

JOB DESCRIPTION

JOB TITLE: Team Leader – Adult Audiology

LOCATION: Mid and South Essex NHS Foundation trust

DIRECTORATE: Care group 2 (Surgery)

DEPARTMENT: Audiology (Basildon & Orsett)

GRADE: 8A

RESPONSIBLE TO: Head of Audiology (Basildon)

ACCOUNTABLE TO: Head of Audiology (Basildon)

JOB SUMMARY

A highly experienced, enthusiastic and committed registered Clinical Scientist or Senior level Audiologist is required to provide specialist clinical care to our diverse and growing population. The post holder will be a passionate clinician, focused on ensuring a strong evidence base to decision making, with specialist knowledge and experience in adult audio vestibular diagnostics and rehabilitation.

You must be able to demonstrate excellent team working and leadership qualities as well as a high level of clinical and communication skills. You will need to be able to develop good working relationships at all levels and liaise effectively with a wide range of clinicians and managers as well as patients and families.

This role will have a specific requirement to achieve IQIPS accreditation and development of a strong governance structure within the adult team, and experience of this is essential.

MAIN DUTIES & RESPONSIBILITIES

To take professional and clinical responsibility for the operational aspect of the adult hearing service, including the management, evaluation and quality assurance and the ongoing development of the service. To be the team lead for Adult hearing service. This is within a complex clinical/scientific, multi stranded Audiology service. To be an expert practitioner and manage a caseload of complex and difficult to resolve cases in their area of speciality.

To work independently without supervision and to take operational decisions in order to provide continuity of service. He/she will be responsible for dealing with complex and sensitive situations and will be required to respond to unplanned and urgent events and situations, using his/her own judgement, and to take operational decisions using own initiative. The Post holder will need to exhibit a high level of motivation and flexibility, ensuring that both roles are performed to a high standard.

Clinical responsibility

- Undertake hearing assessment of adult and children of all ages. This to include history taking and discussion with patient/caregiver.
- Undertake all routine and non-routine aspects of audiometric testing. This will include audiometry (air and bone conduction) tympanometry & acoustic reflex testing, ABR, OAE testing, speech recognition, vestibular assessment and rehabilitation. To act appropriately on the results obtained.
- Undertake assessment auditory processing disorders and develop management strategies as appropriate.
- Undertake hearing aid assessment, fitting, validation and ongoing support of adults according to current agreed protocols. Including hearing aid verification using Real Ear Measurement systems, RECD, and free field testing as appropriate, and act appropriately on information obtained from insertion gain testing.
- Take aural impressions on patients of all ages, according to British Society of Audiology recommended procedures.
- To manage highly complex cases within the adult services, some of whom may be referred by other members of the team due to conflicting results or incomplete information.
- Liaison with external agencies (e.g. Education and Cochlear implant teams) as appropriate
- Modification of NHS and commercial hearing aids and earmoulds in all cases.
- Participation in community and domiciliary visits as required.
- To be a knowledge base for the Audiological and ENT staff with regard to all clinical Audiological matters.
- To develop and deliver teaching, learning and research in the service.

Operational Management:

- Manage own areas of responsibility on a day to day basis. Make senior level decisions, provide leadership and negotiate at a senior level on a range of subjects relating to the adult service.
- With the support of the Head of Audiology, resolve service wide issues relating to staff performance, achievement of targets and capacity.
- Work closely with colleagues in Outpatients and wards to ensure delivery of activity and waiting time targets.
- To identify and address service pressures, using own judgement to respond and deal with a range of routine and urgent situations and developments. This will require the planning, formulation, monitoring and review of action plans, policies and strategies.

- To work with Head of Audiology to ensure that services are appropriately funded. This will include the analysis of services, including statistics, activity performance, audit, the use of confidential patient data and report-writing.
- To work with clinicians as necessary to resolve any issues in relation to operational issues and access targets.

Staff Management:

- Direct line management of staff within areas of responsibility including management of performance issues and non-delivery of key targets / actions.
- Undertake personal development reviews for managed staff.
- Carry out disciplinary investigations as directed by the Head of Audiology in line with the Trust's policy and procedures.
- Fully understand the Knowledge and Skills Framework (KSF) for Agenda for Change and be responsible for reviewing the KSF outlines for managed staff.
- Recruit, develop and motivate staff to ensure they can perform well in their work, contributing fully towards improvements in the audiology and ENT service and the achievement of Trust objectives. This will be done by the application of Trust policies and procedures, and Human Resource Policies.
- Foster a culture of lifelong learning, continuing professional development, educational and vocational training.
- Implement trust policies designed to manage the identification and management of poor performance and ensure that any individuals identified are appropriately supported.
- Review, plan and seek agreement on manpower and skill mix to ensure appropriateness for service needs and professional standards.
- Maintain and develop the infrastructure needed to retain the accreditation of the audiology service as a training site for pre-registration students, HTS and MSc students, and from the PTP/STP training programmes.

Financial Management:

- To work with Head of Audiology to manage their cost centres within allocated limits and adhering to Standing Financial Instructions.
- Prepare reports, make recommendations and take action as necessary to ensure financial breakeven or better.
- Liaise with Head of Audiology to ensure that clinics and diagnostic resources are fully utilised with minimal sessions or slots lost.
- To identify sources of additional income and efficiency savings.
- Will identify, prepare or contribute to business cases for developments involving audiology services including new test procedures, upgrades and modifications to equipment.

- Contribute to the management and development of any service level agreements or contracts with external users pertinent to Adult hearing services.
- Provide to the trust and local commissioning group timely advice and guidance or on any new policy of recommendations about audiology services in order that appropriate actions and the necessary funding can be identified. For example NICE reports or national programmes such as the Newborn Hearing Screening Programme

Business Planning and Development:

- To contribute to the production of the annual Service Plan lead by the Head of Audiology for own areas of responsibility.
- Ensure staff is aware of the objectives of the service and are involved in all aspects of service development.
- Ensure co-ordinated progress in implementing agreed service developments and improvement.
- Implement national and Trust policies in areas of responsibility, interpreting them as appropriate to implement at a local level.
- Lead on Service Improvement within Adult hearing to improve services on an ongoing basis in response to patients' needs and service changes.
- Contribute to the management and development of any service level agreements or contracts with external users that specifically relate to the audiology service.
- Ensure the economical and efficient purchasing, storage and distribution and supply of devices in line with the Trust's Standing Financial Instructions and value for money.
- Will provide to the trust and local commissioning group timely advice and guidance or on any new policy of recommendations about audiology services in order that appropriate actions and the necessary funding can be identified. For example NICE reports or national programmes such as the Newborn Hearing Screening Programme.

Clinical Governance and Quality:

- Attend and participate in department audit meetings representing all three Audiological services as required.
- Co-ordinate the response to complaints for areas of responsibility including the formulation of action plans in conjunction with appropriate staff and ensure audit cycle is completed.
- To respond to telephone and face to face complaints/issues from patients and/or their relatives.
- To lead meetings with complainants to resolve their complaint.
- Action incident forms and work with the Head of Audiology to ensure all incidents and actions are logged.
- To undertake periodic reviews of service provision against outcomes to ensure appropriate clinical decision making.

Special Projects:

- To lead on the IQIPS accreditation for the services
- Lead for the Service on any special projects that arise as directed by the Head of Audiology.

General:

- Attend meetings on behalf of the Head of Audiology at his/her direction as required.
- Deal with a variety of queries from within and outside of the Trust.
- Prepare and implement Policies and Procedures as required.
- Be the Departmental Lead or representative for various Trust wide initiatives at the direction of the Head of Audiology
- Carry out any other duties as designated by the Head of Audiology as appropriate.

KEY WORKING RELATIONSHIPS

Key Relationships:

Audiology colleagues across MSE group
Medical staffing
Admin staffing
External NHS and non NHS organisations
Charities & support groups
Educational providers
NHSE

GENERAL STATEMENTS

COMPETENCY BASED APPRAISAL

The post holder will be appraised on an annual basis and the process will include a review of the past year's performance, setting of aims and objectives for the coming year and identification of educational needs.

TRAINING

All staff will undertake such training as is necessary to perform the duties allocated.

EQUAL OPPORTUNITIES

The Trust has an Equal Opportunities Policy and/or Single Equality Scheme. The aim is to ensure that no individual receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity related matters, race, religion or belief, sex or sexual orientation or is disadvantaged by

conditions or requirements, which cannot be shown to be justifiable. Whilst the Trust recognizes specific responsibilities fall upon management, it is also the duty of all employees to accept personal responsibility for the practical application of the Policy.

NO SMOKING POLICY

Mid and South Essex NHS Foundation Trust (MSE) operates a non-smoking policy. The restrictions will apply to patients, staff and visitors alike. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy. If you would like help to give up smoking you should contact your GP or call the NHS Stop Smoking Help Line on 08001690169 to find details of your local stop smoking service.

DATA PROTECTION ACT 2018

All employees are required:

- To ensure compliance with all Trust's policies, and those procedures relevant to the area of work.
- To maintain high levels of confidentiality and information security at all times, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act.
- To ensure that the data is of good quality, accurate and relevant for purpose, where any processing of information takes place (paper records or electronically).

CODE OF CONDUCT – For Managers

As an NHS Manager, you are expected to follow the Code of Conduct or NHS Managers (October 2002), observing the following principles:

- Making the care and safety of patients your first concern and act to protect them from risk.
- Respecting the public, patients, relatives, carers, NHS staff and partners in other agencies.
- Being honest and acting with integrity.
- Accept responsibility for your own work and the proper performance of the people you manage.
- Showing your commitment to working as a team member by working with your colleagues in the NHS and wider community.
- Taking responsibility for your own learning and development.

INFORMATION GOVERNANCE

- All staff must be familiar with and comply with the contents of the Information Governance Handbook, a personal copy will be provided at Induction to all staff.
- All staff are required to maintain confidentiality of patient and Trust's information as set out in the Trust's Confidentiality Policy.

- All staff are required to read and comply with all policies that are issued relating to the electronic security of Trust's information.
- All staff who create, access, transfer, modify sensitive Trust's records have a responsibility to be both accurate and timely and ensure that all the information that they record either on paper or electronically is complete.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the Data Protection Act.

All matters relating to patients' diagnosis and treatment, staff or the Financial or contractual position of the Trust are strictly confidential and under no circumstances is such information to be divulged or passed to any unauthorised person(s) under penalty of summary dismissal.

All staff should take particular care relating to the electronic storage and transfer of confidential information. This should only be done in accordance with the Trust's Information Security Policy.

HEALTH AND SAFETY

All employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

QUALITY

The Trust aims towards maintaining the goodwill and confidence of its own staff and of the general public. To assist in achieving this objective, it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

INFECTION PREVENTION AND CONTROL

All employees are required to:

- Make themselves aware of their responsibilities for Infection Prevention and Control.
- Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with.
- Maintaining a high standard of infection control practice.

SAFEGUARDING CHILDREN

All employees of the Trust, regardless of the work they do, have a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services, it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet sites. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.

SAFEGUARDING ADULTS

All employees of the Trust, regardless of the work they do, have a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services, it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.

LOCATION

You will be based at Care Group (1, 2, 3 or 4) which is located in Basildon, Southend, Britannia Park or Broomfield). You will generally be expected to undertake your normal duties at the principal place of work, however, in the course of your duties you may also be required to work at any of the sites within the Mid and South Essex NHS Foundation Trust areas as well as other NHS sites as part of the delivery of the service.

COVID-19 Vaccination

The successful applicant will be an NHS employee and may therefore have contact with vulnerable service users. During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. To comply with our duty of care, we require our staff to have the COVID vaccine and we will ask for proof of vaccination during the recruitment process. Vaccination will be a condition of employment unless an exemption applies.

NOTE

These guidelines are provided to assist in the performance of the contract but are not a condition of the contract.

This job description is a reflection of the present requirements of the post and the content may be subject to review and amendment in light of changes and developments.

All Staff will also be expected to abide by the relevant code of professional practice relating to their discipline.

Review date - Yearly

Signed
Employee

Dated

Signed
Manager

Dated

Criteria	Essential	Desirable	
Training and Qualifications	<ul style="list-style-type: none"> • MSc Audiology or equivalent M level qualification • Post qualification study e.g. STP/HTTS • State registered clinical scientist or Registered Clinical Physiologist • Certificate of Audiological Competence or equivalent certificate to practice 	<ul style="list-style-type: none"> • Leadership qualification • Management qualification • British Sign Language qualification 	A/I
Experience	<ul style="list-style-type: none"> • Minimum of 7 years post qualification experience in Audiology • Significant and up to date clinical experience in either adult auditory rehabilitation and diagnostics or vestibular diagnostics and rehabilitation • Experience of specialist adult rehabilitation and diagnostics to include tinnitus therapy, specialised hearing aids and other conditions such as APD • Good technical knowledge of hearing aids • Good awareness of issues and developments in other areas of Audiology outside their specialism, to include paediatrics and screening • Experience of service development • Experience of line managing staff • Experience in supervising and training clinical professionals 	<ul style="list-style-type: none"> • Experience of managing a clinical department / area • Experience at a professional level, working for a professional body, national committee or similar • Experience of giving presentations to a variety of audiences 	A/I
Communication & relationship skills	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills to include ability to communicate with the hearing impaired and carers in an emotional state, and deal with staff problems. • Ability to cope with occasional exposure to distressing and emotional circumstances within specialist area. For example, dealing with a tinnitus patient with 	<ul style="list-style-type: none"> • Excellent negotiation skills across a wide range of issues and with a wide range of agencies, e.g. health, social sciences and the voluntary/user sector. 	A/I

	<p>psychological problems.</p> <ul style="list-style-type: none"> • Excellent written communications skills • Good presentation skills • Ability to cope with decision making under pressure • Well-presented smart appearance • Friendly, courteous and approachable • Team player • Self-motivated • Mature, confident, diplomatic • Positive approach to change 		
Analytical and Judgement Skills	<ul style="list-style-type: none"> • Ability to make judgements involving complex facts which require the analysis, interpretation and comparison of a range of options • Frequent requirement of intense prolonged concentration in both clinical and managerial roles • Good level of IT skills to include word processing, use of spreadsheets and databases • Ability to cope with clinical decision making under pressure 	<ul style="list-style-type: none"> • Data analysis and statistical skills 	A/I
Planning and organisational skills	<ul style="list-style-type: none"> • Ability to cope and concentrate on work when the work pattern is unpredictable, such as dealing with interruptions for clinical advice, managerial problems or HR issues. • Able to deliver a broad range of specialised, complex and non-routine scientific work • Ability to work calmly and methodically when under pressure from a busy and varied caseload • Proven time management & organisational skills • Proven leadership skills to include motivation, delegation and change management. • Excellent organisational and time management skills to ensure the department runs smoothly 		A/I

Physical Skills	<ul style="list-style-type: none"> • Excellent manual dexterity and co-ordination to accurately manipulate equipment and small devices to include hearing aids and accessories modify ear moulds using drills and grinders and insert probe tubes accurately into ear canals. • Able to cope with frequent periods of moderate physical effort whilst working with balance patients such as undertaking positional tests and rehabilitative manoeuvres. • Able to use a VDU for extended periods of time • The post holder is expected to deal with foul body fluids on a regular basis, such as ear discharge and cerumen, and follow the necessary infection control procedures when exposed 		A/I
Other requirements specific to the role	<ul style="list-style-type: none"> • Good health record • Good attendance • Commitment to support the Trust's Values • Flexibility to cope with the needs of the service 		A/I

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

A=Application form

I=Interview

C=Certificate