

### Job Description

**Job Title:** Audiologist

**Centre:** Surgical Services

**Department:** Audiology

**A4C Band:** 5

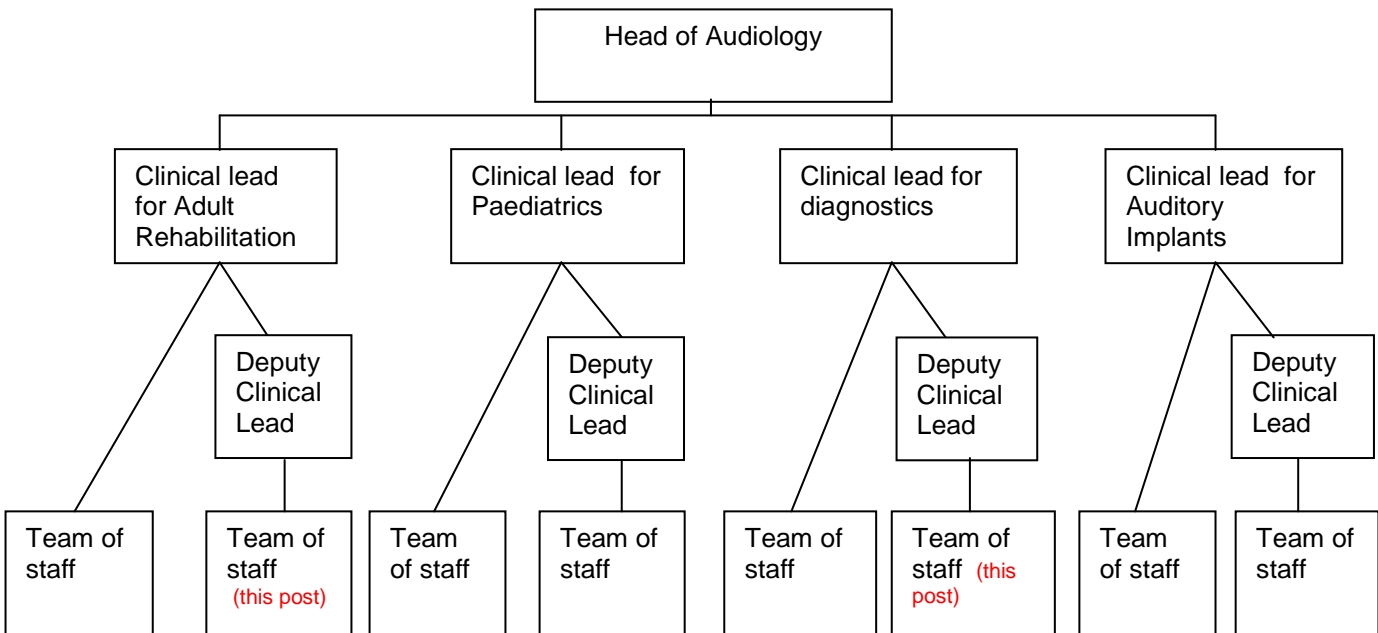
**Reports to:** Clinical Lead or Deputy Clinical Lead

### Job Summary

*The main purpose of this role is to provide clinical care working in ENT clinics and adult rehabilitation, and / or assisting in specialist clinics. All post holders will regularly work alone at outstations. The post holder is responsible for maintaining clinical records in relation to the activities carried out. The post holder will also supervise or train less experienced staff and be a point of contact for more junior staff regarding routine cases.*

*This role involves 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

- Acting as a point of contact for more junior staff (e.g. Associate or Assistant Audiologists, and less experienced Audiologists) within the service
- Provides day to day supervision of more junior staff (e.g. Associate or Assistant Audiologists, and less experienced Audiologists)
- Act as mentor and / or supervisor for trainee staff as required.

### Financial and Resource Management

- Responsible for the safe use of expensive and highly complex equipment
- Responsible for ensuring more junior staff (e.g. Associate or Assistant Audiologists, and less experienced Audiologists) are using equipment safely.
- Responsible for troubleshooting IT and test equipment if it is malfunctioning and resolving any issues found, or reporting it to the relevant person if it cannot be resolved.
- Responsible for reporting and attempting to resolve any issues with accommodation, fixtures and fittings to the relevant person (this may depend on whether it is at the main base or outstation), and escalating to the management team if not resolved.
- Assist with the management of outstations, to include;
  - Reporting and resolving issues as outlined above
  - Preparation of equipment, devices and consumables for outstation clinics
  - Transporting equipment, devices and consumables and maintaining stock levels at outstations, as required.

### 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 regarding technical issues, patient management and the implications of the individual's hearing and / or balance disorder.
- Proposed changes to working practices or procedures for own work area.
- Advise administrative staff as required regarding the most appropriate management of a patient so the correct advice can be given or appointments booked.

### Administrative, Organisation and Planning:

- Planning and organising day to day work and activities
- Occasionally helping to adjust clinical schedules to accommodate extra urgent patients.
- Assisting with administration of the department as required, which may include tasks such as booking appointments, answering the telephone, assisting with stock management and sending out letters.



- Ensuring that all medical records are appropriately tracked in, out, and to different locations within the department according to departmental guidelines and Trust policy.

## Performance Management

- Assist with the data collection for audit projects
- Ensure departmental guidelines and Trust policies are followed to enable the accurate monitoring and reporting of performance.

## Service Delivery

- Work as an independent practitioner without supervision, following departmental guidelines, providing routine\* clinical services directly to patients, to include:
  - the assessment of adults and children within the service,
  - Interpretation of results by collating all available information to decide on management to include whether further audiological assessment is needed, ENT referral is required, or to decide on treatment such as hearing aid fitting or therapy requirements
  - Creating individual rehabilitation plans for each patient whilst maintaining a flexible approach and responsive attitude to patient need, to include complicated\* 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 (to include newborn babies), 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.
  - Providing detailed information and advice to patients and their families, and other professionals.
  - Occasional exposure to bodily fluids such as ear discharge and vomit
- Initial management of more complex patients if they present in routine / inappropriate clinics, such as delivering immediate care if possible and referring on to the appropriate clinic.
- Assisting in complex clinics (e.g. paediatric assessment, vestibular assessment, auditory implant clinics) which may include carrying out specific tests or procedures, documenting findings, completing clinical reports and communicating with patients / their families regarding findings and management.
- Maintain a good level of expertise in routine testing and rehabilitation methods, to include technical expertise in a range of techniques and procedures.
- Act as appoint of contact for more junior members of the team (e.g. Assistant and Associate Audiologists and less experienced Audiologists) to discuss cases to ensure all patients receive an equitable service and high quality care.
- Transporting expensive equipment, stock (to include hearing aids and consumables) to outstations and undertaking visits to schools as needed.
- 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



*\*Routine clinical services include provision of the following in a clinical or domicillary setting, often as a loan worker:*

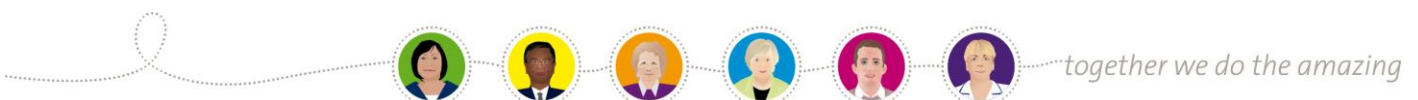
- *Initial assessment of adults for hearing aids*
- *Counselling of patients prior to hearing aid fitting*
- *Routine fitting, upgrade and review of hearing aids, to include counselling as required*
- *Reassessment of existing adult hearing aid users*
- *Hearing aid maintenance*
- *Advice and recommendations regarding assistive listening devices, to include wireless devices*
- *Management of more complicated patients such as those with an additional disability which does not require significant adaptation or expertise to enable the individual to be assessed or managed, e.g. mild dementia, visual impairment, arthritis.*

### **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).
- 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 test results 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 complex needs where advanced communication skills are paramount.
- Ability to communicate with family and carers,
- 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 medical devices work (e.g. hearing aids) 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.
- Deal with initial patient concerns, issues and complaints both on a face to face basis and over the telephone. This will often occur when loan working, and the individual is responsible for resolving any issues when possible. Tact and persuasive skills may be needed to communicate in a manner that will neither offend or antagonize. If not possible the individual should report the issue to a manager and / or direct the patient to the Patient Advice and Liaison Service.

## 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.

## 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

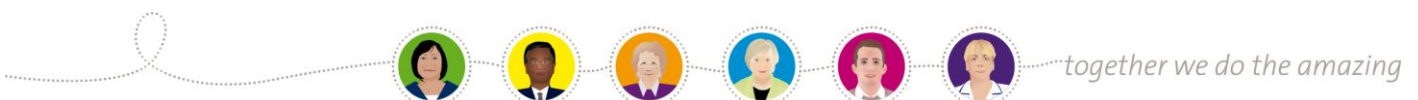
This post is deemed to require an Enhanced check with the Disclosure and Barring Services.

#### 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
<b>Education and Qualifications</b>					
BSc Audiology or equivalent	E				
British Sign language level 1 or equivalent	C				
Registered as one of the following, or in the process of registering: <ul style="list-style-type: none"> <li>RCCP as a Clinical Physiologist</li> <li>HCPC as a Hearing Aid Dispenser</li> <li>HCPC as a Clinical Scientist</li> <li>AHCS as a Healthcare Scientist</li> </ul>	E				
<b>Knowledge &amp; Experience</b>					
Good level of clinical and technical audiology knowledge in routine audiology, to include pure tone audiometry, tympanometry and hearing aid selection, fitting, troubleshooting and maintenance	E				
Experience of NHS Audiology Services	C				
<b>Key Skills</b>					
Excellent communication skills which include the ability to: <ul style="list-style-type: none"> <li>enable building good rapports with colleagues and patients</li> <li>deal with patient concerns and complaints</li> <li>take detailed medical histories, explain tests to patients and debrief patients on findings</li> <li>use persuasive and motivational skills as part of a programme of rehabilitation</li> <li>Communicate with people with hearing impairment using appropriate communication tactics</li> </ul>	E				
Able to organise own day to day work	E				
<b>Interpersonal skills</b>					
Good team working skills	E				
Able to work independently	E				
Self motivated to deliver a high quality service	E				

JD / PS version 3 14/06/2016