

## Eye Health Clinic Assistant Manager – School of Medicine & Dentistry – Grade G

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### Job Description

#### Purpose

Provide a broad range of optical and clerical service support to the day to day running of the Eye Health Clinic. To manage and maintain the optical dispensary within the Eye Health Clinic while encouraging the general growth of the clinic. Provide expert service to patients regarding their optical needs as well as supervise students when undertaking the dispensing role. There will be responsibility for recruiting patients to the clinic and for the implementation and ongoing use of patient records management system.

#### Duties

1. Support the Clinic Manager in undertaking the day to day practice management including:
2. Effective management of the clinic business needs (including patient recruitment, flow, scheduling, clinical and information governance and audit to meet the educational needs of the students).
3. Ensuring regulatory and legal compliance; clinical/financial/information governance and contract management (ensure all staff follow the College of Optometrists guidelines, GOC, University and NHS regulations).
4. Financial controls/budget management; procurement and financial processes ensuring overall probity and value for money.
5. Ensure compliance with internal standards of operations (SOPs).
6. Ensure the optical dispensary is running effectively.
7. Supervise students undertaking dispensing techniques and services within the Clinic as well as providing the full dispensing service (dispensing, adjustments, repairs, collections, ordering, verification etc.) throughout the operating hours of the Clinic.
8. Responsible for front desk functions including patient scheduling, registration, answering phone calls and directing the phone traffic, filing and collection of fees.
9. Implement clinical policies and procedures, including maintenance of a GDPR compliant clinical patient database, clinical professional indemnity insurance, General Optical Council standards of Practice and Education Committee visit compliance.
10. Monitor and maintain accurate records of Clinical experience/placements so that all students have an equal opportunity to experience/meet all professional body patient requirements, including maintaining links with local optical providers and

paediatric eye test screening programs with schools to enable students to experience different patient cases.

11. Monitor clinic operations to ensure the most effective patient services are being provided and recommend changes which may improve quality of service to the Clinic Manager.
12. Work in compliance of all our University policies and procedures and take local responsibility for implementation, e.g. Health and Safety.
13. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
14. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

#### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Broad experience of optometric practice including the use of technology in optometry (Application/Interview).
- Administrative and practice management system knowledge with a professional approach to administrative duties (Application/Interview).
- Knowledge of optical NHS contracts and services (Application/Interview).
- Good undergraduate degree or equivalent in Ophthalmic Dispensing (Application).
- Registered with the General Optical Council as a Dispensing Optician (Application).
- Excellent interpersonal and communication skills, including dealing effectively with the general public (Application/Interview).
- Excellent organisational skills and clear ability to demonstrate attention to detail (Application/Interview).
- Able to organise multiple schedules effectively to ensure patient appointments are appropriate and meet both customer and educational requirement (Application/Interview).
- A clear commitment to provision of excellent customer service standards (Application/Interview).
- High level of motivation and commitment to success with the ability to work to deadlines (Application/Interview).

- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions, and behaviours (Application/Interview).

## **Knowledge, Skills, and Behaviours (Desirable)**

- Budget management, income generation and supplier contract experience (Application/Interview).
- Ability to supervise undergraduate optometry students (Application/Interview).
- Maintenance of CET/CPD or a higher qualification (Application).
- Active member of relevant professional body as appropriate (Interview).