

Clinic Manager, Eye Health Clinic - School of Medicine & Dentistry - Grade H

Job Description

Purpose

- To manage the operations of the Eye Health Clinic, which will be providing community eyecare services, as well as supporting the delivery of the clinical teaching/supervision in the Eye Health Clinic as part of the Optometry and Ophthalmic Dispensing courses which includes oversight of the clinical requirements students need to meet for professional body accreditation within the School

To deliver professional eyecare services to the public throughout the operating hours of the Eye Health Clinic. There will be responsibility for recruiting patients to the clinic and for the implementation and ongoing use of a patient records management system.

Duties

1. Lead the Eye Health Clinic as an effective community eyecare provider, ensuring the Optometry and Ophthalmic Dispensing students are achieving the Professional Body requirements for final registration related to patient experience and clinical outcomes, assessing and signing off as the GOC registered clinician.
2. Lead and manage the development and operation of the clinical service, ensuring optimal delivery and an ongoing effective and flexible eyecare service.
3. Lead and implement strategic and timely clinical policies and procedure. Including maintenance of a clinical patient database, clinic professional indemnity insurance, General Optical Council standards of Practice and Education Committee visit compliance.
4. Manage all Clinical experience/placement related student rotas so that all students have an equal opportunity to experience/meet all professional body patient requirements, including developing/maintaining links with local optical providers and paediatric eye test screening programs with schools to enable students to experience different patient cases.
5. To ensure systems are in place to record, monitor and seek continued improvement in patient experience and satisfaction.
6. Responsible for the day to day management of clinic support staff and associate lecturers as clinical supervisors including recruiting as well as ensuring all contractual and legal requirements are met prior to employment, management of supervisors rotas, training, appraisals and mentoring.
7. Work in compliance of all our University policies and procedures and take local responsibility for implementation, e.g. Health and Safety.
8. Such duties temporarily or on a continuing basis, as may reasonably be required, commensurate with the role.

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 (Application/Interview)
- Budget management, income generation and supplier contract experience (Application/Interview)
- Management of an optical practice (Application/Interview)
- Knowledge of optical NHS contracts and services (Application/Interview)
- Good honours degree in Optometry. (Application)
- Registered with the General Optical Council as an Optometrist (Application/Interview)
- Excellent interpersonal and communication skills, including dealing effectively with the general public (Application/Interview)
- Excellent organisational skills & 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)
- Able to work effectively in a team (Application/Interview)
- Ability to prioritise effectively and adapt under pressure (Application/Interview)
- Able to organise multiple schedules effectively to ensure patient appointments are appropriate and meet both customer and educational requirement. (Application/Interview)
- Able to work to deadlines. (Application/Interview)
- A clear commitment to the provision of excellent customer service standards (Interview)
- Ability to show initiative and innovation (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 (Interview).
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Knowledge, Skills, and Behaviours (Desirable)

- Staff recruitment in an optical environment (Application/Interview)
- Ability to supervise undergraduate optometry students (Application/Interview)
- Marketing Skills (Application/Interview).
- Professional teaching qualifications or membership of the HE Academy (Application)
- IP status or higher professional qualification (Application)

- An ability to contribute to income generation, research and knowledge transfer activities. (Application/Interview)
- Able to effectively manage, supervise and support an administrative and clinical team, delivering patient (Application/Interview)
- Understanding of the external environment in which we operate (Application/Interview)
- Willing and able to travel, as required by the job (Interview)
- Understanding of the external environment in which we operate (Interview)
- Drive and enthusiasm including the ability to motivate and inspire staff (Interview)