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**Vision Norfolk Job Vacancy**

**Based at Cromer District Hospital**

Vision Norfolk would like to announce this exciting opportunity to join our charity as an Eye Clinic Support Officer.

In this role, you will be a vital member of the team working directly with people who have sight loss. You will provide critical emotional support, information and advice within the hospital setting at Cromer District Hospital. You will support people with sight loss by identifying their needs then signpost or refer service users, carers, family and friends to other services in the region.

Your skills would ideally include experience of working with people with sight loss or other related health/social care role. You will also have good communication and organisation skills.

**Job Description**

**Post:** Eye Clinic Support Officer

**Location:** Ophthalmic Outpatient Department at Cromer Hospital

**Reporting to:** Services Manager

**Salary:** £6,826.24 per annum(£21,322.00 FTE)

**Hours:** 12 hours per week(part time) over 2 or 3 days

**JOB PURPOSE**

To deliver a needs-led and responsive information and person- centred support service direct to people with sight loss, and their families, friends and carers, to provide information and advice, emotional support and assistance. To ensure the seamless transition from healthcare provision to all aspects of social care and community services.

The post-holder will be required to liaise directly with hospital/medical professionals, statutory bodies and local service providers, to facilitate an enabling and joined up approach to service provision for all service users to meet individual needs.

The role; to provide comfort, support and advice to people living with eye conditions/difficulties and sight loss. Vision Norfolk provides the service at daily eye clinics held at the hospital, to make sure a caring member of staff is available for patients.

*Key responsibilities*;

* Calmly and sympathetically talk through a person’s fears and anxieties, reassuring them and to help them come to terms with their diagnosis.
* Inform patients about Vision Norfolk's services.
* Signpost patients to the benefits they may be entitled to and/or to other organisations that could help
* Maintain strict confidentiality at all times.
* Adhere to the Vision Norfolk volunteer policies and procedures including Health and Safety.
* To be kind and courteous as you will be  
  acting as a representative of Vision Norfolk.
* To make sure the leaflets/booklets are fully stocked and neat.
* Record activity in a communications book.
* When patients are waiting for transport or long clinic delays, to provide company, moral support and refreshment where possible.
* Report to the Eye Clinic Liaison Officer at any point when needed.

**Application Process**

* Please send a covering letter (no longer than 2 x A4) along with your most recent CV to [recruitment@visionnorfolk.org.uk](mailto:recruitment@visionnorfolk.org.uk). Please clearly address the points in the person specification with examples in your application.
* Deadline for applications: 24th September 2023
* Shortlisted candidates advised: w/c 25th September 2023
* Interviews: w/c 2nd October 2023