

Visioncall Dispenser – personal profile

Empathetic

Confident

Organised

Professional

Passionate

Respectful

Proactive

Team Player

Engaging

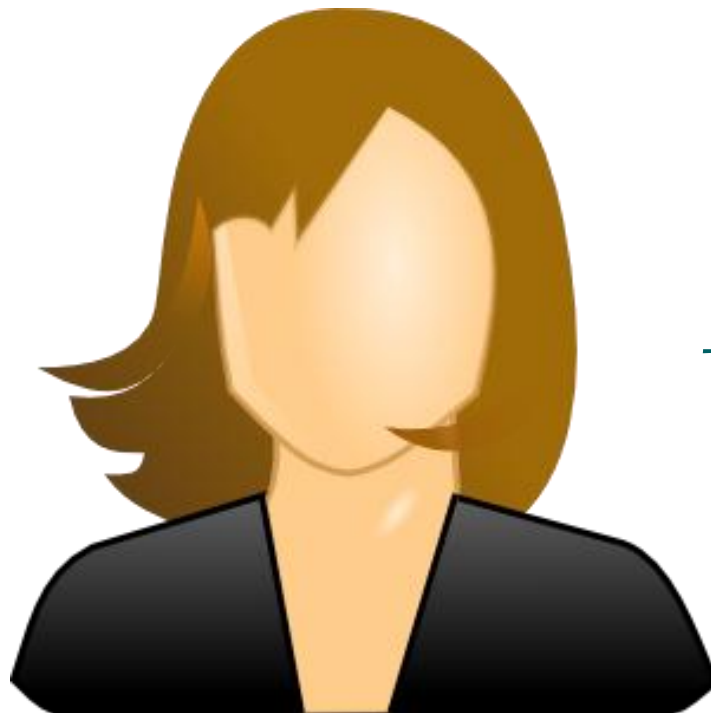
Trusted

Customer-Focused

Uses own Initiative

Caring

Patient



Visioncall Dispenser – The Job

To deliver person-centred eyecare to patients throughout my region within care homes and patients' own homes. Deliver excellent customer service to both patients and care home customers in line with Visioncall's purpose and values to retain the business...**Be More.**

I work with...

- Directly – Dispensers, Dispensing Opticians, Optometrists
- Support – Customer Care Manager, Clinical Director/Lead Optometrist, Customer Care Co-ordinators and Business Development Manager

I work for...

- Clinical Director/Lead Optometrist

What do I do?

- Carry out pre testing and dispensing to patients with a range of different needs that are unable to attend a high street optician.
- Deliver spectacles and carry out any fittings or adjustments needed
- Complete repairs or assessments when required
- Offer help, advice and choice to patients and carers with regard to spectacles required, choosing frames, and lenses.
- Communicate with patients, family members, and Care Home Managers and their staff to ensure they are satisfied with the Visioncall service.
- Ensure record cards and GOS paperwork are completed accurately and legibly.
- Respond to any email queries in a timely manner.
- Ensure my equipment is in good working order and report any faults to my line manager.
- Ensure frame kit is kept up-to-date at all times and discontinued frames are removed immediately.
- Keep up-to-date with the key performance indicators and understand my impact on these and understand what is expected of me.
- Actively participate in team meetings to look for areas of improvement and receive feedback.
- Carry out my role in line with Visioncall's Standard Operating Procedures.
- Communicate new initiatives to patients, family members, and customers.
- Ensure my company vehicle is serviced, cleaned, and maintained to the guidance set out in the Company Car Handbook.

How do I do it?

- I respect and discover individuals to enable greater things
- I act with integrity and display transparency when communicating with patients, customers and colleagues
- I look for areas of improvement, big or small, to make sure we are effective
- I work together with my team to get the best results
- I strive to go the extra mile