

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Senior Audiologist – Tinnitus and Hyperacusis Service
Band:	6
Base	Royal Surrey County Hospital
Department / Portfolio	Audiology
Reports to:	Team Lead of Tinnitus and Hyperacusis
Accountable for	Providing clinical service

2. JOB PURPOSE

The post holder will be responsible for the provision of clinical audiology services, training and service development, in close working with the Team Lead of Tinnitus and Hyperacusis and the Head of Department.

This will cover the maintenance of demonstrably high professional standards in respect of:

- The scientific, technical, therapeutic, rehabilitation and clinical activity of the service, primarily the Tinnitus and Hyperacusis service.
- Patient care
- The effective and efficient use of resources and the management of workload
- The provision of professional advice consistent with the responsibilities and expertise of the department
- Service development
- Teaching and training on junior staff

2.1 JOB SUMMARY

The post holder will:

1. Work at an advanced clinical audiology level and undertake specialist tinnitus & hyperacusis audiological and psychometric assessments.
2. To undertake diagnostic audiological tests (e.g. PTA, Tympanometry, LDLs, TEN test, ABR, OAE s and Speech tests).
3. To prescribe and fit suitable hearing aids using real ear measurements.
4. To provide pre and post fitting counselling and outcome assessment.
5. To be responsible for designing and conducting research studies as well as clinical audits, analysing results and preparing data for publication.
6. To train and mentor junior members of staff as well as audiology students.
7. To lead the ongoing improvements of the Tinnitus Clinic at Royal Surrey County Hospital.
8. To lead setting up community tinnitus therapy clinics.



9. Be responsible for the day to day running and provision of routine and specialist clinical Audiology Services, primarily in the Tinnitus & Hyperacusis Audiology service for both adults and children.
10. Perform, interpret and report on a comprehensive range of testing activities related to disorders of hearing and balance, including advanced techniques.
11. Provide a comprehensive range of expert diagnostic and rehabilitative audiology services for all ages of patient, both paediatric and adult.
12. Undertake a comprehensive range of technical activities related to the fitting and fine tuning of hearing aids with adults and children.
13. Be expected to participate in the department's rotational scheme providing audiology services at different locations, to maintain a wide experience in a variety of clinics.
14. Undertake clinical supervision and training of trainee and junior staff.
15. Update their own professional knowledge, keeping abreast of new technologies and audiological techniques and be responsible for ensuring Continued Professional Development as required for state registration.

3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

1. Provide clinical sessions and be responsible for the routine operation of clinical sessions, primarily in the Tinnitus & Hyperacusis Audiology service for both adults and children. Clinical work is undertaken primarily at the Royal Surrey County Hospital in Guildford, but the post holder will also be required to undertake clinical work at outreach clinics and home visits where necessary.
2. Formulate and deliver patient-centred and evidence-based therapy programmes for clients with complex needs, e.g. co-morbidities of hyperacusis, tinnitus, hearing impairment and psychological disturbances.
3. Support the financial management of the Audiology Service at RSCH, and in outreach clinics, working in compliance with the policies, protocols and procedures of the Audiology Service to ensure professional standards are maintained.
4. Work according to the policies, protocols and procedures of the service as the designated lead audiologist at an outreach clinic and will apply for advice and guidance from senior staff and the Head of Service as necessary.
5. Be responsible for the supervision and training of students and junior staff and participate in the development of Audiology staff and service development.
6. Perform, assess, interpret and report on a comprehensive range of testing activities related to disorders of hearing and balance, including advanced techniques, working with adults and school-age children and working as part of a team with younger children.
7. Provide a comprehensive range of expert diagnostic and rehabilitation audiology services for all ages of patient supporting the development and maintenance of family-friendly and user-friendly services.
8. Undertake a comprehensive range of technical activities related to the fitting and fine tuning of hearing aids with adults and children and have the skill to apply information to the use and application of appropriate hearing aids.



9. Be responsible for the careful and accurate recording of patient sessions and clinical observations archiving paper based data onto computer systems and writing in patient notes in compliance with Trust policies.
10. Have the judgemental skills needed in performing and choosing the audiology tests required to support ENT clinics.
11. Be responsible for not wasting resources by careful use and good judgement and be responsible for the care, use and daily calibration of equipment, reporting on any faults and acting on faults reported by junior staff so that repair and maintenance of equipment can be maintained at a high standard.
12. Be required to communicate complex information to patients with skill, reassurance and understanding and explain audiological results and technical information which may involve breaking bad news to adults who have considerable hearing difficulties and poor communication skills. The postholder will adapt their communication method to ensure that the patient is able to understand them using communication tactics that are optimal for the patient.
13. Be responsible for liaising and communicating with other support services.
14. Undertake advanced audiological techniques to assist consultant staff with the diagnosis and treatment of paediatric and adult patients.
15. Be required to offer counselling and support in emotive and sensitive situations sympathetically handling the expectations, questions, frustrations and distress of parents of deaf babies and children.
16. Be able to deal with aggressive or confrontational patients by calming the situation and be able to persuade reluctant hearing aid users to have a more positive attitude.
17. Provide specialist advice counselling and support to patients and parents and children to help minimise disability due to hearing loss, tinnitus and hyperacusis problems.
18. Advise on assistive listening devices and other services for those with hearing, balance and tinnitus problems referring to other agencies, specialised staff and volunteers as appropriate.
19. Work closely with clinicians and other professionals to provide specialist advice on technical issues and audiological support.
20. Implement good working practices in compliance with the Trust's Human Resources policies.
21. Take responsibility for handling complaints and any concerns arising for patients in outreach clinics or RSCH in collaboration with the Head of the Service.
22. Have computer key board skills and the knowledge to be able to use the departmental IT systems including the patient management system.
23. Participate in research and development as may be necessary, and in audit and monitoring performance in order to assure the quality of services and strive for continued improvement in service delivery.



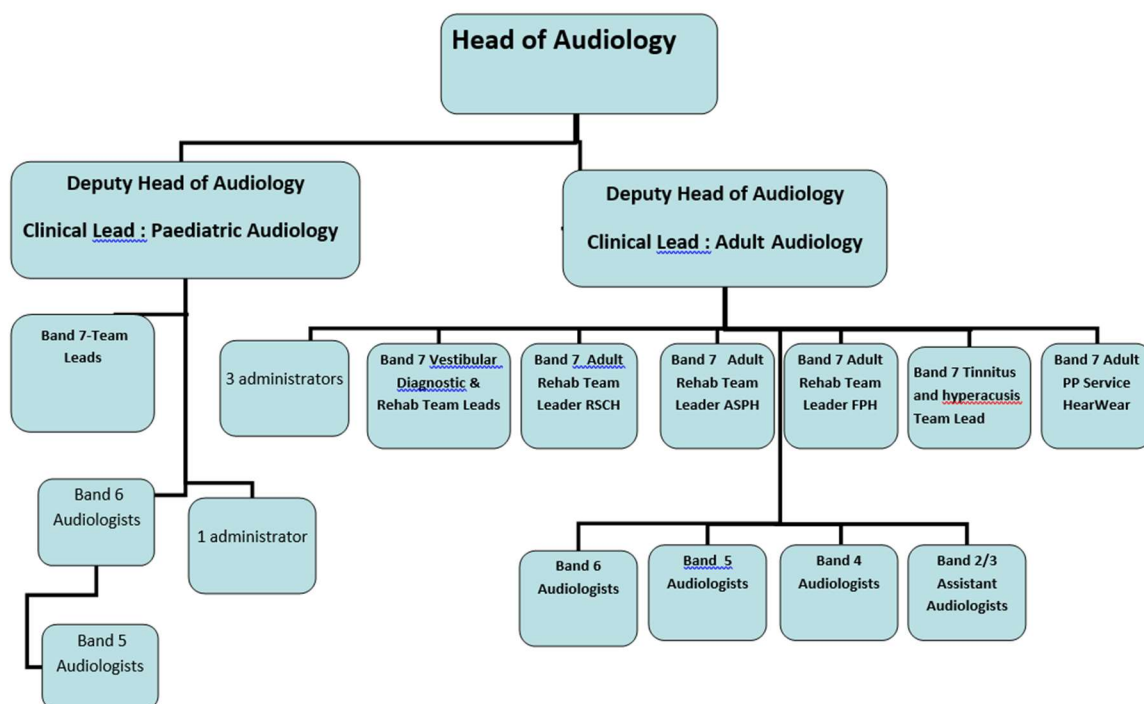
24. Implement new procedures and make recommendations proposing changes to working practice in own area of work in liaison with senior audiology staff and Head of Service with the aim of improving the patient's experience of the service.
25. Update their own professional knowledge, keeping abreast of new technologies and audiological techniques and be responsible for ensuring Continued Professional Development as required for state registration.
26. Be responsible for planning own time management and that of junior staff to ensure effective use of clinical time.
27. Be responsible for undertaking monthly activity reports in the outreach clinics to monitor clinical activity and enable financial management.
28. Maintain good and effective communication with all staff and the general public through the management framework of the department.
29. Comply at all times with the RSCH and outreach hospitals' Health and Safety policies in particular following agreed safe working procedures, and reporting incidents using the Trust's Incident Reporting System.
30. Co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation or religion.
31. Maintain and participate in clinical governance of the Audiology Services.
32. Respect confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.
33. Actively support and assist colleagues across the Trust to achieve their personal and RSCH objectives and the post holder will receive similar support.
34. Take responsibility for the operational management of the Audiology Service in a major outreach Hospital.
35. The post holder will be responsible for managing and supervising junior staff working in the outreach Hospital.

4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Head of Audiology Services • Deputy Heads of Audiology Services • Team Leader of Tinnitus and Hyperacusis • Senior Audiologists • Administration Staff • Consultant Medical Staff, Nursing Staff, Healthcare Professionals and Administration 	<ul style="list-style-type: none"> • Service managers, administration staff and medical staff in other NHS organisations to whom the department provides services • British Academy of Audiology • Management and administrative staff in other NHS organisation to whom the department provides services

	<ul style="list-style-type: none"> Key Manufacturers of hearing aids, audiological equipment and cochlear implants
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5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

Management

- To be responsible for the day to day running of all audiology aspects of the Tinnitus and Hyperacusis service including covering tinnitus clinics and arranging appointments where appropriate.
- To provide supervision, training and advice to junior staff and students within the department. The post holder will take responsibility with the agreement of the Team Lead of Tinnitus and Hyperacusis and the Head of Department, for individual personal development of junior staff.
- To be responsible for the self- development of skills and competencies through participation in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post.

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.



Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Equal Opportunities

- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:
 - To take reasonable care of ourselves and others at work;
 - To co-operate in meeting the requirements of the law.
- All staff must have an understanding of the Trust's Health and Safety policy and be aware of the responsibilities associated with this.
- All staff must adhere to the Trust's Infection Control Policies and maintain the standards laid down in those policies, complying with dress codes and hygiene codes in all clinical areas.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be



considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Infection Control

Infection Prevention and Control is the responsibility of all Trust staff.

All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Our vision, mission and values

The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.

Our Mission

Together we deliver compassionate, safe care every day.

Our Vision

To provide nationally celebrated, community focused health and care.

Our values are:

- **Continuously improving**
Continuously improving is not just a value.
It's what unlocks our innovation.
- **Excelling together**
Excelling together is not just a value.
It's what we do every day.
- **Caring together**
Caring together is not just a value.
It's what sets our Royal Surrey family apart.
- **Learning together**
Learning together is not just a value.
It's what keeps our services safe.

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.



Signed (Employee):----- Date:-----

Print name (Employee):-----

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



PERSON SPECIFICATION

POST: Senior Audiologist – Tinnitus and Hyperacusis Service

BAND: 6

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assessment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		A/I
Value diversity and difference, operates with integrity and openness	√		A/I
Treating others with compassion, empathy and respect	√		A/I
Share information openly and effectively with patients, staff and relatives	√		A/I
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
BSc / PTP in Audiology in Audiology or equivalent	√		A/C
A certificate of Audiological Competence, HTS modules or equivalent	√		A/C
Be a member of an appropriate professional body (RCCP/HCP)	√		C
Be a member of the British Academy of Audiology or other professional organisation		√	C



Evidence of completion of specialist courses regarding Tinnitus and Hyperacusis Therapy		√	A
Knowledge and Experience			
Have advanced current practical and theoretical knowledge and experience of clinical diagnostic and rehabilitative adult audiology and Audiology support services.	√		A/I
CPD - Evidence of post qualifying and continuing professional development	√		A/I
Possess a thorough and current knowledge of the background to and aims of current healthcare policy/national guidance/CQC/ and generic operational working of the organisation		√	A/I
Have experience in specialised areas e.g. Vestibular testing, paediatric testing, physiological measurements or central auditory testing		√	A/I
Have some knowledge of HR issues relating to the management of staff		√	A/I
Have experience of working both as an independent practitioner and supervisor for as wide range of Audiological assessment and rehabilitative techniques and outcomes. <ul style="list-style-type: none"> • Diagnostic audiometry • Speech audiometry • Real Ear Measurement • Impression Taking • Ear mould modification • Adult fitting and Rehabilitation • Paediatric Testing >3 years 	√		A/I
Have experience in working with patients with tinnitus/hyperacusis and designing personalised treatment plans	√		A/I
Skills and Capabilities			
Excellent communication, organizational and interpersonal skills	√		A/I
Analytical Skills Problem solving skills and ability to respond to sudden unexpected demands	√		A/I
Research and critical thinking skills		√	A/I
Supervisory skills	√		A/I
Planning Skills: Demonstrated capability work under pressure, meet deadlines and delegate appropriately.	√		A/I
Leadership and team building skills	√		A/I

Ability to make decisions autonomously, when required on difficult issues, working to tight and often changing timescales	√		A/I
Demonstrates modernised thinking, and experience with service redesign in association with a wide range of health care partners.		√	A/I
IT Skills: Working knowledge of Microsoft Office and Audiology PAS system with intermediate keyboard skills	√		A/I
Equality and Diversity Needs: to have a thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems	√		A/I
Personal Attributes			
Used to working in a busy environment	√		A/I
Adaptability, flexibility and ability to cope with uncertainty	√		A/I
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	√		A/I
Professional calm and efficient manner	√		A/I
Effective organizer/prioritisation skills	√		A/I
Demonstrates a strong desire to improve performance and make a difference by focusing on goals	√		A/I
Attention to detail	√		A/I
Highly motivated with ability to influence and inspire others	√		A/I
Ability to work independently	√		A/I