



Bradbury House, Park Buildings, Pontypool, NP4 6JH

Tel: 01495 763650 Email: postman@sightcymru.org.uk

Job Description and Person Specification

Job Title: Eye Clinic Liaison Officer (ECLO)

Reporting to: ECLO Service Manager

Job Type: Part Time 15 hours

Location: Bradbury House Park Buildings, Pontypool. NP4 6JH

Salary: £12.30 p/hr

JOB DESCRIPTION

Equal Opportunities

Sight Cymru considers discrimination in any form to be unacceptable, whether on the grounds of disability, race, religious belief, gender, age, marital status, sexual orientation or political affiliation. Sight Cymru welcomes people from all walks of life.

Sight Cymru Values

SUPPORTIVE: We at Sight Cymru do our best to support the organisation (Sight Cymru), support one and another and also our volunteers, partners, supporters and most importantly our service users. We expect our personal growth and wellness will be supported in return.

RESPECT: We value each other and all people affiliated with Sight Cymru including service users, volunteers, partners, supporters, funders, commissioners and board.

We earn respect and appreciation through our loyalty, professionalism, reliability, accountability and trustworthiness.

COMMUNICATIONS: We value and appreciate excellent communication internally and externally and understand communications needs input from all sides to work. Our involvement and engagement is important in strengthening Sight Cymru engagement and awareness in the community externally.

OPPORTUNITIES: We value equality, accessibility and opportunities for all and understand our role in creating, administering and improving opportunities for ourselves, the organisation, other staff, volunteers, service users and all people affiliated with Sight Cymru.

Role Description

Report to ECLO Service Manager

Adhere and work in accordance with Social service and Wellbeing Act (Wales) and any further legislation with implication to ECLO service

Ensure ECLO service users are at the centre of all service provision, provide patients and their family with emotional and practical support

Understand sight loss and its implications

Help patients to understand their diagnosis and connect them with key services

Empower patients to self-manage their condition, help people to live independently and make informed choices about their care

Provide valuable support with the certification and registration of patients.

Work with other strands of services i.e. ROVI, Fundraising & Communications, Wellbeing, Diversity & Inclusion and Research & Innovation to assure collaborative approach to service management and growth within the organisation.

Produce written reports as requested by Line Manager and any other members of senior leadership and trustees

Work to ensure rights, dignity, welfare and confidentiality and privacy of service users is always maintained

Involve and actively participate in-group evaluations, meetings and service user reviews

Represent organisation at appropriate events, seminars etc conveying a professional and positive image of the organisation at all times

Attend regular training to maintain continuous professional development

Deputise in absence of line manager where appropriate

Contribute to development and implementation of policies and procedures

Facilitate and participate in team meetings

Undertake any other duties as may reasonably be require by Line Manager.

Support charity objectives, values and fundraising.

Person Specification

The ideal candidate will meet all or most of the following criteria.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Knowledge/ Education	<ul style="list-style-type: none">• Social Model of Disability and a positive attitude to disability.• Full understanding of the Social Services and Wellbeing (Wales) Act 2014.• Full understanding on Equality Act 2021 (and all legislation around Equality, Diversity & Inclusion• Full understanding of data protection and safeguarding	GCSE English or equivalent Understanding and awareness of the health and social care needs of people with sight loss. Knowledge of Eye care sector services and groups.
Skills/ Abilities	<ul style="list-style-type: none">• Work with the MS Office suite of software including MS Word, MS Excel, MS Powerpoint• Work with online databases and information systems updating them with accurate and timely information/data.• Use the Internet for	Welsh Language Appreciation of communication methods and tactics for communicating with blind and partially sighted people.

	<p>research purposes and communicate by email and instant messaging.</p> <ul style="list-style-type: none"> • Demonstrate a high standard of telephone call handling skills. • Demonstrate a high standard of interpersonal skills • Communicate with service providers and users to a high standard in English language –written and spoken. • Produce and deliver information talks and presentations to a range of audiences. 	
<p>Experience</p>	<ul style="list-style-type: none"> • researching or finding information about services available to specific client groups • working in customer care environment using telephones and other methods of contacting service users. • working in the voluntary sector. • working as part of a small team. • working under pressure to meet service standards 	<p>working with people affected by sight loss and visual impairment.</p>

	and targets. <ul style="list-style-type: none">• Fundraising experience	
Personal characteristics	<ul style="list-style-type: none">• Approachable and friendly manner.• Positive attitude.• Honest and trustworthy.• Reliable.• Flexible and able to cope with change.	