

Job Description

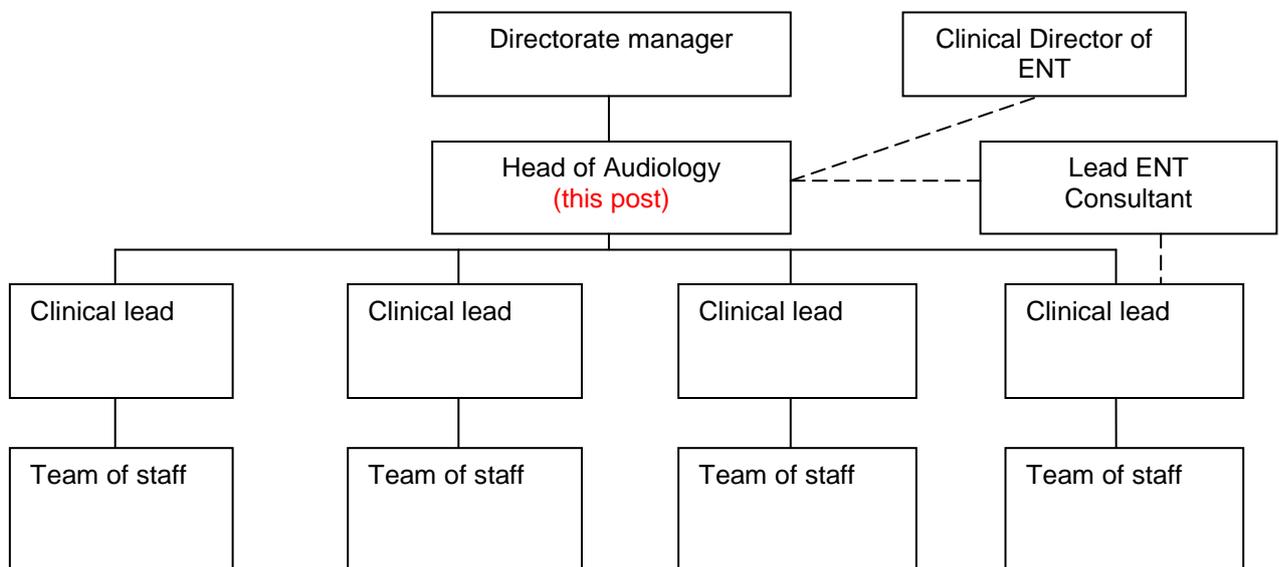
Job Title: Consultant Clinical Scientist / Head of Audiology
Centre: Surgical Services
Department: Audiology
A4C Band: 8c
Reports to: Directorate Manager

Job Summary

This is a senior management position within the Trust, with the post holder is accountable for all resources and services provided by South Tees Audiology, to include Paediatric Audiology, Adult rehabilitation, Diagnostic audiovestibular work, and the Auditory Implant service. This includes the management of the provision, evaluation, monitoring and development of scientific, rehabilitative and support services to adults and children, in line with Directorate and Trust strategy, including liaison with a wide range of professionals throughout the UK. This is in addition to a specialist clinical role undertaking clinical supervision and training. The post holder will have highly developed and specialist knowledge over a range of procedures and practices, underpinned by theoretical knowledge and practical experience.

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

- Accountable for the management of South Tees Audiology, to include Paediatric Audiology, Adult rehabilitation, Diagnostic audiovestibular work, and the Auditory Implant service to include all resources and services.
- To be responsible for the implementation of effective management teams within each of the clinical areas to include the Steering Groups and team meetings as required
- Responsible, for the strategic planning, development and prioritisation services within South Tees Audiology, in liaison with the Directorate and Centre management teams.
- Accountable for the development and adaptation of the service according to changing criteria and demographics
- Accountable for ensuring changes in practice are embedded and establish new systems of working when necessary
- Engage in discussions at a national level regarding national guidance, patient pathways and models of service delivery, and ensure the service is continually reviewed and modified to meet service need.
- Responsible for representing the service at national meetings, presenting information and taking part in cross-centre discussions regarding service provision, workforce and training.
- Ensure 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

- Accountable for the departmental budget (circa. £4.7m).
- To hold authorised signatory status on behalf of South Tees Audiology.
- Accountable for the facilities and equipment used within South Tees Audiology, to include ensuring equipment is maintained and calibrated, new equipment is evaluated and commissioned, and meets the requirements of health and safety and clinical governance
- Accountable for the clinical assessment of new and upgraded devices to decide whether it should be used by the service.
- Accountable for stock management and procurement within South Tees Audiology
- Accountable for the clinical evaluation of new assessment and evaluation tools to be used within the service and responsible for their implementation.
- Responsible for ensuring the use of consumables used within the service is reviewed on a regular basis to ensure cost effectiveness and value.
- Responsible for financial planning and management for the service in conjunction with the Finance Manager.
- Responsible for reviewing skill mix within the service and implement changes as required
- Participate in meetings with the contracting and financial teams as needed.
- Accountable for the Audiology Patient Management System 'Auditbase', ensuring it is used appropriately and effectively in line with departmental guidelines and Trust policy, to meet service need.



Professional Advisory

- As lead clinician, to represent South Tees Audiology at regional, national and multi-agency levels as appropriate.
- To contribute to the development of national professional standards and professional protocols as required, including development of models of service delivery
- Provide information and make recommendations within the Audiology Team, Directorate and Trust as required.
- Ensure that robust methods are in place for the updating staff (to include wider audiology team and / or ENT colleagues) on the latest developments within the field.
- Have highly specialist knowledge in one or more specialist clinical areas.
- Accountable 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.
- Accountable for the development of joint working guidelines with colleagues in other services and agencies
- Work closely with the ENT Consultant Body review and develop service provision, and ensure appropriate training is in place for more junior medical staff.

Administrative, Organisation and Planning:

- Ensure that the right staff, with the right skills, in the right numbers are in place to deliver a quality service to the patient.
- Responsible for the initiation and production of an annual plan for South Tees Audiology, ensuring the aims and objectives reflect future service demands and workforce planning requirements, and there is a co-ordinated approach to planning and development across each of the clinical areas.
- Accountable for the day to day operational management of the service, bringing issues as needed to the attention of the Directorate Manager and ENT Clinical Lead as required.
- Responsible for the development of the Audiology strategic plan, and annual review against this plan
- Accountable 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.
- In partnership with the Audiology Management Team provide a seamless, unified high quality audiology service.
- Responsible for the identification of service pressures, development of solutions and implementation

Performance Management

- Accountable for the monitoring of activity, capacity, demand and waiting lists within South Tees Audiology to ensure effective use of resources, national and Trust targets are met and concerns are highlighted at an early stage. Ensure processes are in place to enable the accurate and timely reporting of waiting times, activity and other key performance indicators



as required for the service, and that monitoring is pro-active, planning intervention as required to ensuring timely response to ensure targets are not breached.

- Responsible for the regular review of performance against targets, guidelines, standards and other services as required and agreement of any remedial actions
- Accountable for monitoring 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 highly specialist 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.
- 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 appoint of contact for other members of the team to discuss cases to ensure all patients receive an equitable service and high quality care.
- Have overall accountability for the ongoing management of all patients within the Audiology service.
- 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
- Undertake regular clinical sessions in order to maintain a high clinical profile, professional competence, authority and credibility.
- Within the above roles, act as an expert and be a point of contact for staff, in particular for highly complex and non-routine cases.
- Ensure Deaf awareness is paramount in all service provision

Governance and Risk

- Responsible for ensuring there are appropriate professional lead identified (if this is not the clinical lead) in each of the main clinical areas, to ensure all legislative requirements and initiatives in relation to care are implemented throughout, and identify and implement



opportunities for improvements in the provision of services to patients, in accordance with local and national initiatives.

- Accountable for the initiation and co-ordination of the development and implementation of policies, procedures and guidelines within South Tees Audiology ensuring they meet the requirements of health and safety and clinical governance.
- Accountable for health and safety of staff and patients / visitors within South Tees Audiology to include facilities, equipment and procedures. This includes ensuring risk assessments are carried out and recommendations implemented.
- Accountable for ensuring that all staff within South Tees Audiology are aware of the Trust and departmental Health and Safety policies, and comply with them.
- Accountable for ensuring that all staff within South Tees Audiology receive the necessary training to meet with the requirements of the Trust and departmental Health and Safety policies.
- Accountable for the 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 ensuring there is an ongoing peer review system for clinical work to ensure adherence to departmental guidelines, and high quality care is maintained.
- Responsible for the initiation and co-ordination of research across the service and joint projects across the directorate or with other departments
- Carry 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.
- Maintain a critical understanding of current knowledge.
- Promote a culture where governance and risk management are seen to be everyone's responsibility.

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).
- 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
- Ability to analyse and interpret management reports
- Ability to complete complex statistical analysis of research data



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 professionals both internal and external to the Trust on clinical, service provision and professional matters.
- 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.
 - Discussion of and provision of advice to patients regarding ongoing 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.
 - Addressing concerns and complaints within the service and wider department as required.
 - Presenting audiological findings and making recommendations
 - Presentation of research data
- Forms of communication may include:
 - Discussions
 - Formal oral presentations
 - Written reports (clinical, technical or management)
- Ability to work with interpreters to include sign language interpreters

Human Resources

- Ensure adherence to the Trust's HR policies across South Tees Audiology
- Ensure all staff who work within South Tees Audiology have individual performance management, to include personal development and continued professional development as required, and meet with their line manager at least six monthly intervals to discuss progress.



- Support the development needs of staff and work with them to develop opportunities to access appropriate education and training programmes and other learning opportunities.
- Accountable for ensure that a robust training needs analysis process is implemented and maintained.
- Accountable for ensuring there is a suitable induction programme in place and it is evaluated on a regular basis.
- Motivate the staff to work to the highest standard of clinical care and support.
- Responsible for the line management of a team of management staff working within Audiology, to include recruitment and selection decisions, appraisals, personal and career development, sickness absence, disciplinary and grievance matters, planning and prioritising their workload, performance management and health and safety.
- Accountable for ensuring all staff have been appropriately trained to ensure they have the required skills and knowledge to provide a high quality service to patients.
- Responsible for the recruitment of new staff ensuring that the skill mix within the service is maintained and regularly re-evaluated.
- Contribute to the Trust's workforce planning and development of a robust workforce strategy within the department.
- Ensure all staff have regular Deaf awareness training and that this is regarded as paramount in all service delivery
- Develop a culture that empowers staff to have sufficient authority over the facilities and services, which contribute to the provision of essential patient care.
- Develop a culture, where all staff are free to express their views and raise ideas in a open, safe and valued environment.

Training and Development

- Accountable for development and implementation of in-house training programmes across South Tees Audiology, to ensure all staff receive appropriate training.
- Accountable for the clinical supervision and practical training of trainee staff in clinic sessions.
- Accountable for ensuring the delivery of high quality education within the quality standards and framework of the collaborative academic partnership arrangements for undergraduate and postgraduate training.
- Ensure requests from other organisations to provide training and multi-disciplinary team related experience opportunities for less experienced professionals from a diverse range of backgrounds, are responded to.
- Provide 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:

Attributes	Essential (E) or Desirable Criteria (C)	Assessment Method			
		Application Form	Interview	Assessment	References
Education and Qualifications					
Honours level degree in a relevant subject	E		✓	✓	
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		✓	✓	
Post-graduate 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		✓	✓	
Eligible to apply for equivalence with The Academy for Healthcare Science for Higher Specialist Scientific Training (HSST)	E			✓	✓
Knowledge & Experience					
Significant experience in audiological assessment and management of adults and children to include the selection and fitting of digital hearing aids	E		✓	✓	✓
Significant experience in managing highly complex and non- routine cases within one or more sub-section areas	E		✓	✓	✓
Significant experience of staff line management to include appraisal, objective setting and performance management	E		✓	✓	✓
Experience of successful management of a clinical department service	E		✓	✓	✓
Experience of successfully managing a large budget			✓	✓	✓
Experience of leading service developments and managing change, to include writing business cases	E		✓	✓	✓
Experience of having an active role in research and audit projects leading to a number of published scientific papers and conference presentations	E		✓	✓	✓
Significant experience at a professional level, working for a professional body, national committee or similar	E		✓		✓
Good level of knowledge regarding NHS organisation and structure, funding pathways and current priorities	E		✓	✓	✓
Key Skills					
Excellent interpersonal and communication skills to include ability to communicate with the hearing impaired and carers in emotional states.	E		✓	✓	✓
Highly developed leadership skills, to include motivation, delegation and change management.	E		✓	✓	✓

Excellent written communication skills	E		✓			✓
Excellent organisational and time management skills to ensure the department runs smoothly.	E		✓	✓		✓
Good level of IT skills to include word processing, use of spreadsheets and databases	E		✓	✓		✓
Excellent presentation skills	E		✓	✓	✓	✓
To demonstrate excellent negotiation skills across a wide range of issues and with a wide range of agencies, eg education, health, social sciences and the voluntary/user sector.	E		✓	✓		✓
Teaching and training skills	E		✓	✓		✓
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.	E		✓	✓		✓
Able to deliver a broad range of specialised, complex and non-routine scientific work	E		✓	✓		✓
Ability to make judgements involving complex facts which require the analysis, interpretation and comparison of a range of options, when some of the information may be missing	E		✓	✓		✓
High level of data analysis and statistical skills, ability to analyse data and formulate reports	E		✓	✓		✓
Frequent requirement of intense prolonged concentration in both clinical and managerial roles	E		✓	✓		✓
Ability to cope with occasional exposure to distressing and emotional circumstances within specialist area. For example, dealing with emotional patients.	E		✓	✓		✓
Project management skills	E		✓	✓		✓
Excellent manual dexterity and co-ordination to accurately manipulate equipment and small devices to include hearing aids and accessories and insert probe tubes accurately into earcanals.	E		✓	✓		✓
Interpersonal skills						
Excellent team working skills	E		✓	✓		✓
Proven conflict management skills	E		✓	✓		✓
Ability to cope and concentrate on work when the work pattern is unpredictable, such as dealing with frequent interruptions for clinical advice, managerial problems or HR issues.	E		✓	✓		✓
Ability to work under pressure, meet deadlines, prioritise workloads, ability to work calmly and methodically when under pressure	E		✓	✓		✓
Self motivated, and self management with the ability to work under minimal supervision	E		✓	✓		✓
Ability to work flexibly to meet service needs, in a diverse and highly demanding organisation	E		✓	✓		✓
Ability to develop effective working partnerships within and beyond the employing organisation	E		✓	✓		✓

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