

Job Description

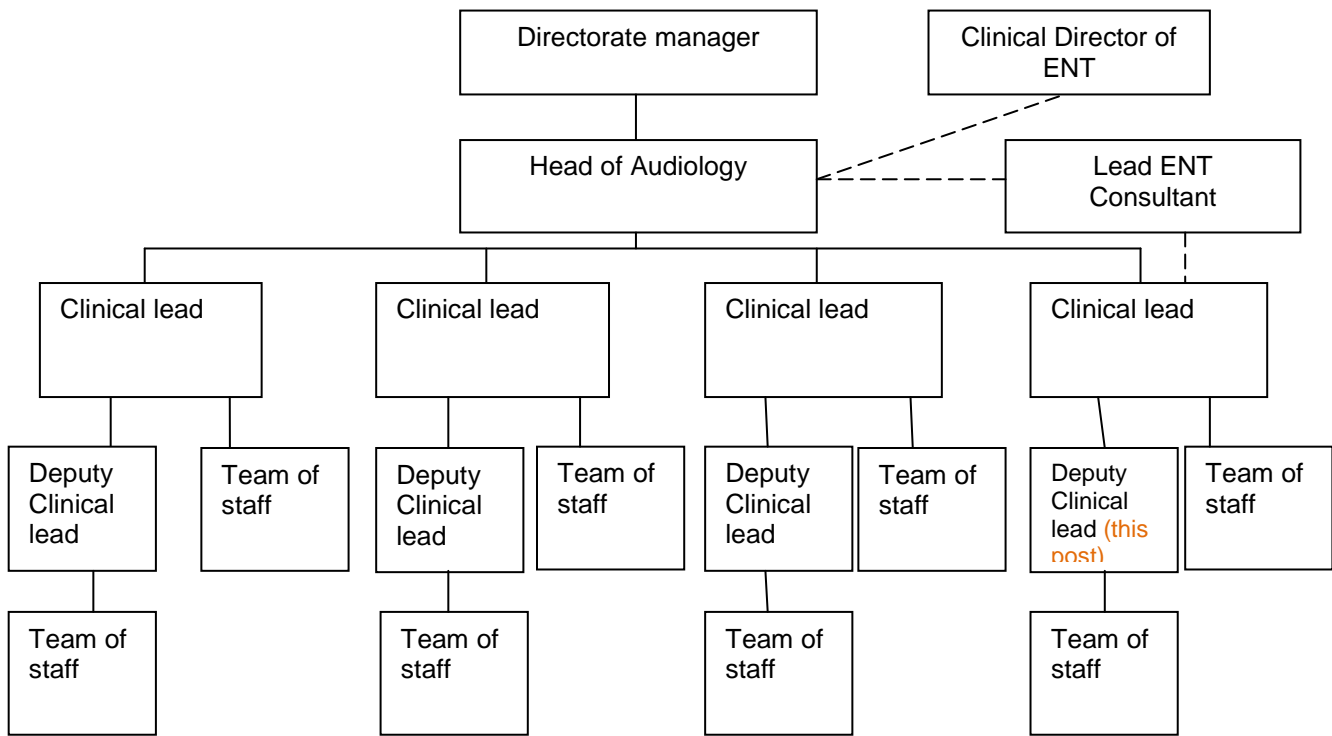
Job Title: Deputy Clinical Lead (Paediatrics, Auditory Implants, Diagnostic Audiology or Adult rehabilitation)
Centre: Surgical Services
Department: Audiology
A4C Band: 7
Reports to: Head of Audiology

Job Summary

The main purpose of this role is to manage a complex and non-routine case load in addition to supporting the clinical lead in their leadership and development of the service. The post holder will deputise for the Clinical Lead in their absence, and line manage some staff.

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

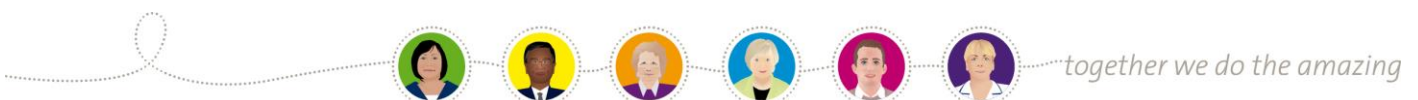
- Assist the Clinical Lead develop and adapt the service according to changing criteria and demographics
- Assist the Clinical Lead manage changes in practice and establish new systems of working when necessary
- Acting as a point of contact for more junior staff within the service, in particular with regard to complex and non-routine cases.
- Deputising for the Clinical Lead 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

- Assist the Clinical Lead with the clinical assessment of new and upgraded devices to decide whether it should be used by the service.
- Assist the Clinical Lead with stock control.
- Assist the Clinical Lead with the clinical assessment of new and upgraded test equipment to decide whether they should be used by the service.
- Assist the Clinical Lead with the clinical evaluation of new assessment and evaluation tools to be used within the service and responsible for their implementation.

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.
- Assist the Clinical Lead with 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 specialist knowledge in the area. Where necessary advice is sought from technical specialists from manufacturing companies or colleagues working elsewhere in the country.
- Assist the Clinical Lead with 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.
- Propose changes to service delivery based on local audit of current service provision, best practice guidance, peer discussion at a national level and review of the evidence base in the literature.



Administrative, Organisation and Planning:

- Assist the Clinical Lead with the day to day operational management of the service
- Assist the Clinical Lead with the planning and implementation of projects and service developments within the service.
- Assist the Clinical Lead with the presenting information at national meetings and taking part in cross-centre discussions regarding service provision.
- Assist the Clinical Lead with the planning audit and research projects to meet service needs
- Assist the Clinical Lead with organising training sessions and workshops for audiologists, teachers, therapists, medical colleagues and other professionals as required, tailoring material to the target audience.
- Have responsibility for the day to day management of an element of the service, e.g. ENT clinics, T2 clinics, AQP patients, cochlear implant assessments.

Performance Management

- Assist the Clinical Lead with the monitoring the clinical effectiveness of the service by building an evidence base to report to commissioners and other interested parties.
- Carry out regular audit projects of agreed elements of the service, to include user satisfaction surveys

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 deputy lead clinician within the service, maintain a good 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 appoint of contact for more junior 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.
- 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

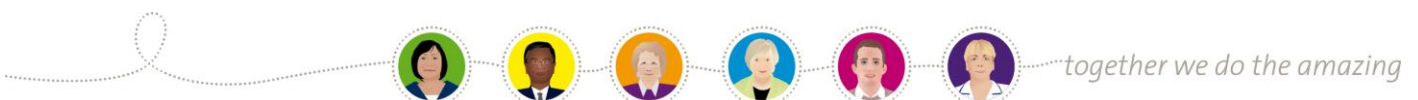
- Assist the Clinical Lead with the initiation of regular audit projects for the service, to include study design, analysis and resultant action planning.

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.

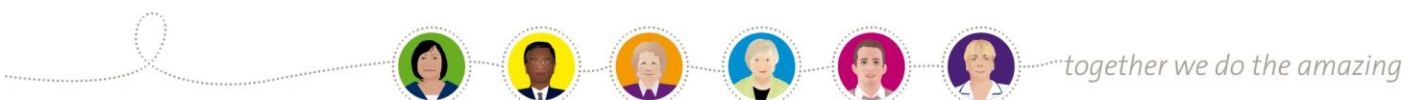
Human Resources

- Act as line manager for a small group of staff within the service, to include management of attendance, the appraisal and personal development process, and dealing with issues as they arise.

Assist the Clinical Lead with 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.

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

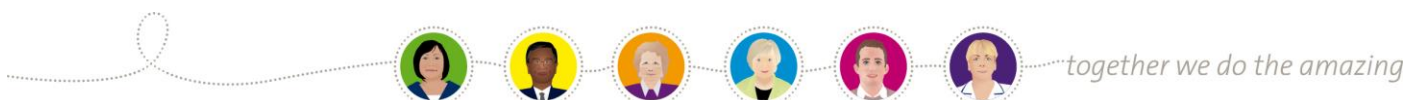
This post is deemed to require an Enhanced check with the Disclosure and Barring Services.

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 service area, or equivalent	E		✓	✓	✓
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 service area (see specific person specification)	E		✓	✓	✓
Experience in managing complex and non- routine cases within the service area (see specific person specification)	E		✓	✓	✓
Significant experience of working in an NHS setting (or equivalent)		C	✓	✓	
Experience of leading service developments		C	✓	✓	✓
Experience of initiating audit projects		C	✓	✓	✓
Experience of line management		C	✓	✓	✓
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		C	✓	✓	✓
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					
Experience in the assessment of complex and non-routine children, e.g. those with complex disabilities, challenging behaviours	E		✓	✓	✓
Experience in paediatric habilitation	E				
Detailed knowledge and significant recent practical experience of hearing aid verification methods, such as real ear measures, questionnaire assessment and speech testing	E		✓	✓	✓
Detailed knowledge of national guidelines for NHSP, paediatric audiology and related NICE guidelines.	E		✓	✓	✓
Experience in objective testing of newborn babies following NHSP		C	✓	✓	✓
Experience in paediatric habilitation of infants and pre-school children		C	✓	✓	✓
Experience in peer review of ABR traces		C	✓	✓	✓
Detailed knowledge of hearing aid selection, fitting and verification in infants and children	E		✓	✓	✓
Experience of joint working with colleagues for other agencies, e.g. education and social care		C	✓	✓	✓

Person specification (Adult rehabilitation):

Attributes	Essential (E) or Desirable Criteria (C)	Assessment Method			
		Application Form	Interview	Assessment	References
Knowledge & Experience					
Experience in the assessment of non-routine adult rehabilitation cases	E		✓	✓	✓
Experience in rehabilitation for complex and non-routine cases	E		✓	✓	✓
Detailed technical knowledge of routine and non-routine hearing aids, to include CROS systems and BAHA		C	✓	✓	✓
Good level of knowledge of one or more of the specialist areas of adult rehabilitation; tinnitus, hearing therapy, BAHAs, Adults with learning difficulties, dementia care		C	✓	✓	✓
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 one or more of the specialist areas of adult rehabilitation: tinnitus, hearing therapy, BAHA, Adults with learning difficulties, 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		C	✓	✓	✓

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 programming of cochlear implants or BAHAs in routine cases (adults and children)	E		✓	✓	✓
Detailed technical knowledge of a range of cochlear implants and / or BAHAs	E		✓	✓	✓
Experience of programming cochlear implants for complex and non-routine cases or programming BAHAs for complex and non-routine cases	E		✓	✓	✓
Experience with working with a range of different devices	E		✓	✓	✓
Experience in the assessment of complex and non-routine cases for auditory implants, e.g. those with complex disabilities, challenging behaviours		C	✓	✓	✓
Experience in objective assessment techniques which may be used during assessment processes, e.g. ABR		C	✓	✓	✓
Good level of technical knowledge of cochlear implant programming, to include programming for complex and non-routine cases.		C	✓	✓	✓
Good level of technical knowledge and practical experience in objective measures used with cochlear implants, to include ESRTs, NRIs, eABR, and intra-operative monitoring		C	✓	✓	✓
Detailed knowledge of hearing aid selection, fitting and verification in the profoundly deaf population	E		✓	✓	✓
Good level of knowledge of national guidelines for auditory implantation 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		✓	✓	✓

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	C	✓	✓		✓
Significant and recent experience in balance rehabilitation	E				
Experience of balance rehabilitation for complex and non-routine cases.	C	✓	✓		✓
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	✓	✓		✓

V2 02/09/16