Position Profile

Position Title: Ophthalmic Assistant, Medical Mobile Eye Care Unit
Location: Sudbury and remote communities within Northern Ontario
Reports To: Manager, Mobile Eye Care Unit
Date: September 2016

I. Scope and Summary of Primary Responsibilities

In covering a broad range of duties, this position is responsible for the onsite operation of the CNIB Medical Mobile Eye Care Unit (CNIB Eye Van) throughout northern Ontario. The role includes, and is not limited to, supporting patients, health screening, using medical equipment, collaborating with medical professionals, engaging community partners, administration, and extensive travel.

II. Essential Functions

This position entails, but is not limited to the following general responsibilities:

- Conducts preliminary patient screening and documents patient history as per program guidelines, including vision testing, instillation of eye drops, use of ophthalmic medical equipment, health teaching and performing other procedures designated by ophthalmologist.
- Understands and coordinates pharmaceutical products and prescriptions.
- Collaborates with a team that includes CNIB staff and volunteers, ophthalmologists, community health care professionals, and other partners.
- Promotes and recommends CNIB Post Vision Loss Rehabilitation Therapy services to individuals served on the Eye Van as appropriate; collaborates with CNIB Staff in communities throughout northern Ontario.
- Participates in public relations activities including liaising with health care professionals, local service clubs, volunteers, the general public, and local media.
Supports and actively provides orientation and training to volunteers, ophthalmologists and community partners working with the program.

Operates OHIP computer software to prepare and submit weekly physician billings, reports, and statistics. Inputs and updates patient information and appointments.

Completes daily administrative and computer backups and submits weekly backups to Manager.

Completes driver training, including all courses related to obtaining an Ontario AZ driver’s licence. Drives unit to locations, completes daily and weekly reports and follows the Highway Traffic Act at all times.

Sets up unit in each community on Eye Van Tour. Prepares unit for clinics, including daily cleaning of van, and sterilizing of medical equipment as required.

Completes driver training, including all courses related to obtaining an Ontario AZ driver’s licence. Drives unit to locations, completes daily and weekly reports and follows the Highway Traffic Act at all times.

Completes driver training, including all courses related to obtaining an Ontario AZ driver’s licence. Drives unit to locations, completes daily and weekly reports and follows the Highway Traffic Act at all times.

Sets up unit in each community on Eye Van Tour. Prepares unit for clinics, including daily cleaning of van, and sterilizing of medical equipment as required.

Follows maintenance schedule; identifies and reports all incidents and maintenance concerns to Manager to ensure unit and equipment are in good mechanical operation.

Assists in troubleshooting and resolving issues with the unit (truck and trailer), medical equipment, computer/phone/internet systems and all other systems required for clinic operations.

Maintains inventory of unit; orders office, medical and pharmaceutical supplies, and updates computer records as required.

Assists Manager in planning, collating data, distributing information, and organizing community health care education and awareness sessions.

Willingly accepts responsibility, demonstrates a ‘can-do’ attitude, displays open-mindedness and is receptive to direction and constructive feedback.

Provides ongoing feedback for continuous quality improvement of the program.

Performs tasks for pre and post Eye Van Tour including, but not limited to, reviewing procedures, preparing and ordering supplies, updating inventories, finalizing pharmaceutical needs, loading and unloading of medical supplies and equipment.

Completes various administrative duties as required (expense reports, time sheets, town evaluations, etc.).
Relationships

- Demonstrates professionalism, maturity and flexibility in developing and sustaining relationship with Ophthalmic Assistant co-worker on the Eye Van.
- Participates in team meetings and other activities as required.
- Welcomes and works effectively with volunteers, utilizing strategies to engage volunteers in meaningful opportunities and to recognize their contributions.
- Builds relationships with key internal and external stakeholders.
- Provides support and consultation to individuals and their families with regards to vision health and CNIB Post Vision Loss Rehabilitation Therapy services.
- Promotes an understanding and awareness of vision loss and related concerns through consultation and public education.

Problem Solving/Time Frame of Impact

- Works under the general direction of established processes and listens to instructions constructively.
- Ability to provide timely and creative solutions and recommends process improvements.
- Excellent interpersonal and organization skills.
- Ability to organize and prioritize workload demands within strict time constraints.
- Possesses a resourceful, adaptive and self-motivated aptitude.

Decision Autonomy

- This position works with private and confidential material.
- Exercises judgement and tact when dealing with patients, ophthalmologists and all program partners; knows when to elevate issues to the next level.
- Uses sound judgement in solving problems. Demonstrates the ability to make reasoned decisions, provide recommendations and escalate as appropriate for expedited issue-resolution.

Leadership

- Self-directed and works well with co-workers; looks for opportunities for continuous improvement and shares knowledge and skills with others.
- Functions with limited supervision when required.
- Takes initiative to keep abreast of various policies and procedures as they relate to the position.
III. Qualifications

Knowledge and Skill Requirements:

- Highly developed oral and written communication skills.
- Strong attention to detail and ability to multi-task.
- Possesses strong interpersonal and diplomacy skills.
- Demonstrates mature and sensitive nature when dealing with the needs of patients and persons experiencing vision loss.
- Demonstrates understanding and competency in using all technologies and software required to perform the duties of the job. Actively participates in available technical training opportunities.

Experience and Education:

- Ophthalmic Assistant Certificate, Registered Practical Nurse or Registered Nurse.
- Must have valid Ontario driver's license and provide a Driver’s Abstract.
- If selected as the successful candidate, must obtain Ontario Class AZ driver's license (training provided).
- Ability and interest to travel from March to November inclusive.

Work Environment:

- Flexible work hours are required.
- Extensive travel to remote areas within northern Ontario is required.
- Ability to work and thrive in a physical and fast-paced environment.

Employee’s signature: _____________________________

Supervisor’s signature: ___________________________

Date: ________________________________