



VALLEY HEALTH TEAM
LIVE BETTER. VIVE MEJOR.
JOB DESCRIPTION

POSITION:	OPTICIAN
REPORTS TO:	OPTOMETRY DIRECTOR
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

Under the supervision of the Optometry Director, the Optician will complete the follow-up work once the vision test has been completed for the patient. The Optician interprets prescriptions from optometrist to dispense, fit supply spectacles and other optical aids with a focus on the comfort, safety and convenience of the patient. In addition, the Optician will advise patients on types of lens available and help them choose the most appropriate option for their particular needs and circumstances.

DUTIES AND RESPONSIBILITIES:

1. Examine individuals requesting care, diagnose their eye conditions, prescribe and carry out, or direct others in carrying out, appropriate eye care treatment, or refers individuals for specialty consultation or treatment in conformance with approved clinical protocols and guidelines.
2. Record patient-optometrist transactions as they occur in the patient's optometry records so that they optometry records accurately and completely reflects the nature of the contact, the condition of the patient and the care or treatment provided; in addition, the Optician shall complete referrals, data collection instruments and other records or paperwork as shall be required from time to time by the organization.
3. Participate in the control of and supervision of optometry practice and dispensary in conjunction with Optometry Director.
4. Educate individuals in the nature of vision related health conditions and in the general promotion of eye care related disease prevention.
5. Identify optometry needs on a community level and help design programs and/or identify resources to meet identified community needs.
6. Assist in the provision of continuing education, on-the-job training, and the orientation of optometry staff as requested.
7. Participate in short and long term program planning for the Optometry Department including development of goals and objectives.
8. Responsible for personal full compliance with all applicable, federal, state, local and center rules, regulations, protocols and procedures governing the practice of optometry and the clinical provision of eye care as well as those relating to, but not limited to, personnel issues, workplace safety, public health, and confidentiality.
9. Keep current with new techniques and philosophies related to all aspects of optometry field.
10. Maintain orderliness in all areas worked in and report promptly all malfunctions and need for any and all repairs.
11. On a temporary basis, may be required to work at any satellite facility.
12. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
13. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
14. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
15. Practice CICARE phone etiquette during all phone interactions.
16. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.

17. Respect privacy and dignity of our patients, family members, visitors and co-workers.
18. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
19. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
20. Engage as a member of the care team caring for individuals in the community
21. Prep for and lead daily huddles
22. Promote and educate on evidence-based preventive care, chronic care needs, and self-management support
23. Deliver clinical screening tests and immunizations
24. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
25. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
26. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. Completion of optician training program
2. Current Basic Life Support card
3. Strong customer service skills (preferably within a service industry)
4. Ability to communicate effectively, both verbal and written
5. Be self-motivated and have the ability to prioritize work and meet deadlines
6. Modern office practices and procedures (including email)
7. Must show professionalism at all times especially when working with patients
8. Fluent conversation English/Spanish preferred
9. Ability to be flexible with work schedule and available to work at all site locations
10. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
11. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date