

Visioncall Optometrist – personal profile

Empathetic

Confident

Organised

Professional

Passionate

Respectful

Proactive

Team Player

Engaging

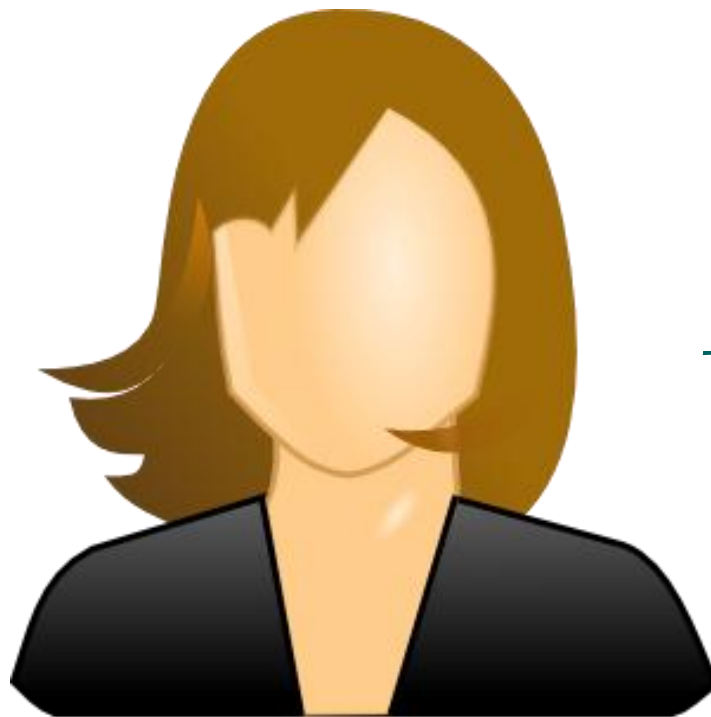
Trusted

Customer Focused

Uses own initiative

Caring

Patient



Visioncall Optometrist – The Job

To deliver person-centred eyecare to patients throughout my region in care homes and individual 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.
- Support – Customer Care Manager, Clinical Director/Lead Optometrist, Customer Care Coordinators and Business Development Manager.

I work for...

- Clinical Director/Lead Optometrist

What do I do?

- Carry out sight tests to patients with a range of different needs who are unable to attend a high street practice.
- 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.
- 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 my equipment is in working order and report any faults to my line manager.
- 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 the Visioncall Standard Operating Procedures.
- Communicate new initiatives to both patients/customers and family members.

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.