

Role Description: SERVICE LEAD

Organisation:	Primary Eyecare Services
Job Title:	Service Leads
Hours:	2-5 days per week
Remuneration:	£50-65k depending on experience 25 days Annual Leave (Pro rata) + Pension Contribution
Accountable to:	Clinical Lead(s)

Primary Eyecare Services

Primary Eyecare Services has been established to provide high quality outcomes community services.

Role Purpose:

The Service lead is responsible for working with the contract compliance and clinical team for the day-to-day monitoring of service provision and delivery including mobilisation, auditing and performance monitoring of the service. A key part of the role is supporting practices and hospitals with service delivery – as well as supporting new service development alongside LOCs and others.

Location:

The role will be home based with the ability to travel as required for meetings. The role will not cover a specific area although following appointment all Service Leads will be appointed services, which they will lead across a given geography – whilst being able to support other areas as the organisation requires within the wider team.

Responsibilities:

- Play a key role in the mobilisation of new services – working with Local Optical Committee.
- Support contractors with governance compliance – i.e. QiO queries where support team cannot manage these.
- Support contracts managers with the production of reports on overall service performance (Frequency depending on service and commissioner)
- Point of contact for service
- Work closely with Local Optical committee's assigned liaison on service delivery
- Work closely with the LOC and LOCSU on new service development

- Managing and monitoring the performance of the network of Optical Sub-Contractors in line with the Standard Operating Procedures
- Support performance management intervention for outlier practices
- Implementation of the appropriate Performance Management measures
- Ongoing audit of services – liaising with the contract compliance team, CCG and other providers – i.e. primary care and secondary care
- Designing communications to sub-contractors e.g. monthly/quarterly news bulletin and anonymised practice performance data with admin support
- Identify specific training needs and arrange peer supervision for the accredited optometrists to share and learn from each other's experiences.
- Organise annual programme of education and process update events with admin support.
- Ensure appropriate patient and peer feedback drives service improvement.
- Ensure practices learn from all patient safety incidents and other reportable incidents
- Disseminate protocols for critical incident reporting so that incidents can be dealt with when they occur and take learning points from them to prevent repeats in the future.
- Undertake practice visits if and when required.
- Engagement with wider primary care and secondary care.

PERSON SPECIFICATION			
		<i>Essential / Desirable</i>	<i>Method of Assessment</i>
<i>Qualifications</i>	Qualified optometrist or Dispensing Optician	E	Application / interview
	GOC Registered	E	
	Evidence of CPD/CET in accordance with GOC regulations.	E	
	Evidence of completion of the CGPL LOCSU course	E	
	Completion of the WOPEC audit and or Leadership Course	D	
<i>Experience</i>	Experience in delivering community optometry services	D	Application / interview
	Demonstrable experience of managing audit and quality issues	D	
	Demonstrable experience in service improvement.	D	
	Demonstrable experience in new service development/commissioning	D	
<i>Management and leadership skills</i>	Ability to implement and support new initiatives	E	Application / interview
	Excellent interpersonal skills	E	
	Ability to cope effectively under pressure whilst delivering results	E	
	Demonstrate ability to work effectively as a team member assisting colleagues to deliver objectives.	E	
	Ability to express information in a clear, concise and understandable way both verbally and in writing.	E	
	Ability to manage priorities	E	
<i>Other</i>	Caring and empathetic attitude to patients	E	Application / interview
	Act in ways that support equality and promote diversity	E	
	Flexibility in availability to attend meetings and able to travel as required	E	