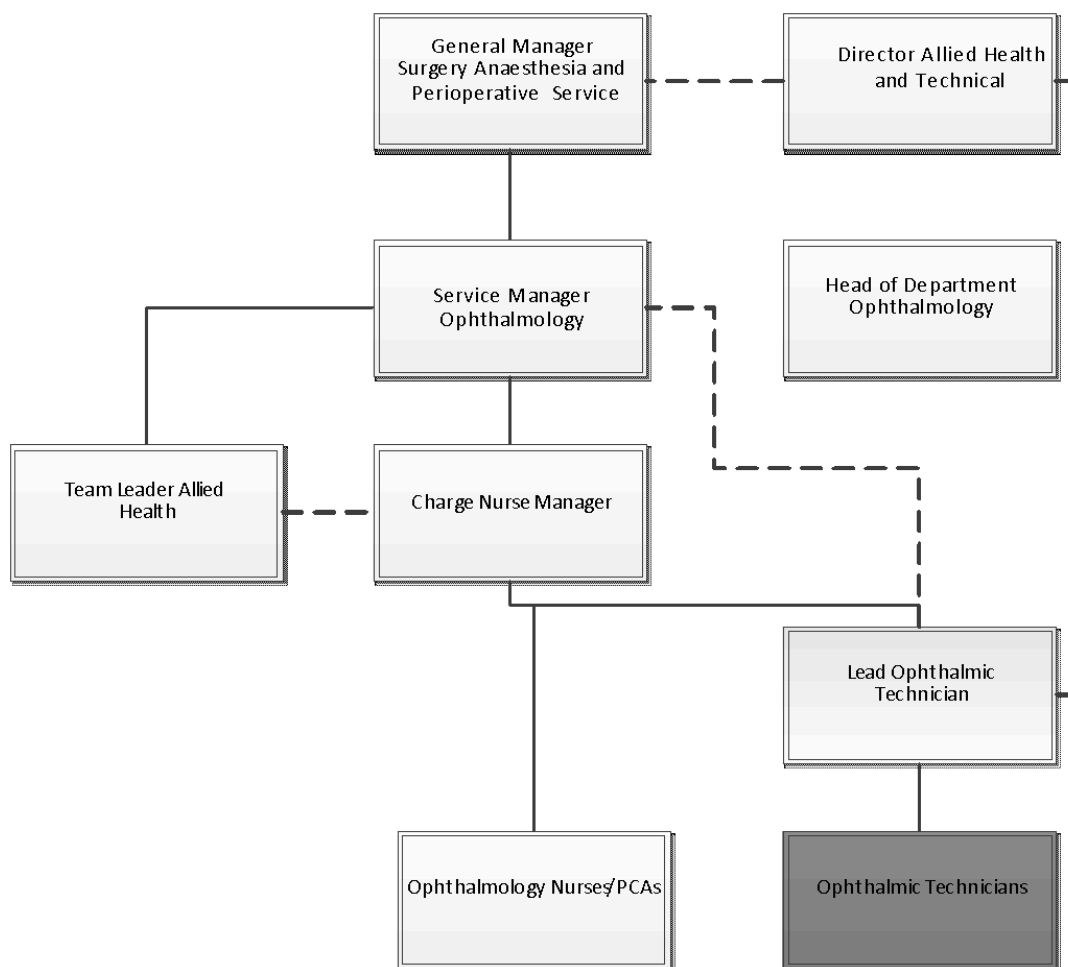


PURPOSE OF THE POSITION

- To actively work in partnership with the nursing and medical staff to ensure safe, focussed care for the patient/family/whanau in line with vision and values of Counties Manukau District.
- This position is responsible for conducting visual function evaluations of patients, in co-ordination with the medical, nursing, orthoptic, optometric and ophthalmic technical staff with the goal of providing accurate, efficient and a high standard optometric and other ophthalmic assessments as agreed with the Service Manager, Head of Ophthalmology Department and Allied Health Coordinator for Ophthalmology.

Te Whaito Ora, Northern Region, has a regional strategy to provide Ophthalmology services in conjunction with Auckland and Waitemata Districts, and as part of providing this service the post holder may be required to work at sites other than Counties Manukau District, including Greenlane Clinical Centre and/or Waitemata Hospital.

PLACE IN THE ORGANISATION



NATURE AND SCOPE OF RESPONSIBILITIES

Key Accountabilities	Standards / Achievements
To provide Tests and assessment for patients referred to the ophthalmology service	- Completes a range of visual function tests to support the diagnosis and treatment of patients who are referred to the - Ophthalmology service. - Works with the team to ensure that assessments and tests are completed in a timely manner in order of priority in relation to clinical priorities in conjunction with the SMO/RMO/other allied health professionals and nursing staff. - Works collaboratively with the respective team leaders, Clinical Nurse Manager, clinical staff, nurses, Orthoptists and Ophthalmic Technicians to ensure the best provision of skill mix and resources to meet service delivery requirements. - Undertakes specific tests for designated technician-led clinics - Reports test and assessment results in a timely manner and notifies and consults with clinicians of abnormal results. - Provides clinical and professional support to the multidisciplinary team. - Ensures safe clinical patient outcomes. - Ensures the rights of patients, staff and families are upheld. - Works in partnership with managers and clinicians under a clinical governance model to help determine the operational requirements of the department.
To provide care delivery	- Ensures documentation is accurate and meets Te Whau Tu Ora documentations standards. - Maintains confidentiality of information within a legal/ethical framework. - Actively collaborates and participates with members of the health care team to facilitate and coordinate care. - Recognises and values the roles and skills of all members of the health care team and their delivery of care. - Maintains a high level customer service focus with patients, whanau and multidisciplinary team members. - Deals with patient complaints in a customer focussed and effective manner to a timely and appropriate resolution. - Actively role models behaviour to protect self, and others when faced with unexpected patient responses, confrontation, personal threat or crisis situation. - Communicates effectively with patients, staff, families, groups and communities. - Structures, systems and processes are aligned to enable, support and reinforce effective business performance.

Key Accountabilities	Standards / Achievements
Resource Management	● Effectively manages day to day trouble shooting and problem solving as issues arise. ● Works with the team to ensure efficient and appropriate management of available resources. ● Maintains effective time management skills and prioritises workload appropriately. ● Ensures appropriate care is taken of departmental instruments and other equipment.
To maintain own professional development	● Participates in annual performance review process to identify ongoing professional development requirements. ● Monitor national and international trends in the area of practice. ● Critiques research findings and uses these as the basis for practice. ● Attends and as appropriate presents papers at conferences and teaching sessions.
Health Equity	● Identify, promote, and lead opportunities to improve health equity that lead to health gain improvements outcomes as a key component in all strategies and organisational goals for this position and any reporting people, roles and functions. ● Ensure that relevant measures related to health gain and health equity are incorporated within service plans and delivery. ● Help ensure CMH systematically prevents and treats ill health as early and effectively as possible for every person every day, so that people in Counties Manukau are healthier and the health system is sustainable and high quality. ● Promote the recruitment and retention of more Maaori, Pacifica, and Asian health professionals into the Counties Manukau District workforce.
Utilise Information Technology	● Demonstrate ability to access and use available clinical information systems. ● Is conversant with applications required for specific discipline/role. For example, i.PM, Clinical Portal, Outlook, etc. ● Maintains own professional development by attending relevant IT educational programmes.

Key Accountabilities	Standards / Achievements
Commitment to the principles of Treaty of Waitangi / Te Tiriti O Waitangi Cultural Safety & Diversity Honouring Diversity	The principles of partnership, participation, and protection underpin the relationship between Government and Maaori under the Tiriti O Waitangi and are integral to Counties Manukau strategy and service delivery to improve health gains of the community and achieve health equity. It is the responsibility of senior leadership to ensure the principles are incorporated within strategy and that relevant measures related to health gain and health equity are incorporated within service plans and delivery. ● Partnership involves working together with iwi, hapuu, and whaanau and Maaori communities to develop effective strategies for Maaori health gain and appropriate health and disability services. ● Participation requires Maaori to be involved at all levels of the health and disability sector, including in decision-making, planning, development and delivery of health and disability services. ● Protection involves the District working to ensure Maaori have at least the same level of health as non-Maaori, and safeguarding Maaori cultural concepts, values and practices.
Recordkeeping	● Creates accurate and appropriate records to support and evidence business activities and regularly files to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.

COMMUNICATION AND INTERPERSONAL SKILLS

Will be required to interact on a regular basis with a range of Counties Manukau Health staff members including:

- Head of Department
- Service Manager
- Lead Ophthalmic Technician
- Allied Health Team Leader
- Clinical Nurse Manager
- Consultants
- Nursing Staff
- Booker/Scheduler
- Theatre Coordinators
- Clinic staff
- Interpreters
- Clinical Records
- Team secretaries
- Service coordinators

Externally there will be contact with:

- Patients and their families
- General Practitioners
- ACC
- Community agencies

Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner. In conflict situations will be required to exercise sound judgement, negotiation and persuasiveness skills, toward facilitating a workable outcome.

PROBLEM COMPLEXITY

Will be regularly challenged by a wide range of clinical and operational issues. There will be a

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requirement to be able to prioritise issues and negotiate time frames, while still providing a quality customer service.

The range of problems will be diverse and require solutions customised to meet the circumstances of the client. Therefore opportunities will arise to provide innovative options to the client based on proven outcomes.

There will be demands to meet deadlines, maintain accuracy and quality of information. Failure to do so could impact on the organisation in terms of ability to meet contracted outcomes and provide quality standards.

Will refer to the Allied Health Coordinator for Ophthalmology, Clinical Nurse Manager, Service Manager and Clinical Head of Department for advice and second opinion.

SCOPE FOR ACTION

- Works within scope of practice for delivering clinical assessment and consults with
- Ophthalmologists as appropriate.
- Are encouraged to use initiative and problem solving skills to develop innovative approaches to issues.
- Discretion is required to be exercised in releasing confidential information to the appropriate parties.

DIMENSION OF THE POSITION

Will be responsible to the Allied Health Coordinator for the achievement of agreed objectives and operates within the confines of Counties Manukau Health.

POSITIONS REPORTING IN THIS ROLE (numbers)

Directly (numbers) : nil

Indirectly (numbers) : nil

PERSON SPECIFICATIONS (requirements for the role)

	Minimum	Preferred
Qualifications	• Health related qualification	• Tertiary qualification in Ophthalmology related field
Experience (including years)	• One year clinical experience in Ophthalmology	• Three years clinical experience in Ophthalmology
Skills/Knowledge/Behaviour	• Ability to prioritise and work to pre-set deadlines or timeframes	• Ability to prioritise and work to pre-set deadlines or timeframes

	● High level of written and verbal English communication ● Attention to detail ● Ability to work as an effective team member ● Pro-active problem resolution ● Innovation ● Computer literacy	● Effective verbal and written communication skills ● Attention to detail ● Ability to work as an effective team member ● Pro-active problem resolution ● Innovation ● Computer literacy
Personal Qualities	● Personal sincerity and integrity ● A high level of personal ethical standard ● High levels of initiative and motivation ● A high standard of personal work ethic; time management skills; the ability to work autonomously ● Demonstrable commitment to the service ethos ● Personal maturity ● Commitment to ongoing education/professional development ● Good listener	● Personal sincerity and integrity ● A high level of personal ethical standard ● High levels of initiative and motivation ● A high standard of personal work ethic; time management skills; the ability to work autonomously ● Demonstrable commitment to the service ethos ● Personal maturity ● Commitment to ongoing education/professional development ● Good listener

HEALTH AND SAFETY ACCOUNTABILITIES

Health and Safety (H&S) is a key accountability of all Counties Manukau District staff.

All Counties Manukau District Employees are responsible to:

Zero Harm	● Engage in safe workplace practices and take care of the health and safety of themselves, other employees and people in the workplace
Risk Management	● Identify, evaluate and report all hazards and incidents they are aware of in the workplace ● Adhere to apply risk controls, identified in risk assessments, such as 'Safe Operating Procedures' ● Follow safety instructions ● Stop work when there is an immediate risk of serious harm and notify the appropriate manager ● Ensure nothing they do or don't do will cause harm to themselves or others
Safety Management System Requirements	● Understand and follow Counties Manukau District's Occupational Health and Safety policies, Health and Safety regulations, and personal responsibilities as outlined by these policies ● Follow all Occupational Health and Safety policies and procedures
Work Safely	● Report for duty in a fit state, free from the influence of alcohol or other drugs ● Participate in consultation activities regarding matters affecting your health, safety and wellbeing ● Wear the required Personal Protective Equipment when undertaking specific activities, or when in nominated areas ● Operate clinical or plant equipment safely ● Participate in relevant safety training, and maintain safety related competencies ● If relevant to your position, be in possession of required and current Certificates of Competency
