

Job Description

Job Title:	Clinical Lead (Paediatrics, Auditory Implants, Diagnostic Audiology or Adult rehabilitation)
Centre:	Surgical Services
Department:	Audiology
A4C Band:	8a
Reports to:	Head of Audiology

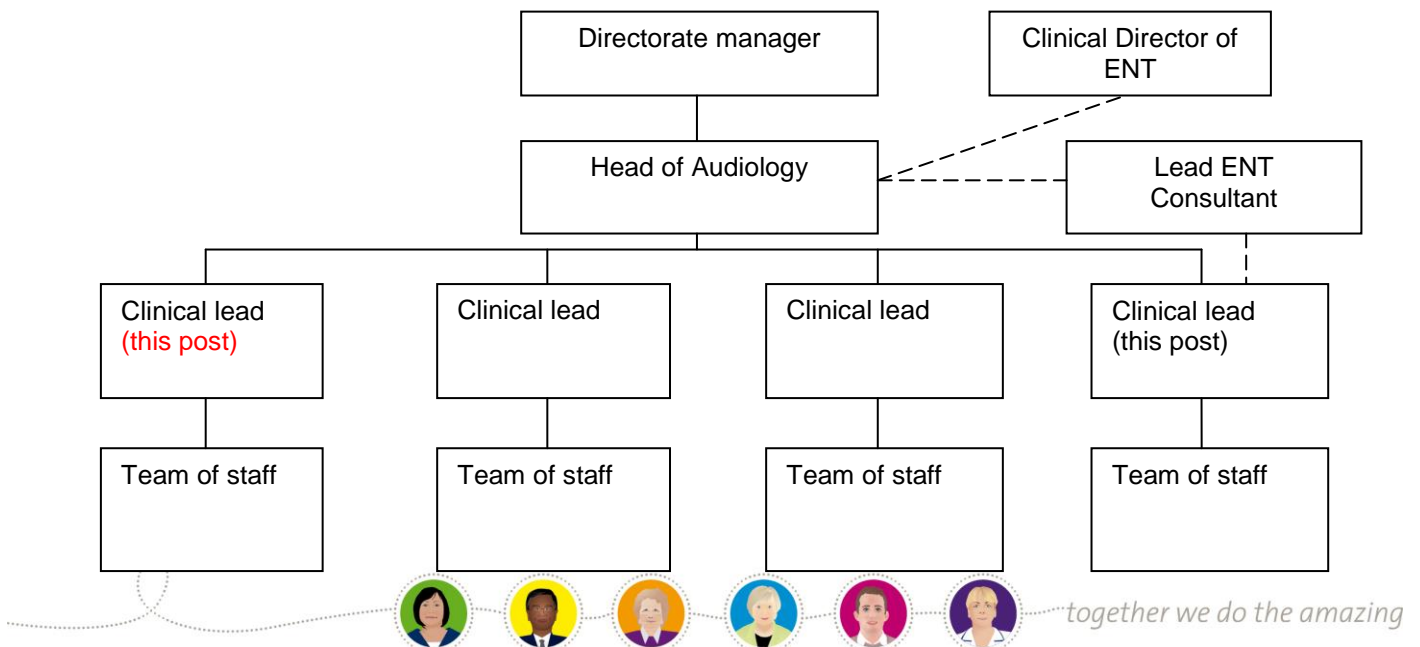
Job Summary

The main purpose of this role is to be clinical expert and lead the service, keeping abreast of the current literature and evidence base to ensure a high quality streamlined service is provided and maintained. The post holder will be responsible for the day to day operational management of the service to include line management of staff.

The post holder will also work in a team of senior staff and together with the Head of Audiology will ensure senior management support is provided across all areas of Audiology, and this may involve deputising for the Head of Audiology.

This role involves highly specialist patient care. All such care will be provided in an effective, caring and compassionate services to patients. The post holder is required to abide by the NHS values and the Constitution.

Organisational Chart



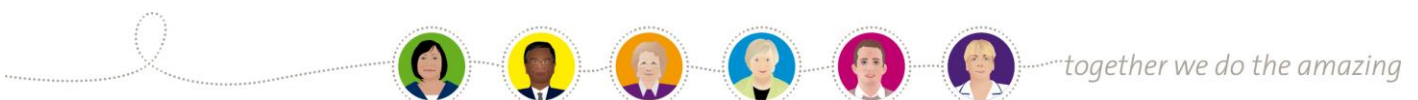
Key Job Responsibilities

Leadership

- Lead service provision and staff working within this service
- Develop and adapt the service according to changing criteria and demographics
- Manage changes in practice and establish new systems of working when necessary
- Responsible for the review proposals for changes to service delivery with this service based on local audit of current service provision, review of best practice guidance as determined by professional groups and bodies and peer discussion within the team and at a national level, and review of the evidence base in the literature. Make decisions in liaison with the relevant professionals and ensure appropriate implementation plans are made and actioned.
- Organise and chair team meetings within the service, and ensure information is disseminated to all staff.
- Motivate the team to work to the highest standard of clinical care.
- Leadership of a secondary area, e.g. training and development, R&D, team leadership for Newborn Hearing Screening, specialist commissioning
- Acting as a point of contact for more junior staff within the service, in particular with regard to complex and non-routine cases.
- Be a key member of the management team for Audiology Services, working closely with and providing cover for the Head of Audiology when required, inputting to the Departmental Strategic Plan, and being involved in all cross department decision making and leadership.
- Deputising for the Head of Audiology as required.
- Ensuring exemplary communication skills, behaviours and attitudes to reflect the standards expected by the service, Trust, and as an example to others.

Financial and Resource Management

- Responsible for the clinical assessment of new and upgraded devices to decide whether it should be used by the service.
- If new devices are to be introduced ensure appropriate stock use and control to ensure old stock is used before new stock is introduced, proposed stock levels to be maintained and jointly monitor this with the stock lead to ensure appropriate stock management long term.
- Responsible for the clinical assessment of new and upgraded test equipment to decide whether they should be used by the service.
- Responsible for the clinical evaluation of new assessment and evaluation tools to be used within the service and responsible for their implementation.
- In conjunction with the Head of Audiology, evaluate new equipment, devices and tools from a financial and cost effectiveness perspective.
- Ensure the use of consumables used within the service is reviewed on a regular basis to ensure cost effectiveness and value.
- To assist the Head of Audiology as required in financial planning and management for the service.



- Work with the Head of Audiology to review skill mix within the service and make recommendations for change when identified.
- Participate in meetings with the contracting and financial teams as needed.
- Advise the Head of Audiology on any issues of service delivery including staffing shortfalls and service pressures.
- Responsible for the above for the secondary area of responsibility.

Professional Advisory

- Provide information and make recommendations within the Audiology Team, colleagues such as Consultant ENT Surgeons and paediatricians, plus colleagues in other agencies such as teachers and social care staff.
- Responsible for updating staff (to include wider audiology team and / or ENT colleagues) on the latest developments within the field by conducting regular literature reviews, and ensuring findings are considered with regard to updating local practice.
- Have highly specialist knowledge in the area. Where necessary advice is sought from technical specialists from manufacturing companies or colleagues working elsewhere in the country.
- Responsible for the development and ongoing review of a comprehensive set of audiological guidelines used within the service, ensuring they meet quality standards and evidence based practice.
- Responsible for working with colleagues in other services and agencies to ensure joint working guidelines are agreed
- Work jointly with ENT colleagues to develop and review medical guidelines used within the service.
- Responsible for representing the service at national meetings.
- Responsible for professional guidance in the secondary area of leadership.

Administrative, Organisation and Planning:

- Responsible for the day to day operational management of the service, bringing issues as needed to the attention of the Head of Audiology.
- Responsible for planning and implementation of projects and service developments within the service, in agreement with the Head of Audiology.
- Working closely with the Head of Audiology with projects spanning across the whole Audiology Service, as required.
- Presenting information at national meetings and taking part in cross-centre discussions regarding service provision.
- Planning audit and research projects to meet service needs
- Responsible for ensuring the appropriate timetabling of staff within the service to ensure the appropriate clinics are available to meet waiting time targets, quality standards and service needs.



- Responsible for organising training sessions and workshops for audiologists, teachers, therapists, medical colleagues and other professionals as required, tailoring material to the target audience.
- Assisting with the day to day operational management of other areas of the service as required.

Performance Management

- In conjunction with the Head of Audiology and Business Support Officer, ensure processes are in place to enable accurate and timely reporting of waiting times, activity and other key performance indicators as required for the service.
- In conjunction with the Head of Audiology and Business Support Officer, responsible for pro-active monitoring performance against targets and Key performance indicators, planning actions required and ensuring timely implementation to ensure targets are not breached.
- Monitor the clinical effectiveness of the service by building an evidence base to report to commissioners and other interested parties.

Service Delivery

- Work as an independent practitioner without supervision providing clinical services directly to patients, to include:
 - the assessment of adults and children within the service,
 - Creating individual rehabilitation plans for each patient whilst maintaining a flexible approach and responsive attitude to patient need, to include highly complex cases.
 - Establishing a good rapport and work with patients of all age, including gaining their co-operation in clinics and self management at home.
 - Ability to take accurate ear impressions in both adults and children, with an appropriate insertion depth in order to minimise feedback from hearing aids.
 - Verifying hearing aid prescriptions for adult and paediatric patients using probe tube microphone measurements, requiring precision in probe placement.
 - Highly complex cases, some of whom may be referred by other members of the team due to conflicting results or incomplete information.
 - Providing detailed information and advice to patients and their families, and other professionals.
- As lead clinician within the service, maintain a high level of specialist expertise in routine and non-routine testing and rehabilitation methods, to include technical expertise in a range of techniques and procedures. The latter may involve new or emerging technologies and knowledge.
- Act as point of contact for other members of the team to discuss cases to ensure all patients receive an equitable service and high quality care.
- Transporting expensive equipment to outstations and undertaking visits to schools as needed.
- Have overall responsibility for the ongoing management of patients within this service.



- Carrying out research projects within the local Clinical Research Network. Preparation of materials to disseminate research findings in peer reviewed the literature and present at academic conferences.
- To keep the patient management system (Auditbase) up to date so that patients' progress is monitored and rehabilitation schedules are adhered to, and stock is appropriately managed

Governance and Risk

- Responsible for ensuring there is an ongoing audit programme to ensure the ongoing quality of the service is maintained at required standards, through case note review, patient satisfaction surveys and other methods as required.
- Responsible for the initiation of regular audit projects for the service, to include study design, analysis and resultant action planning.
- Ensure there is an ongoing peer review system in place to ensure adherence to departmental guidelines, and high quality care is maintained.
- Responsible for ensuring governance and risk is managed within the service, reporting any concerns to the Head of Audiology.

Analytical and judgmental

- Ability to analyse test results and information elicited from the patient and significant others to propose and agree the management plan. This must take into account many different factors including duration and aetiology of deafness, functional ability, motivation, additional difficulties (such as visual impairment, cerebral palsy etc), social circumstances, employment situation, educational placement and family support.
- Ability to identify when further investigations are necessary, for example objective testing to confirm or exclude a non-organic component to the hearing loss (in cases where information is conflicting), or balance testing (in cases where there is an additional suspected balance disorder e.g. Meniere's disease).
- Presenting audiological findings and making recommendations to other professionals as part of team meetings.
- Discussion of and provision of advice to patients regarding ongoing management.
- Ability to analyse and integrate results of both objective and behavioural tests in order to tailor a rehabilitation programme to the patient's needs
- Ability to analyse highly complex test results which may be conflicting or incomplete and make judgements on the most appropriate management of these patients

Communication

- Ability to communicate with patients of all ages (from birth to elderly) and their families / carers who:
 - May have varying degrees of hearing loss, from mild to profound.
 - May have highly complex needs where advanced communication skills are paramount.



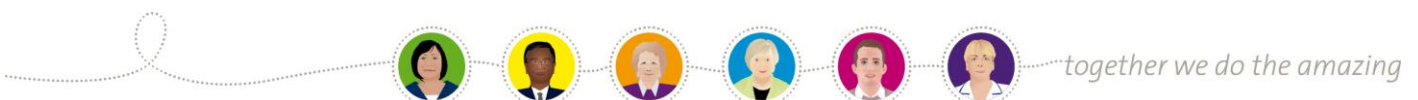
- May be highly anxious or emotional due to the news you are imparting (e.g. diagnosis for profound hearing loss in a newborn baby, failure of a cochlear implant internal) or recent news (e.g. still distressed about sudden significant loss of hearing)
- Ability to communicate with family and carers, which may include, for example, the parents of newly diagnosed deaf babies
- Aims of communication may include:
 - Elicit complex information from patients and / or carers regarding the patient's medical history in order to assess and manage the patient.
 - Explaining to patients and significant others complex information regarding test results
 - Explaining to patients and their families the proposed management, which may include how sophisticated medical devices work (e.g. hearing aids, cochlear implants), details of exercises to be completed in the home, and / or patient pathways.
 - Information counseling, to include the management of expectations and addressing any misconceptions.
 - Assessing patients' motivation and commitment to the planned management.
 - Carry out problem solving over the telephone and by e-mail with parents, colleagues, teachers and technical specialists.
 - Communicate with potentially hostile audiences, e.g. about research results which may be conflicting with the current or manufactures views.
- Deal with face to face and written patient complaints within the service and wider department as required.

Human Resources

- Act as line manager for a group of staff within the sub-section, to include management of attendance, the appraisal and personal development process, and dealing with issues as they arise.
- Responsible for ensuring all staff within the sub-section have been appropriately trained to ensure they have the required skills and knowledge to provide a high quality service to patients.
- In conjunction with the Head of Audiology, recruit new staff ensuring that the skill mix within the section is maintained and regularly re-evaluated.
- Responsible for ensuring individual training plans have been developed and implemented for new staff who join the team.

Training and Development

- Clinical supervision of trainees within the department, such as Clinical Scientists, BSc trainees on placement within the department, and visitors from other services or departments on placement.
- Providing training both in-house and to external groups such as teachers, social workers, speech therapists, trainee audiologists and medical professionals. Occasionally this may involve hostile audiences.



- Providing training to other groups of professionals who interface with the service throughout the North-East, e.g. Teachers of the Deaf, Health Visitors and Speech and Language Therapists.

11. Infection Prevention and Control

If you are to be employed as a clinical member of staff you will ensure that you follow the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. You will ensure that you performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. You must use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

12. Privacy and Dignity

The Trust attaches the highest importance to a culture that values an individual's privacy and dignity. Responsibility for protecting privacy and dignity does not lie with one individual or group but with staff at every level.

13. Data Protection and Freedom of Information

You are required to respect and apply all confidentiality, principles and practices of the Data Protection and Freedom of Information Act.

14. Records Management

You are required to ensure that you follow the Trust's policy on records management and comply with the NHS Code of Practice for Records Management.

15. Equality, Diversity and Human Rights

You have a responsibility to ensure that all people that you have contact with during the course of your employment, including general public, patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

16. Health and Safety

You have a duty to take reasonable care for your own health and safety, and that of others who may be affected by your activities; to cooperate with the Trust by complying with all health and safety rules and systems of work; and to inform your line manager of any work situation, or practice which may be considered a danger to health and safety.

17. Safeguarding

The Trust's takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager



during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

18. Service Improvement

Service Improvement can help to improve the quality, efficiency and productivity of patient care. All staff have a responsibility to actively engage in service improvement activities and initiatives. Evidence of service improvement initiatives should be demonstrated during the appraisal process.

17. Disclosure and Barring Services check [delete relevant paragraphs as applicable]

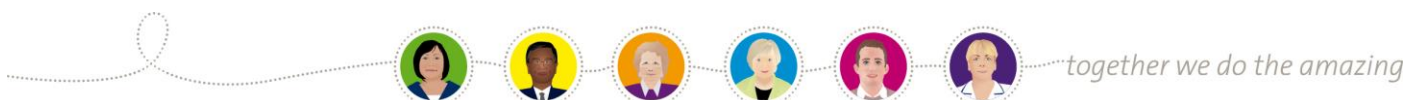
This post is deemed to require an Enhanced check with the Disclosure and Barring Services.

Additional Information:

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.

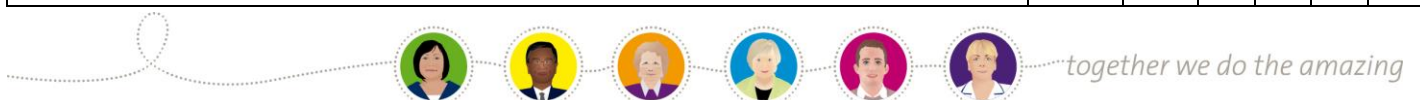
This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.



Personal Specification (general):

Attributes	Essential (E) or Desirable Criteria (C)	Assessment Method			
		Application Form	Interview	Assessment	References
Education and Qualifications					
MSc Audiology or equivalent	E		✓	✓	✓
BAA Higher Training Scheme Certificate of Clinical Competence in 3 or more areas to include sub-section area, or equivalent	E		✓	✓	✓
Leadership or management qualification		C	✓	✓	
British Sign language level 1 or equivalent		C	✓		
Registered as one of the following (or eligible for registration): <ul style="list-style-type: none"> • HCPC as a Clinical Scientist • RCCP as a Clinical Physiologist • AHCS as a Healthcare Scientist 	E		✓		
Knowledge & Experience					
Significant and recent post qualification experience in sub-section area (see specific person specification)	E		✓	✓	✓
Significant and recent experience in managing highly complex and non- routine cases within the sub-section area (see specific person specification)	E		✓	✓	✓
Experience of staff line management	E		✓	✓	✓
Experience of successful management of an element of an NHS Audiology service	E		✓	✓	✓
Significant experience of working in an NHS setting (or equivalent)		C	✓	✓	✓
Experience of leading service developments	E		✓	✓	✓
Experience of initiating audit projects	E		✓	✓	✓
Key Skills					
Excellent communication skills to enable building good rapports with colleagues and patients	E		✓	✓	✓
Good leadership skills	E		✓	✓	✓
Teaching and training skills		C	✓	✓	✓
Interpersonal skills					
Excellent team working skills	E		✓	✓	✓
Proven conflict management skills		C	✓	✓	✓
Ability to cope with frequent interruptions	E		✓	✓	✓
Ability to deliver work to an agreed timescale and meet tight deadlines	E		✓	✓	✓



Person specification (Paediatrics):

Attributes	Essential (E) or Desirable Criteria (C)	Assessment Method			
		Application Form	Interview	Assessment	References
Knowledge & Experience					
Significant and recent experience in objective testing of newborn babies following NHSP	E		✓	✓	✓
Significant and recent experience in paediatric habilitation of infants and pre-school children	E		✓	✓	✓
Significant and recent experience in peer review of ABR traces	E		✓	✓	✓
Significant and recent experience in the assessment of complex and non-routine children, e.g. those with complex disabilities, challenging behaviours	E		✓	✓	✓
Detailed knowledge of hearing aid selection, fitting and verification in newborn babies	E		✓	✓	✓
Detailed knowledge of national guidelines for NHSP, paediatric audiology and related NICE guidelines.	E		✓	✓	✓
Experience of joint working with colleagues for other agencies, e.g. education and social care	E		✓	✓	✓
Detailed knowledge and significant recent practical experience of hearing aid verification methods, such as real ear measures, questionnaire assessment and speech testing	E		✓	✓	✓

Person specification (Adult rehabilitation):

Attributes	Essential (E) or Desirable Criteria (C)	Assessment Method			
		Application Form	Interview	Assessment	References
Knowledge & Experience					
Significant and recent experience in the assessment of non-routine adult rehabilitation cases	E		✓	✓	✓
Significant and recent experience in rehabilitation for complex and non-routine cases	E		✓	✓	✓
Detailed technical knowledge of routine and non-routine hearing aids, to include CROS systems	E		✓	✓	✓
Good level of knowledge of the specialist areas of adult rehabilitation; tinnitus, hearing therapy, adults with learning difficulties, specialist adult rehabilitation	E		✓	✓	✓
Detailed knowledge of hearing aid selection, fitting and verification in adults	E		✓	✓	✓
Detailed knowledge of national guidelines for adult rehabilitation and related NICE guidelines.	E		✓	✓	✓
Experience in working in two or more of the specialist areas of adult rehabilitation: tinnitus, hearing therapy, adults with learning difficulties and dementia care		C	✓	✓	✓
Detailed knowledge and significant recent practical experience of hearing aid verification methods, such as real ear measures, questionnaire assessment and speech testing	E		✓	✓	✓

Person specification (Auditory Implants):

Attributes	Essential (E) or Desirable Criteria (C)	Assessment Method			
		Application Form	Interview	Assessment	References
Knowledge & Experience					
Significant and recent experience in the assessment of complex and non-routine cases for cochlear implantation, e.g. those with complex disabilities, challenging behaviours	E		✓	✓	✓
Significant and recent experience in objective assessment techniques which may be used during the CI assessment process, e.g. ABR		C	✓	✓	✓
Significant experience with working with a range of different devices	E		✓	✓	✓
Significant and recent experience in the programming of cochlear implants in adults and children, to include complex and non-routine cases	E		✓	✓	✓
Detailed technical knowledge of a range of cochlear implants	E		✓	✓	✓
Detailed technical knowledge of cochlear implant programming, to include programming for complex and non-routine cases.	E		✓	✓	✓
Detailed technical knowledge and practical experience in objective measures used with cochlear implants, to include ESRTs, NRIs, eABR, and intra-operative monitoring	E		✓	✓	✓
Detailed knowledge of hearing aid selection, fitting and verification in the profoundly deaf population	E		✓	✓	✓
Detailed knowledge of national guidelines for cochlear implantation, adult and paediatric audiology and related NICE guidelines.	E		✓	✓	✓
Experience of joint working with colleagues for other agencies, e.g. education and social care	E		✓	✓	✓
Detailed knowledge and significant practical experience of hearing aid verification methods, such as real ear measures, questionnaire assessment and speech testing	E		✓	✓	✓
Good working knowledge of Bone anchored hearing aids and middle ear implants to include assessment requirements, device selection and programming, and medical aspects	E		✓	✓	✓
Significant and recent experience in working with middle ear implants and / or bone anchored hearing aids		C	✓	✓	✓

Person specification (Diagnostics):

Attributes	Essential (E) or Desirable Criteria (C)	Assessment Method			
		Application Form	Interview	Assessment	References
Knowledge & Experience					
Significant and recent experience in the assessment of routine balance cases	E		✓	✓	✓
Experience in the assessment of complex and non-routine cases	E		✓	✓	✓
Significant and recent experience in balance rehabilitation	E		✓	✓	✓
Experience of balance rehabilitation for complex and non-routine cases.	E		✓	✓	✓
Detailed knowledge of national guidelines for balance assessment and rehabilitation, and auditory assessment	E		✓	✓	✓
Experience in objective testing e.g. ABR, OAEs	E		✓	✓	✓
Experience of the assessment of non-organic hearing loss	E		✓	✓	✓
Good level of knowledge of balance assessment techniques, their sensitivity and specificity, and diagnostic value	E		✓	✓	✓
Good level of knowledge of balance rehabilitation techniques, applicability and outcomes	E		✓	✓	✓