

The logo for the Medical Specialist Group is a blue rounded square containing the text "Medical Specialist Group" in white, bold, sans-serif font, arranged in three lines.

Medical Specialist Group

Job Description

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|-----------------|--|
| Job title: | Ophthalmology Clinical Team Leader |
| Department: | Ophthalmology Clinical Team |
| Responsible to: | Chief Clinical Officer |
| Accountable to: | Medical Specialist Group LLP Management Board |
| Location: | The Medical Specialist Group LLP, Guernsey, Channel Islands |
| Hours: | New Full-time post (less than full-time applications considered) |

The post

The Medical Specialist Group LLP Guernsey is looking to recruit an Ophthalmology Clinical Team Leader.

The Ophthalmology Clinical Team Leader is responsible for leading a high-performing ophthalmology clinical team which includes managing and supporting all the clinical support staff in the Ophthalmology team (including HCA technicians, optometrists and nurses). The Clinical Team Leader will actively seek innovative opportunities for the clinical team to improve its processes, systems and capabilities whilst ensuring the team deliver high-quality evidence-based care.

As Clinical Team Leader you will develop networks and relationships across the business internally and externally maintaining positive communication links within the MSG and with external agencies. As clinical team leader you will assist with day to clinical support and assist the ophthalmologists to deliver patient focused care for individuals with varying degrees of visual dysfunction.

The post-holder will also work very closely with the Lead Outpatient Nurse supporting their duties and contributing towards defining the strategic direction of the MSG and the implementation of initiatives to achieve the organisational success and growth.

Why Choose Us?

- A unique opportunity to work within a small, cohesive department with a vision to deliver top quality, holistic patient care.
- We offer a generous remuneration package, including an array of employee benefits.
- Guernsey residents benefit from an independent taxation system, including flat rate 20% income tax.
- Relocate to appreciate a rewarding quality of life within a thriving small community.
- Enjoy shorter commutes and a safe and friendly place to live and raise a family – all within easy reach of the UK.

The Medical Specialist Group LLP

The Medical Specialist Group (MSG) Limited Liability Partnership is contracted to provide a wide range of emergency and elective medical services for the Bailiwick of Guernsey, in partnership with the Health and Social Care Committee (HSC) of the States of Guernsey. It aims to serve and care for the community through the provision of the highest standard of clinical care. The MSG was founded in 1992 by a group of 19 doctors. Today the service remains owned and run by a passionate team of doctors, currently comprising 56 consultants with a range of professional interests. There are no junior doctors in Guernsey and therefore consultants provide the complete range of inpatient and outpatient care. Tertiary care services are supplied by a variety of Hospitals on the UK Mainland, mainly Southampton University Hospital, usually through contracted services.

The MSG is based at Alexandra House and Mill House, where most managerial and support staff are based. Both buildings have dedicated outpatient facilities and are situated in close proximity to the island's main hospital, the Princess Elizabeth Hospital (PEH).

The team

The successful applicant will join and lead a growing team of 3 less than full-time (LTFT) Ophthalmology Nurses, 2 extended scope practitioners, 2 Ophthalmic HCA/Technicians, and a number of bank nursing colleagues who all work cohesively to deliver high quality patient care to our local community. The department has 4 FTE equivalent Consultant Ophthalmologists. The Guernsey healthcare system differs from the NHS and there are no junior doctors within the department.

Facilities and services

The Ophthalmology department is located within Mill house at the Medical Specialist Group. The department comprises of 2 consulting rooms, 3 nursing rooms and a procedure room. Equipment includes the Cirrus 6000, Clarus 700, Lenstar and Nidex. We use the Medisight EPR system.

Programme of Work

This is a full-time position, 36 hours per week. Applications from candidates seeking less than full-time hours will be considered.

Main duties

| Clinical |
|---|
| <ul style="list-style-type: none">• Routinely perform ophthalmic tests using specialised equipment including OCT scans, biometry, auto refraction and corneal topography, developing skills to an advanced level.• Assist the Ophthalmology Consultants in clinic, by performing visual acuity testing, nerve fibre analysis, auto refraction, fundus photography, O.C.T. examinations, administration of eye drops, corneal topography and assist with minor surgery, retinal clinics and fluorescein angiography.• In liaison with the Ophthalmologists, be responsible for service development, ensuring that high clinical standards are maintained.• Undertake clinical audit and when required clinical research projects.• Responsible for the maintenance of the ophthalmic imaging and angiography databases.• Responsible for the recording of clinical observations.• To utilise information and data from a range of sources to identify patient/client problems and guide decision-making processes.• To promote patient/client involvement in the planning, delivery and evaluation of care, respecting their wishes, beliefs and dignity. |
| Managerial/Leadership |
| <ul style="list-style-type: none">• Lead, manage and support ophthalmology clinical support staff team members to ensure effective and efficient working, enabling delivery of a safe high-quality evidence-based service in line with the organisational values.• Motivate, develop, coach and mentor ophthalmology clinical staff to achieve high levels of performance whilst ensuring their needs and wellbeing are considered.• Ensure that clear systems of communication are developed between staff working within and outside of the organisation.• Assist with the recruitment, onboarding, and professional development of nurses and support staff within the Ophthalmology department.• Complete weekly rotas and ensure adequate staffing provision.• Ensure all trained nurses are conversant with and adhere to the Nursing & Midwifery Council (NMC) Code of Professional Conduct and the British & Irish Orthoptic Society (BIOS).• Ensure all staff have an annual appraisal and or performance review.• Ensure completion of induction, orientation and development of new staff.• Support trained nurses with revalidation requirements, guiding and advising regarding portfolio completion.• Ensure department compliance with all organisational policies and procedures.• Build and maintain good internal and external working relationships to ensure collaborative working. |

- Provide ophthalmic superuser knowledge and be a point of reference.
- Represent the MSG in meetings with HSC and other external stakeholders.
- Assist with the implementation of MSG initiatives and projects as required, working in partnership with other organisation departments.
- Assist with the investigation into Customer Advisory Liaison Service (CALs) queries, departmental complaints, and incidents in line with the MSG complaints policy.
- Assist with department work force planning and ensure skills and gap analysis are evaluated on a regular basis.
- Monitor and maintain adequate stock levels of all ophthalmic consumables.

Professional Responsibility

- Ensure maintenance of effective registration with relevant regulatory body .
- Proactively manage all aspects of your registration requirements including annual appraisal, keeping an up-to-date portfolio, proactively seeking out opportunities for reflection, continuing education and professional growth.
- Complete all relevant mandatory training elements on an annual basis, e.g. fire lectures, moving and handling sessions and basic life support.
- Be conversant with, and adhere to, the BIOS, HCPC & NMC codes of professional conduct.
- Keep updated with relevant changes to Medical Specialist Group, Health & Social Care Department and Princess Elizabeth Hospital policies and procedures.
- Ensure adherence to the quality standards included in the Contract with the Health and Social Care Department (HSC).
- Ensure participation with supervisory one to one meetings and the MSG performance management process developing plans to meet personal and organisational objectives.

Communication

- Communicate effectively with patient/service users and their support networks, compassionately, confidentially, in a sensitive and professional manner that respects their views and cognitive functioning.
- Communicate effectively with all members of the multidisciplinary team, demonstrating sensitivity to cultural and language differences.
- Ensure written communication complies with organisational and professional standards.
- Develop and maintain regular open communication with the Lead Outpatient Nurse.
- Use a wide range of communication skills that can be adapted to meet the needs of complex and challenging situations.
- Provide clear, concise, and accurate electronic records in accordance with agreed policy and standards.

Health & Safety

- Report accidents and untoward incidents to appropriate personnel and complete relevant documentation.
- Follow and undertake safe moving and handling policies, procedures and guidelines, including location and effective use of equipment.
- Participate in the risk management strategies by accurately completing the necessary patient documentation and forms.
- In all areas of practice, promote a safe environment for patients, relatives, visitors and staff in accordance with The Medical Specialist Group's Health and Safety policy and Health and Safety at Work (General) Guernsey 1987.

Applications and visits

Informal enquiries about the post are welcome and can be made via Nathan Collenette (Business Partner – People and Organisation) Nathan.collenette@msg.gg or via our switchboard on 01481 238565.

Applications must be accompanied by a covering letter and CV and sent to recruit@msg.gg

Closing date for applications is 25th March 2025.

Short listed candidates are encouraged to visit prior to interview.

Anticipated start date: As soon as available.

To find out more about The Medical Specialist Group LLP visit: www.msg.gg

To find out more about relocating to Guernsey visit: <https://www.locateguernsey.com>

The Medical Specialist Group LLP

Management and organisation structure

The senior office holders consist of the Chairperson, Deputy Chairperson, Lead Governance Partner and Lead Finance partner who together with the four Directorate Chairs and 2 consultant Partnership representatives form the Management Board.

There are four Directorates which include Adult Medicine (12 consultants), Anaesthetics (12 FTE Consultants), Surgery (15 Consultants) and Women and Child Health (12 Consultants).

The MSG employs clinical & support staff (88.74FTE) including senior management, surgical assistants, audiologists, nurses and administration staff supporting the directorate structure as well as in finance, IT, corporate and clinical governance, HR, facilities, medical records, reception and typing.

The income for the MSG comes primarily from the healthcare contract with the States (79%). The remaining balance is private earnings.

The Secondary Care Contract

The Medical Specialist Group LLP is a limited liability partnership established on the 1st January 2018 as a conversion from the Medical Specialist Group that previously functioned as a General Partnership for more than 25 years in Guernsey.

The MSG commenced a new contract with the States of Guernsey on the 1st January 2018 for the continued provision of secondary healthcare to the population of the Bailiwick of Guernsey. The Bailiwick of Guernsey has a population of approximately 65,000, which includes 2,000 in Alderney, 100 in Herm and 500 in Sark. The MSG works in close partnership with HSC and services are reviewed regularly. Patients are seen at the MSG premises and the PEH. Outpatient activity takes place mainly at the MSG and inpatient activity occurs at the PEH. Private patient facilities are offered on Victoria Ward at the PEH and at MSG premises.

The Emergency Department at the PEH is fully staffed with 4 Consultant Emergency Doctors and 8 Associate Specialists. The Emergency Department is run by HSC whereby patients are seen, investigated, treated and referred to the appropriate specialist in secondary care. There are 3 main GP practices in Guernsey and 1 in Alderney. GPs will refer patients to secondary care either electively or as an emergency.

Secondary care services under the MSG are provided in General Surgery, Urology, Orthopaedics, ENT, Ophthalmology, Adult Medicine, Anaesthetics, Paediatrics and Obstetrics & Gynaecology.

Other secondary healthcare services are provided directly by HSC such as Radiology, Psychiatry, Public Health and Pathology. There is scope for interventional radiology procedures on island.

Specialties such as Haematology, Haematological Oncology, Microbiology and Dialysis are provided by visiting specialists from UK tertiary centres that have a contract with HSC. There are also inpatient facilities at The Mignot Memorial Hospital in Alderney, which is managed by GPs.

Clinical Governance Requirements

The appointee will be expected to participate in all aspects of clinical governance and best practice standards. These include compliance with policies relating to healthcare associated infection and data protection. The post-holder will participate in regular clinical audit and review of outcomes, and work towards achieving local/national targets.

Both the MSG and HSC are committed to the clinical governance process and have a single Clinical Governance Committee.

A mentor will also be allocated on appointment, to support transition to working and living on island.

General Conditions of Appointment

The appointee will be employed by the MSG under the terms of an Ophthalmology Clinical Team Leader

Clinical Team Leader posts benefit from 25 days annual leave. It is required that 6 weeks' notice be given for leave (with the exception of compassionate/sick leave), in order to prevent impact on service delivery.

All appointments are subject to the following checks;

- Identity
- Criminal record
- Essential qualifications
- Professional registration
- References
- Occupational health clearance

Satisfactory Occupational Health and Enhanced DBS check with Barred List (Child and Adult Workforce) obtained. Applicants are not entitled to withhold information about convictions (including 'spent' convictions or pending prosecutions) and failure to disclose such convictions could result in dismissal or disciplinary action by the MSG LLP. Any information provided will be completely confidential and considered only in relation to the relevant application.

Pay and benefits

- Generous salary and current local Guernsey income tax flat rate of 20%
- Full relocation package
- Private health insurance for yourself
- Pension scheme delivered by a long-established local pension specialist (up to 5% matched employer contribution)
- Life assurance scheme
- Income protection scheme
- Indemnity insurance cover
- Subscription cover for appropriate healthcare regulatory body (RCN & NMC / HCPC)
- Free car parking at both the MSG and PEH
- Wellbeing allowance of £300/annum (towards gym/better commute scheme etc)
- Study leave allowance
- 25 days per annum annual leave

Our Vision, Purpose and Values

Our Vision

Internationally recognised as a centre of excellence for clinical care.

Loved by the Guernsey community.

Our purpose and values

The needs of our patients come first, always.

With the patient at the centre of everything we do, we work as a multi-disciplinary team to relieve illness and improve health, providing the best possible care and experience.

We are committed to patient safety and clinical excellence in all we do.

We invest in our people so that we can achieve together the highest standards of clinical care and the best possible outcomes, justifying the trust our patients place in us.

We work as one team and treat each other with respect.

We value and respect each other, and we follow through on our promises. We create a compassionate environment. We follow the golden rule: treat people as we would like to be treated ourselves.

We value partnership.

We are fully integrated into our local community, and we actively seek opportunities to partner with government, other healthcare providers, patient groups, and businesses to improve healthcare and the quality of our patients' lives.

We focus on the long term.

We invest in the future and in our financial security, using our resources efficiently and always innovating to improve the patient experience. We are committed to sustainability and measure our progress in accordance with the UN Sustainable Development Goals.

Person Specification

POST: Ophthalmology Clinical Team Leader

***Assessment will take place with reference to the following information**

A= Application I= Interview S= Skills assessment C= Certificate

| Criteria | Essential | Desirable | Assessment |
|--|---|---|------------|
| Qualifications, Knowledge & Experience | | | |
| Registration with an appropriate healthcare regulatory body e.g. NMC, HCPC |  | | A/I/C |
| A minimum of 5 years post registration experience |  | | A/I |
| 3 years' experience as equivalent to Band 6 grade in an Ophthalmology setting |  | | A/I/S/C |
| Evidence of a programme of study in Ophthalmic practice |  | | A/I/S/C |
| Management qualification or management experience leading a team |  | | A/I/C |
| Willingness to undertake relevant education/leadership modules | |  | A/I |
| Working knowledge and experience with IT systems and Microsoft office suite. |  | | A/I |
| Non-medical prescribing qualification or willingness to work towards one | |  | A/I |
| Willingness to develop additional skills in the future – such as OCT interpretation & intra-vitreous injections | |  | A/I |
| Skills & Personal attributes | | | |
| Excellent interpersonal skills to communicate, influence, persuade and work collaboratively with people at all levels |  | | A/I |
| Proven ability to prioritise workloads and to work to deadlines whilst paying attention to detail. |  | | A/I |
| Proven sound analytical skills and reasoned judgement. |  | | A/I |
| The ability to work on your own initiative. |  | | A/I |
| Outstanding organisational skills. |  | | A/I |
| The ability to work under pressure. |  | | A/I |
| Excellent IT skills and experience |  | | |
| Able to contribute to the development, implementation and monitoring of policies/protocols/guidelines relevant to area of practice |  | | |
| Tact, and the ability to deal with difficult situations. |  | | A/I |
| Ability to maintain the highest degree of confidentiality. |  | | A/I |
| Ability to embrace and implement change within the organisation. |  | | A/I |
| Knowledge of relevant statutory and legislative requirements. |  | | A/I |

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|---|---|--|------------|
| Highly motivated and able to work independently to deadlines. |  | | A/I |
| High level of emotional intelligence |  | | |