

JOB DESCRIPTION

1. Job Details

Job title	Apprentice Associate Audiologist
Job grade	Apprentice
Hours	37.5
Reports to	Head of Audiology
Division	Surgery, Anaesthesia & Critical Care
Department/Area	Audiology
Location	Sherwood Forest Hospitals NHS Foundation Trust

2. Job Purpose

To conduct a range of routine diagnostic and rehabilitative Audiology procedures for both adults and older children in addition to administrative procedures.

To complete Hearing Aid Dispenser Apprenticeship at De Montfort University.

The overriding purpose is to support the provision of the highest quality patient care through personal actions and continuous improvement.

3. Role of the Department

Delivery of a comprehensive, non-routine and sophisticated, all age Diagnostic and Rehabilitative Audiology service to the population of Mansfield, Ashfield, Newark and Sherwood Primary Care Trust areas based on national evidence, best clinical practice and clinical guidelines.

4. Organisational Chart

Head of Audiology

Clinical Educator

**Apprentice
Associate
Audiologist**

5. Key Result Areas

To perform a range of routine diagnostic procedures for both adults and older children under the guidance of a qualified practitioner.

To assess and implement hearing rehabilitation programme elements including providing routine advice to patients and their carers under the guidance of a qualified practitioner.

To make a commitment to ensuring continuing service quality and excellence, ensuring the highest standards of clinical practice are delivered by adopting a patient focussed, family friendly and evidence-based approach.

To contribute to the strategic development of the service by:

- Proposing changes to clinical protocol to ensure optimal patient experience, efficiency and effectiveness
- Evaluating research, innovations and viability of new practices and developments relating to clinical practice

To maintain personal continuing professional development (CPD) including contributing to the appraisal system by identifying and addressing individual personal development needs.

To contribute to clinical audit, clinical governance and conducting of service research as dictated by local practice need to ensure this drives up the quality of patient care and service.

To contribute to a healthy, safe and harmonious atmosphere in the workplace, ensuring compliance with Trust Health and Safety, COSHH and Infection Control policies.

6. Physical and Mental Skills

6.1 Communication & relationship skills

The post holder is required on a daily basis to:

- Overcome significant barriers to understanding that exist with a significant majority of patients seen having a very significant hearing (communication) disability and being elderly or frail.
- Use reassurance, empathy, tact and sensitivity in communicating sensitive condition related information to adults and older children and their carers or parents in easily understood language.
- Adopt an appropriate level of communication to deal with older children, elderly and frail patients, and patients with learning disabilities.

6.2 Analytical and judgment skills

There is a daily requirement for assessment of patient condition and judgement on the suitability of tests, identification for the need for ENT referral and implementation of rehabilitation programme elements.

6.3 Planning and organisation skills

Responsible for the planning and organisation of their own work activities, and performing daily calibration checks on the audiometers.

6.4 Physical skills

There is a requirement for standard keyboard skills as all diagnostic testing and hearing aid prescription equipment is PC based and all patient data is stored within a dedicated IT patient management system. There is a requirement for accuracy and advanced sensory skills in the following:

- Examination of the features of the patient's ear canal and eardrum.
- Drilling 1mm and 2mm acoustic vents and modifying the fit and morphology of hearing aid ear moulds.
- Taking precise ear impressions of patients for hearing aid ear moulds under the guidance of a qualified practitioner.
- Precise placement of 1.5mm diameter REM probe tubes near the patient's ear drum to record in-situ hearing aid performance to enable optimisation, under the guidance of a qualified practitioner.
- Highly developed auditory and listening skills for subjective evaluation of hearing aid performance and integrity of diagnostic testing equipment

7. Responsibilities of the Post Holder

7.1 Responsibility for patient care

There is a requirement to conduct routine diagnostic audiological procedures for both adults and older children and providing elements of hearing rehabilitation programmes under the guidance of a qualified practitioner.

7.2 Responsibility for policy/service development

The post holder contributes to strategic service development by commenting on proposed changes to clinical protocol, working procedures and practices and evaluates research, innovations and developments relating to their practice.

7.3 Responsibility for financial and physical resources

The post holder has a duty of care for resources used including dispensing hearing instruments to patients and use of complex and diagnostic testing equipment.

7.4 Responsibility for human resources

There is a requirement to demonstrate their own activities to BSc (Audiology) placement trainees and new service recruits.

7.5 Responsibility for information resources

Responsible for maintaining and updating patient records including clinical notes, observations, reports, outcomes, etc within the IT patient management system.

7.6 Responsibility for research and development

The post holder will contribute to Audiology service clinical trials, research programmes, audits and development projects.

8. Freedom to Act

Post holder works within service protocol and policy to implement elements of hearing rehabilitation programmes and undertake a range of routine diagnostic procedures for both adults and older children. They are not directly supervised although advice and guidance from a more senior member of staff is readily available if required. They are professionally accountable to the Head of service and work outcomes are audited.

9. Physical, Mental and Emotional Effort Required

9.1 Physical effort

The post requires a combination of sitting, standing and walking with a requirement to move wheelchair patients (50-110Kg) over 2-4 inch double steps into soundproof rooms (approx once per week).

9.2 Mental effort

The work is predictable and involves undertaking elements of patient rehabilitation programmes and a range of routine investigations for approximately 80% of each session. This involves managing a case load of 4-14 patients per session with a usual appointment slot of between fifteen and sixty minutes.

9.3 Emotional effort

The post holder imparts condition related information regarding hearing levels and status on a daily basis to patients or their carer and parents/carers of children.

10. Outline of Working Condition

The post has a requirement for VDU use for 60-70% of most days as all diagnostic testing and hearing aid prescription equipment is PC based and all patient data is stored within a dedicated patient management system.

There is exposure (average 3-4 times per session) to one or more of the following hazards: blood in ear canal following toileting and infected ear discharge which contaminates testing equipment and probes; high noise levels when performing listening tests upon extremely powerful hearing aids; earwax; body odour; unclean patients; noisy and dusty machinery during earmould modification.

Knowledge and Skills Framework Outline and other Supporting Competencies

Title of Post: Apprentice Healthcare Scientist - Audiology

NHS KSF DIMENSIONS	Neede d for post?	Level for post				Notes
		1	2	3	4	
CORE DIMENSIONS -relates to all NHS posts						
1 Communication	Y	x	x			All indicators level 2 by the second gateway.
2 Personal and people development	Y	x				
3 Health, safety and security	Y	x				
4 Service improvement	Y	X				
5 Quality	Y	X	X			All indicators level 2 by the second gateway.
6 Equality and diversity	Y	X				
SPECIFIC DIMENSIONS						
HEALTH AND WELLBEING						
HWB6 Assessment and treatment planning	Y	X				All indicators level 1 by the first gateway.
HWB7 Interventions and treatments	Y	X				All indicators level 1 by the first gateway.

NHS KSF DIMENSIONS	Needed for post?	Level for post				Notes
		1	2	3	4	
ESTATES AND FACILITIES						
EF1 Systems, vehicles and equipment	Y	X				All indicators level 1 by the first gateway.

Sherwood Forest Hospitals NHS Trust

Person Specification

Post of Apprentice Associate Audiologist

Attribute	Essential	Desirable	How Identified
Knowledge Requirements	<ul style="list-style-type: none"> Excellent communication, verbal and written skills Excellent interpersonal skills with an ability to manage self effectively Computer literacy Understand the need for confidentiality and health and safety Friendly and approachable 	<ul style="list-style-type: none"> Competent with Microsoft Office Deaf Awareness Knowledge or understanding of the role of the healthcare science audiology workforce 	<ul style="list-style-type: none"> Application form Interview
Qualifications- Academic/ Craft/ Professional	<ul style="list-style-type: none"> GCSEs Grade C or grade 4 in Maths, English or Level 2 equivalent 32 UCAS points from at least one science A level or equivalent Willing to complete Hearing Aid Dispenser Apprenticeship at De Montfort University. 		<ul style="list-style-type: none"> Application form Interview
Further Training	<ul style="list-style-type: none"> Willingness to undergo further training as required by the department 		<ul style="list-style-type: none"> Application form Interview
Experience	<ul style="list-style-type: none"> Experience of working as part of a team 	<ul style="list-style-type: none"> Ability to deal with distressed or aggressive people 	<ul style="list-style-type: none"> Application form

	<ul style="list-style-type: none"> • Dealing with the general public 	<ul style="list-style-type: none"> • Working in a healthcare environment 	<ul style="list-style-type: none"> • Interview
Contractual Requirements	<ul style="list-style-type: none"> • Good manual dexterity 	<ul style="list-style-type: none"> • Full driving license 	<ul style="list-style-type: none"> • Application form • Interview

Job Description Agreement

Job Holder's Signature Date

Line Manager's Signature Date

General Statements

We are an organisation that aspires to continually learn and improve to ensure that we provide outstanding care for all. To enable this, *improvement, innovation and learning* are critical capabilities for colleagues to understand, and to implement and lead.

All employees have an individual responsibility to have a knowledge of and employ the basic principles of infection control practice and to ensure adherence to the requirements of the Infection Control Manual.

All staff employed by the Trust are required to work in a safe manner, in accordance with current health and safety legislation and with the general principles laid down in the Trust's Health and Safety Policy.

You are required to comply with all of the Trust's policies and procedures. These are obtainable on the Trust's intranet site, where guidance is also contained.

To undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the proviso that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job description in specific terms and the post re-evaluated if the change is likely to result in a job evaluation score change.

'All employees have an individual responsibility to ensure all information both manually and electronically achieves and maintains the highest possible data quality standards by adhering to the Trust's Data Quality Strategy and Policy. Poor quality information impacts directly upon patient care, safety and the Trust's performance indicators and finances.'

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

Equality, Diversity and Inclusion

Equality, Diversity and Inclusion are fundamental in contributing to an inclusive workplace at Sherwood Forest Hospitals. The Trust does not tolerate any forms of discrimination, racism, bullying and harassment. All staff, at all times, in the performance of their duties are expected to demonstrate equal treatment of everyone and ensure that every member of staff regardless of differences are respected, valued and appreciated. All staff are expected to have an understanding of the Trust's Equality, Diversity and Inclusion policy and associated Equality, Diversity and Human Rights Legislation.

The NHS Constitution

The NHS Constitution brings together in one place, what staff, patients and the public can expect from the NHS. It sets out the principles and values of the NHS and explains a number of rights, pledges and responsibilities for staff and patients alike.

The key document to read is the NHS Constitution. This is accompanied by The Handbook to the NHS Constitution which gives more detail of each of the rights, pledges, responsibilities, expectations and values. There is also a useful guide which gives more background information and explains the parts of the Constitution that are relevant to you.

The promises the NHS makes to you

The NHS also makes certain pledges to you, which it is committed to achieving. These go above and beyond your legal rights and are a commitment to provide high-quality services.

What the NHS needs from you in return

The NHS is a vital resource and we can all help it work effectively, and ensure resources are used responsibly. The NHS Constitution explains the ways in which you can do this, including:

- Recognising that you can make a significant contribution to your own, your family's good health & wellbeing, and taking some personal responsibility for it
- Registering with a GP practice
- Following courses of treatment you've agreed to
- Always treating NHS staff and other patients with respect
- Keeping GP and hospital appointments – or if you have to cancel, doing so in good time
- Giving feedback – both positive and negative – about treatment you've received

