

JOB DESCRIPTION

Job Title:	Audiologist (Band 5)
Department:	Audiology
Reports to:	Audiology Team Leaders
Liaises with:	To maintain a full range of clinical services regular liaison would be expected with parents, service users and audiology staff .
Others:	To promote multi-disciplinary working regular liaison would be expected with medical colleagues including Ear, Nose and Throat surgeons, General Practitioners, Paediatricians, Neurologists, Audio-vestibular Physicians, adult social services care teams and local audiology network members Education and social care colleagues including Teachers of the Deaf, Special Education Needs Teachers, family support officers and adult social services care teams. Hearing aid and ear-mould manufacturers; and support services including purchasing team, finance, and estates team.
Band:	5

Job Summary

Working autonomously, and as part of a multidisciplinary team, the post holder will provide a range of routine diagnostic and rehabilitative procedures to adults in a range of health care settings.

The post holder will participate in the administration and development of the Audiology service.

The post holder will provide clinical supervision, education and training to students, post graduate audiology staff, volunteers and clerical staff.

Trust Culture and Values

The Trust has defined its culture as one that is patient centred which puts safety first and where all staff take responsibility, re valued and value each other. To support this our four values are that we are all:

Caring – we design and deliver care around each individual patient's needs and wants
Safe – we make the safety of patients and staff our prime concern (safety comes first)
Responsible – all staff take responsibility for the hospital, its services and reputation.

And that we:

Value each other – we all value each other's contribution.

Our training, policies, procedures, and practices are all intended to support behaviours in line with our values and all staff are expected to uphold these by 'Living Our Values Everyday'.

Department Philosophy

Our purpose is to provide high quality healthcare services to children, young people and adults in the geographical areas covered by our contracts.

Our overarching vision is to achieve the best possible outcomes for all, by demonstrating the Trust's shared values in all we do. These are to be caring, safe, responsible and to value each other.

Customer Service is central to this. Promoting a positive, helpful, and friendly environment before, during and after visits, helps us to develop good relationships with our patients and their families. This leads to loyal patients who are supportive of our services.

Our Objectives are:

- ✓ To offer a friendly and professional service
- ✓ To deliver services in a timely way, and in partnership with others
- ✓ To operate within the context of safety, quality and compassionate care
- ✓ To be innovative and continually work to improve our services and outcomes
- ✓ To be efficient, productive and cost effective

Our Aims are:

To achieve a high level of service-user satisfaction by taking a personal approach to providing care that is delivered by trained and competent staff who are motivated to provide the best possible evidence-based care.

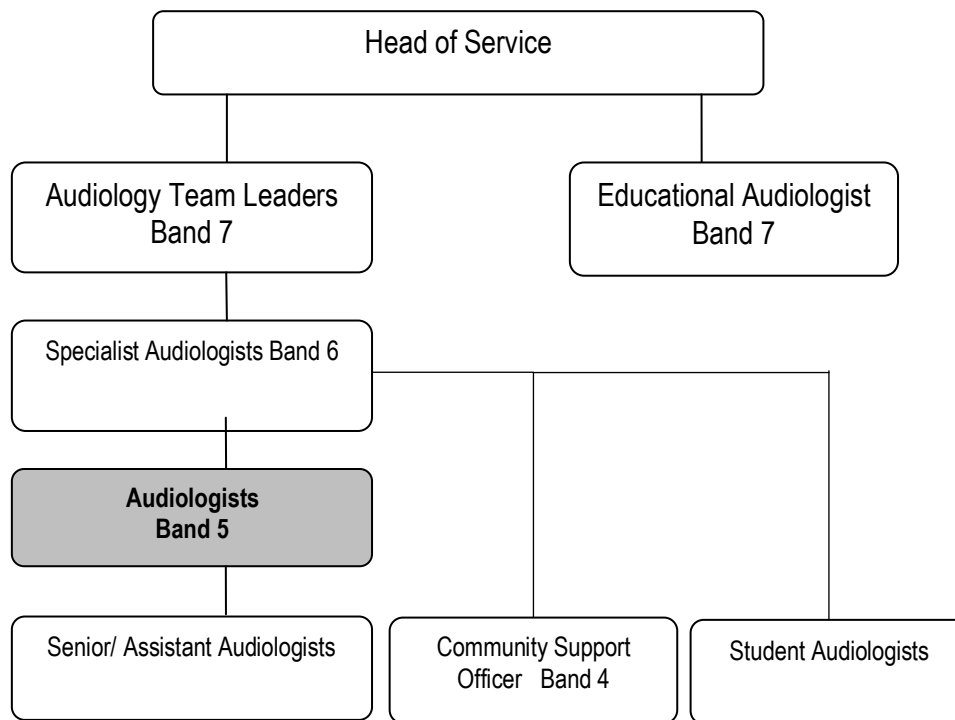
To ensure that all equipment, medication, and technology used with the service are of a high quality and maintained, cleaned and stored appropriately.

To be an active partner in delivering integrated care through joint working with other services and agencies.

To proactively seek and use feedback from service-users on their experiences, in order to improve the care, we provide.

Department Structure Chart

Service delivery is provided by a range of healthcare scientists, (including associate, specialist, and advance-level practitioners), working in acute hospital and community settings.



KEY RESPONSIBILITIES/OUTCOMES

Clinical

1. Ensure the clinical environments reflect a high standard of cleanliness and are fit for purpose. Including calibrating and maintaining clinical equipment, resolving faults, and liaising with specialist biomedical engineering services as required.
2. Promote a professional, high quality, welcoming and caring working environment.
3. Ensure a strong customer focus
4. Ensure privacy and dignity of patients is key in the provision of audiology care and practices of all staff.
5. Use effective and supportive verbal and nonverbal communication skills as appropriate during encounters with patients and carers where in addition to hearing loss there are other barriers to communication e.g., physical disabilities, developmental problems or language / cultural differences.
6. Responsible for assessing, reviewing, and assimilating audiological, relevant medical and other information when formulating optimal patient diagnostic and management plans, taking into account current evidence-based practice and latest research findings.
7. Specialist knowledge and experience enabling post holder to perform unsupervised a range of routine diagnostic audio-vestibular assessment procedures, to analyse results and make differential diagnoses. Specialist knowledge of the implications for patient management is expected, underpinned by theoretical knowledge and practical experience.

8. Able to provide a routine diagnostic and hearing aid service to a large and diverse population. Specialist knowledge of the function and characteristics of the complete range of hearing aid systems is expected together with experience in fitting these instruments to adults.
9. Ensure care plans are formulated, implemented, reviewed, and communicated in accordance with national and local care pathways; and are based on multidisciplinary assessment outcomes, communication/social/educational needs; and best practice guidance.
10. Possess highly developed dexterity, co-ordination, and sensory skills for manipulating hearing devices, modifying ear moulds and using clinical equipment.
11. Demonstrate competent use of keyboard and specialist software for programming hearing aids and verifying parameters; collating, storing, and reviewing patient data; retrieving and presenting data.
12. Work as a specialist resource for multidisciplinary agencies to refer to, request support from and liaise with.
13. Actively participate in the Internal Peer Review processes.

Managerial

14. Provide professional leadership to junior members of the Audiology team ensuring staff use evidence-based practices and adhere to national professional codes of conducts and recommended procedures.
15. Assist the Team Leaders in ensuring the delivery of key financial and operational performance targets.
16. Report/action any accidents, incidents or undue occurrences reported to you or witnessed by you in line with Trust policy. Support proactive investigation of any clinical incidents.
17. Deal with service user complaints proactively to minimise the risk of them becoming formal and keep the Team Leaders informed on these issues, taking any agreed action so that service needs, and practice can be reviewed.
18. Support the investigations of formal complaints appropriately and in a timely manner, providing responses as required.

Communications

19. Communicate effectively with all staff to ensure that they are well brief and issues relevant to the Trust and speciality.
20. Work with PALS to ensure that areas of service user concern are addressed effectively.
21. Support the achievement of speciality objectives by working in conjunction with the Audiology Team Leaders.
22. Communicate (in an empathetic manner taking into account individual communication needs) complex, sensitive and potentially emotional information relating to test findings, (e.g. degree of hearing loss, level of associated handicap and expectations from care plans), to adults with hearing loss.

23. To promote the service, giving refresher training, awareness raising talks and demonstrations.
24. Ensure the development and maintenance of patient information literature in accordance with national guidance and best practice.

Team Role/Staff Management

25. Act as a specialist practitioner demonstrating specialist knowledge, skills and expertise within the Audiology speciality and context of changing health care provision.
26. Support the education and facilitate learning for all students in liaison with the Education Trainer.
27. Support the provision of a safe learning environment where high standards of confidentiality, privacy and dignity are maintained.
28. Support the provision of local induction to new staff members, ensuring they are aware of their obligation in relation to Trust and local policy.
29. Act as a role model and support the education, training and induction of all assistant practitioners, students, and volunteers, ensuring high standards of confidentiality, privacy and dignity are maintained.

Risk

30. Work with the Infection Control team and the facilities team to ensure that infection control procedures and cleanliness are observed in the speciality areas.
31. Strive to continually improve the department environment to high standards.
32. Develop a risk adverse approach working in conjunction with the Team Leader to ensure adequate controls are in place to manage risks.
33. Ensure the Team Leader is notified if there are insufficient resources to control risks.
34. Ensure all staff adhere to Trust policies and guidelines, and that they receive training and updating on fire policy, manual handling, COSHH, resuscitation and speciality specific training.

Financial

35. Continually monitor and maintain stock levels in accordance with local stock management processes.
36. Practice and promote cost effective and efficient service delivery, including delivery of speciality cost improvement/efficiency programmes.

Technical

37. Ensure speciality databases are complete and accurate.
38. Support the maintenance of specialist software applications. Including actively auditing and proactively managing the Trust requirements for data collection and sharing of information.

Policy and Service Development

39. To work with the Audiology Team Leaders in the implementation of all trust personnel policies and liaise with HR as required.
40. Support the development/implementation of evidence-based practice within the Audiology clinical environment.

Education and Training/Self Development

41. Identify own training and development needs and undertake appropriate training/education as required.
42. Participate in annual individual performance review process where objectives will be agreed with the Audiology Team Leaders, performance monitored, and personal development needs discussed and agreed.
43. Attend all statutory and mandatory training as and when required.
44. Act responsibly in respect of colleague's health, safety and welfare following safe work processes and complying with the Trust's Health and Safety Policies.
45. To maintain professional RCCP registration and professional memberships.

This job description is not intended to limit the scope and extent of the job to be undertaken and will be subject to review and alteration as necessary, following discussion with the post-holder.

Health Clearance

Health clearance is required for this appointment. Applicants must complete a medical questionnaire, return it to the Occupational Health and Wellbeing Service and, if required, undergo a medical examination before appointment.

Disclosure and Barring Service (DBS)

A DBS will be required before appointment for all posts with access to children or vulnerable adults.

Confidentiality and Disclosure of Information

In the course of your normal work with the Trust you will come into possession of confidential information concerning patients, the Trust and its staff. This information should always be treated according to the Trust's rules on confidentiality. Any inappropriate disclosure may be subject to the Trust's disciplinary procedures.

Raising concerns

Staff may on occasion have genuine concerns about healthcare matters and consequently the Trust endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary using the Trust's 'Raising Concerns (Whistleblowing)' policy.

Data Quality/Security

The post holder is responsible for ensuring that he/she maintains the integrity and quality of both computerised and manual data.

Acceptance of Gifts and Hospitality

The conduct of staff in the public service should be scrupulously impartial and honest and in this context any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.

Codes of conduct and professional standards

All staff should adhere to any codes of conduct or professional standards set by the regulatory bodies with whom they are registered or by professional bodies of which they are a member. Managers should observe the Code of Conduct for NHS Managers.

Risk (managerial and supervisory staff only)

Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility. Full details are set out in the Trust's Risk Management Policy.

Health and Safety

All staff are advised that, under the Health and Safety at Work Act 1974 and associated legislation, it is the duty of every employee to take reasonable care for their own health and safety and that of other people who may be affected by their activities at work, and also to co-operate fully with the Trust and others in connection with any arrangements to satisfy the statutory duties and responsibilities under the Act, including undertaking appropriate mandatory and health and safety training.

Infection Control

All staff must at all times be aware of their responsibilities for ensuring infection control and to maintain hygiene standards in accordance with infection control policies and instructions.

Personal Property

The Trust is unable to accept responsibility for articles of personal property lost or damaged on its premises whether by burglary, fire, theft or otherwise and staff are advised to insure against all risks.

Equal Opportunities

Equality of opportunity is an integral part of the Trust's recruitment and selection process and recruiting managers must ensure that they comply fully with the Trust's Equality & Diversity Policy. The Trust aims to ensure equality of opportunity for all irrespective of race, disability, sex, gender reassignment, sexual orientation, age, marriage and civil partnership, pregnancy and maternity and religion, or belief.

No Smoking

Smoking by staff, patients and visitors, will not be permitted anywhere on Trust premises.

Security

Staff must wear their identity badge at all times to assist in maintaining the security of the hospital; be observant, and not afraid to enquire of people as to their business in the hospital. Any suspicious behaviour must be reported to the Security Officer, manager, or security team.

Safeguarding children and vulnerable adults

Kingston Hospital NHS Trust is committed to safeguarding children and vulnerable adults at risk of abuse. If the post is one that involves access to children and vulnerable adults during the course of their normal duties, an enhanced Criminal Records (CRB) check will be required. All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Person Specification

Audiologist

Criteria for Selection	Essential Requirements	Desirable Requirements	Assessment Method
Qualifications	<ul style="list-style-type: none"> • Full RCCP (Audiology modality) registration. • Bachelor degree in Audiology or equivalent knowledge base acquired through service experience. • Evidence of continuous professional development 	<ul style="list-style-type: none"> • Membership to other related bodies • Completion of ERA and balance course • Other study in relevant subject 	Application Form Certificate Check
Experience	<ul style="list-style-type: none"> • Minimum 1 year experience working in an NHS acute and/or community setting • Practical experience undertaking adult assessments and hearing aid fitting • Experience of multi-agency working and maintaining positive relationships. 	<ul style="list-style-type: none"> • Practical experience supporting volunteer support service 	Application Form Interview
Knowledge	<ul style="list-style-type: none"> • An understanding of national care pathways and standards. • Ability to organise/coordinate care within community and acute care settings • Demonstrate a commitment to corporate objectives • Demonstrate an understanding of equal opportunities • Demonstrates an understanding of paediatric developmental milestones. 	<ul style="list-style-type: none"> • IT Skills • Presentation Skills 	Application Form Interview
Skills	<ul style="list-style-type: none"> • Well-developed communication skills, • Highly developed physical skills with developed sensory and motor coordination. • Good persuasive, organisational, motivational, empathetic and reassurance skills. • Ability to exercise good judgement based on up-to-date knowledge and experience. 	<ul style="list-style-type: none"> • Sign language award • Sharing bad news training. • Ability to deal with children and adults with challenging behaviour. • Evidence of effective clinical supervision and teaching skills, problem solving decision making and interpersonal skills. 	Application Form Award Certificate Interview

Other

- Positive attitude
- Motivated and enthusiastic
- Able to motivate others
- Flexible
- Able to manage self and time effectively
- Normal hearing and (corrected) near and distance vision

- Assertive
- Leadership qualities
- Knowledge of the local area

Interview
Application form