

Senior Audiologist ~ Balance Specialist

Health Services Sciences: Job Description & Person Specification



About us

We provide care for the residents of three diverse London boroughs. Most of our 7,800 permanent staff live in Barking and Dagenham, Havering and Redbridge and the majority are from black, Asian and minority ethnic groups. We also provide healthcare services to people in south west Essex, and specialist neurosciences services to the whole of the county.

Our services include all the major specialties of large acute hospitals, and we operate from two main sites - King George Hospital in Goodmayes and Queen's Hospital in Romford. We have two of the busiest emergency departments in London – more than 300,000 people visited our A&Es in 2023. We also provide outpatient services at Brentwood Community Hospital, Barking Community Hospital, Loxford Polyclinic, and Harold Wood Polyclinic.

We're pleased to be leading the way in reducing the time our patients wait to get the treatment they need. The Elective Surgical Hub at King George Hospital is one of eight to be accredited as part of a national scheme; the Care Quality Commission has raised the ratings for urgent and emergency care at Queen's and King George hospitals; and data released by NHS England showed that the Trust was the most improved in 2023 for reducing waits for emergency care.

We are particularly proud of our regional Neurosciences Centre; Radiotherapy Centre; Hyper Acute Stroke Unit; and dedicated breast care service at King George Hospital. We're also part of the North East London Cancer Alliance.

OUR VISION: TO PROVIDE OUTSTANDING HEALTHCARE
TO OUR COMMUNITY, DELIVERED WITH PRIDE

OUR PRIDE VALUES

PASSION

RESPONSIBILITY

INNOVATION

DRIVE

EMPOWERMENT

Job Description

Job title: Senior Audiologist with Balance Interest

Band: Band 6

Hours of work: 15

Location: Queens Hospital and King George Hospital. In order to meet the needs of the service, you may be required to work at other locations to your normal place of work and take a flexible approach to working.

Specialty/department: Audiology

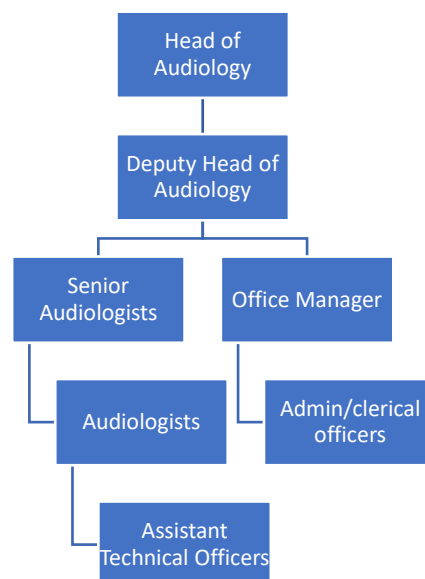
Accountable to: Head of Audiology

Responsible to: Head of Audiology

1. Job purpose

To provide a quality audiological diagnostic assessment of patients who present with dizziness and balance issues. You will also review patients with hearing difficulties and to provide a comprehensive hearing aid service. This includes carrying out a range of routine audiological tests in acute, community and domiciliary settings, in accordance with the most recent national best practice guidance and protocols.

Organisational Position



2. Relationships

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.

Internal Relationships

General Manager

Managers

Consultants

All other Medical staff

Nursing staff

Ancillary staff

Clerical staff

University Student Audiologists

PALS

External Relationships

GPs

Social Services Sensory Team

Action for Hearing Loss

University Audiology Tutors

British Tinnitus Association

Help the Aged, Community clinics

Care homes for the Elderly

3. Job summary

- Candidate must have a BSc or PTP in Audiology, BAAT part I and II or equivalent, have experience commensurate with the position and be RCCP or HCPC registered.
- To develop skills and competencies within the field of Audiology.
- Undertake routine and occasionally complex clinical caseloads in Adult Audiology without supervision. Though mostly concerned with balance testing, this will also include covering ENT clinics, GPDR patients and reassessments, hearing aid fittings with REMs, Follow Ups and Repairs.
- Undertake a range of audiological diagnostic & physiological tests to national, professional and local protocols. Where the clinical situation or best interests of the patient justify deviations from protocol, or contraindications are found in the case notes and/or medical notes, this should be fully documented in the patient records after seeking guidance on justification if required.
- Candidates must demonstrate strong team working skills, good communication skills and the ability to use their initiative.
- To record test results, patient outcomes and to provide factual reports.
- Additional tasks may be assigned once competencies have been satisfied.

4. Behaviour qualities

- To be inclusive, promote equality and diversity, and challenge discrimination.

- To be kind and treat people with compassion, courtesy and respect.
- Be empowered to make improvements to the way care is delivered and the way services are run.
- Foster strong teamwork and take care to understand what matters to patients, service users, residents and staff.
- To be optimistic and ambitious and are not afraid to step out of our comfort zone when working with others.
- To be consistent in the way we communicate our views, being respectful and honest to all who we are talking to.

5. Clinical & Operational responsibilities

- Perform, assess, interpret and report on a comprehensive range of diagnostic balance assessments. This will include Video Head Impulse Tests (VHIT), Water & Air Calorics, Video Nystagmography (VNG), and Vestibular Evoked Myogenic Potentials (VEMPS).
- To carry out diagnostic hearing tests on adults and children to include speech testing and OAEs as required.
- Real Ear Measurements to MHAS standard.
- Recording test results and accurate record keeping across a range of digital and analogue media.
- To support the department in audits and research projects.
- Rehabilitation of the hearing impaired with digital hearing aids using MHAS protocols.
- Take aural impressions for individual ear moulds and adjust ear moulds if required.
- Work with patients suffering from Tinnitus and keep knowledge updated in the latest developments in this field.
- May be required to visit patients in a ward, GP surgery, at their home or other setting.
- Work to BSA professional guidelines.
- Responsibilities for patient care, treatment and therapy.
- Responsibilities for establishing and maintaining communication and relationship both internally and externally.
- Use of physical skills in carrying out roles and responsibilities.
- Use of analytical and judgmental skills.

6. Policy, service, organisational and professional responsibilities

- To provide support and clinical supervision to Student Audiologists and junior staff.
- Patients are treated with dignity and respect at all times.
- Provide help and advice to patients. Develop care plans for patients, involving carers and families as appropriate.
- Support any research projects undertaken by the department.
- Trust policies are understood and adhered to and mandatory & statutory training is kept up to date.
- Updates own professional knowledge, assessment techniques and best clinical practice in keeping with job requirements.
- Prioritise and manage own workload.
- Conducts audits to improve patient services and contributes to the development of evidence based protocols.

- Ensures that all equipment is kept in good working order and within calibration date.
- Adhere to National, professional and Trust health and safety regulations.
- Cross site travel may be required which may involve transportation of equipment and stock.
- Responsibilities for development and implementation of policy and/or services
- Responsibilities for informal and formal research development
- Expected to use own initiative, discretion and act independently should the need arise.
- Use of planning and organisational skills.

7. General

- All staff are responsible for the continual compliance with CQC standards and outcomes.
- The post holder must be aware of, and work in line with, the Trust's Safeguarding Adults and Children procedures.
- Monitor personal timetable in the most effective way to enable the department to meet its targets.
- Supervise and train Student Audiologists and monitor their clinical placement logbooks where appropriate.
- Supervise and train staff and support their clinical placement logbooks where appropriate.
- Carry out any risk assessments for the area as appropriate.
- Deal with PALS enquiries when necessary.
- Patient confidentiality is respected at all times.
- Patient dignity is always respected.
- Maintain a professional and respectful working relationship with colleagues.
- The Department's Uniform policy standards are maintained at all times.
- PRIDE values are observed.
- Use of physical effort.
- Use of mental effort.
- Use of emotional effort.
- Working conditions such as extreme heat/cold, noise, fumes, spills of harmful chemicals, dealing with aggressive patients, client, relatives or carers.
- Ability to withstand, acknowledge or contribute to dad jokes and/or obscure musical knowledge.
- Plus any other duties not previously included in previous categories.

7. Personal development

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge and skills competency framework.

8. Mandatory Trust responsibilities

Amending the job description

This is a newly created role and it is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality

The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data protection

The Trust relies on special provisions under data protection legislation to process personal information. Personal information includes name, address, national insurance number and date of birth as well as anything else confidential or sensitive. For example, racial or ethnic origin, trade union membership, health and the commission or alleged commission of any criminal or civil offences.

The Trust’s fair processing notice on its [intranet](#) and [website](#) details what personal information the trust uses, why this is required, the lawful basis for processing (legitimate reasons for collection, storage, usage and sharing), how the Trust processes (uses, stores, retains, disposes and protects) personal information, retention periods, who we share personal information with, confirmation of your information rights and the process for reporting a complaint or concern.

The Trust will lawfully process your personal information in compliance with data protection legislation.

Leaders’ agreement

If the post holder has leadership and/or line management responsibility, then they are responsible for demonstrating, and developing in line with, the standard of behaviour as outlined in our Trust ‘Leaders’ Agreement’.

Policies and procedures

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of our Trust’s Risk Management Strategy which includes the responsibilities placed on them by the Health and Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

Safeguarding children and vulnerable adults

Safeguarding and promoting the welfare of children, young people and adults is central to the care provided by our Trust and the post holder must be aware of their responsibilities and work in line with our Trust's Safeguarding Adult and Children Procedures.

Health and safety

Under the Health & Safety at Work etc. Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts or omissions at work. This includes co-operating with management in complying with health and safety obligations, commensurate with their role, to maintain a safe environment and particularly by reporting promptly any incidents, defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work etc Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees, others and visitors.

Sustainable development and our health and wellbeing

The Trust is committed to UK Climate Change Act and NHS Sustainable Development Unit strategy to reduce its business activity related carbon emissions and its impact on the environment. Our Sustainability vision is to "continually sustain, retain and enhance the savings and culture change to meet our sustainability commitments." All staff are required to support the Trust's Sustainability vision, which aims to minimise environmental and healthcare impacts by developing preventative approaches. This will help improve the internal and external environment, reduce impact on natural and energy resources, reduce air pollution, prevent infection, provide financial savings and improve the health and wellbeing of staff, patient and the public.

Infection control

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

Smoke free

Our Trust buildings and grounds became fully Smoke Free on National No Smoking Day 11th March 2015. Our Trust expects all staff to promote healthy living and to set good examples in their own behaviour. Those not ready to quit smoking must remain smoke free during working hours, and will not be able to smoke in Trust uniform, in Trust grounds including car parks, while driving on Trust business or take smoking breaks. Second hand smoke causes heart and lung disease, and is harmful to young children. However, disposable or rechargeable e-cigarettes ("vaping") may be used outside hospital buildings.

General

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The postholder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role. The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the postholder. As our Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

Equal opportunities policy

Our Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work. All employees are expected to abide by our Trust's equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

Date: 24.01.2024

Prepared By: *Mark Newman, Head of Audiology*
Isobel McGown, Deputy Head of Audiology

Person Specification

Selection Criteria	Essential Criteria	Desirable Criteria	Means of Assessment
Education/ Qualifications	<p>BSc in Audiology</p> <p>MSc in Audiology with competency certificate</p> <p>BAAT 1 & 2 or equivalent</p> <p>RCCP and/or HCPC registration</p> <p>Evidence of post graduate CPD</p>	<p>Full BAA or BSA Membership</p> <p>BSL at a basic level</p>	Dated Certificates
Skills/ Abilities	<p>Comprehensive experience in performing, assessing, interpreting and reporting on VHIT, Calorics, VNG/oculomotor testing, VEMPS, positioning testing and the onward management of a dizzy patient</p> <p>Experience in advanced audiological diagnostic testing and rehabilitation techniques, interpretation and application towards patient management and outcomes</p> <p>Sound knowledge of rehabilitation techniques for the hearing impaired using the latest digital technology including verification of fittings</p> <p>Verification of hearing aid fittings using REMs / Coupler</p> <p>Excellent organisational abilities</p> <p>Demonstrates compassionate care for patients and staff and have the ability to effect positive change in a department</p> <p>Dedicated Team Worker</p> <p>Fluent English speaker</p>	<p>Paediatric Experience</p> <p>Experience in fitting Oticon and Signia Hearing Aids</p> <p>Research, clinical audits and presentations to or on behalf of a recognised organisation</p> <p>Car driver (full UK licence plus access to own car)</p> <p>Comprehensive computer skills</p> <p>Advanced auditory diagnostic experience</p>	<p>CV and Interview</p> <p>Testing as appropriate</p>

	Ability to overcome barriers in communication and adapt to the situation at hand		
Experience/ Knowledge	<p>Demonstrable post graduate clinical experience at an appropriate level in balance assessment and general audiology</p> <p>To have attended relevant post qualification training courses</p> <p>To be able to work autonomously to assess and deliver a positive rehabilitative outcome to challenging clinical cases in difficult circumstance, often involving family or carers</p>	<p>Track record of introducing meaningful change and innovation to patient pathways and their journey through them</p> <p>To have handled a specific area of responsibility</p> <p>Auditbase user (training would be given)</p> <p>Data management including audits, processing statistics and applying statistical models to shape patient outcomes</p>	<p>CV and interview.</p> <p>Testing as appropriate</p>
Personal Qualities	<p>Good manner in dealing with the public</p> <p>Empathetic approach to patients</p> <p>Excellent communication skills in dealing with other professionals and the public</p> <p>Innovative and able to work under pressure</p> <p>Ability to work flexibly, without direct supervision and maintain focus in distracting environments, having the ability to prioritise and reorganise in order to achieve goals and targets</p>	<p>Analytical aptitude</p> <p>Tidy and considerate worker</p>	<p>CV and interview</p> <p>Testing as appropriate</p>