

Visioncall Clinical Director/Lead Optometrist

Personal profile

Empathetic

Confident

Organised

Professional

Passionate

Respectful

Proactive

Team Player

Engaging

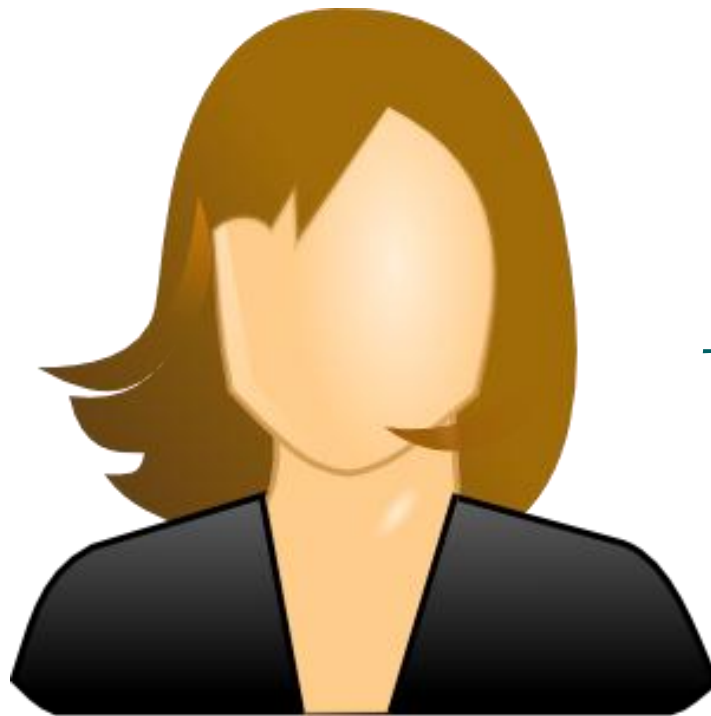
Trusted

Customer-Focused

Uses own initiative

Caring

Patient



Visioncall Clinical Director/Lead Optometrist- The Job

To lead, guide and motivate my team, inspiring them to be more. To deliver exceptional person-centred eye care to patients throughout my region in line with Visioncall's purpose and values. ...Be More.

I work with...

- Directly – Customer Care Manager, Optometrists, Dispensers
- Support – Customer Care Coordinators, Business Development Manager

I work for...

Operations Manager

What do I do?

- Carry out sight tests on patients with a range of different needs who are unable to attend a high street practice and support test teams to do likewise in line with Visioncall standard operating procedures.
- Offer help and advice to patients and carers with regard to eye health, spectacles required, choosing frames and lenses.
- Ensure record cards, GOS paperwork and referrals are completed accurately and legibly and in line with appropriate professional standards.
- Carry out a handover with patients/care home manager or family members to discuss the sight test results and any recommendations.
- Keep up-to-date with changes in the industry through Continuing Education and Training (CET)
- Ensure all branch equipment is in working order and report any faults to central support.
- Liaise with central support to ensure the best outcome for patients/customers and performance for the branch.
- Conduct necessary shadow days with fellow colleagues and report back the findings.
- Recruit, induct, performance manage and train new members of the team.
- Manage absence /holidays and performance management in line with Visioncall's HR policies and procedures.
- Hold weekly meetings with the team to update on new initiatives/procedures and performance, and support them as they implement these.
- Actively participate in monthly management meetings to look for and constructively suggest areas of improvement and receive feedback.
- Keep up-to-date with the key performance indicators and understand my impact on these and understand what is expected of me and the members of my team to maximise branch performance.

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.