

# Job Description

<b>Job Title:</b>	Apprentice Assistant Audiology Practitioner		
<b>Band:</b>	Band 2		
<b>Department:</b>	Audiology		
<b>Care Group:</b>	Surgery		
<b>Reports To:</b>	Head of Audiology		
<b>Accountable To:</b>	Senior Audiology staff		
<b>Professionally Accountable To:</b>	Head of Audiology		
<b>Responsible For:</b>	Non complex and routine audiology services		
<b>Main Base/ Site:</b>	Harrogate		
<b>Contract Status:</b>	<input type="checkbox"/> Permanent	<input checked="" type="checkbox"/> Fixed Term	<input type="checkbox"/> Other:
<b>AfC Reference Number:</b>			



## General Description:

The post holder will be a responsible member of the Audiology Department, assisting the Audiologists within their role of providing help and assistance to patients of all ages, both with hearing and balance problems. This could include room preparation and equipment maintenance and may require working off site in some situations at some of our satellite clinics.

This is a training post and appropriate training will be offered to enable you to fulfil the responsibilities detailed outlined below.

The post holder will be required to attend college and also undertake work-based learning as part of a nationally recognised apprenticeship programme.

## Principle Responsibilities:

### Clerical

1. Updating patient information on CPD and Audit base.
2. Maintaining records on Audit base of hearing aid stock

AfC Reference:

3. Maintaining records on Audit base of impressions and ear-moulds. Receive earmoulds back from manufacturer and store in correct place or post to patient as necessary.
4. Dealing with the daily post.

### **Clinical Responsibilities Under indirect Supervision**

Ensuring all rooms are stocked correctly to enable the smooth running of the department.

Assisting Hearing Aid repair clinics by fetching patients, retubing of earmoulds and issuing batteries when required.

Attending to batteries and retubing earmoulds received in the post

Packaging of impressions and posting to earmould manufacturer and also unpacking earmoulds on receipt in the department

Determine condition of faulty hearing aids. Catalogue and dispatch to supplier those for repair under guarantee

Ensure stock levels of aids and related products are maintained to agreed levels

### **COMMUNICATIONS AND WORKING RELATIONSHIPS**

#### **Internal**

Head of Department

All other grades of Audiologist

Medical and nursing staff with ENT Department when required

Administration staff in Audiology

#### **AGREEMENT**

We are agreed that this is a fair and accurate description of the duties and requirements of the post:

#### **KEY VALUES**

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**



AfC Reference:

- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

## **STANDARD GENERIC ITEMS:**

The post holder will uphold and support these values in accordance with the Behavioural Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder.

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*This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change as the organisation and services develop and wherever possible change will follow a consultation with the post holder.*

## **JOB AGREEMENT:**

JD Last Updated:

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AfC Reference:

**Job Holder**  
*(PRINT NAME)*

**Job Holder**  
*(SIGNATURE)*

**Date**

**Recruiting Manager**  
*(PRINT NAME)*

**Recruiting Manager**  
*(SIGNATURE)*

**Date**



**YORK AND SCARBOROUGH TEACHING HOSPITALS NHS FOUNDATION TRUST- HEAD AND NECK DIRECTORATE**

**Person Specification  
Apprentice Assistant Audiological Practitioner**

	<b>Essential</b>	<b>Desirable</b>
<b>1. Qualifications</b>	GCSE English Language and Mathematics or equivalent at grade C or above.	Good keyboard Skills  Good general education of 4 GCSE's including Maths English and Science at Grade C /level 4 or above
<b>2. Experience</b>		Experience of working in a customer orientated environment  Previous clerical/administrative experience
<b>3. Training</b>	Willingness to undertake further training as required.	
<b>4. Practical Skills</b>	Ability to communicate helpfully and efficiently with people face to face and on the telephone  Ability to follow instructions and apply in practise.	Basic Computer skills.
<b>5. Disposition/ Attitude</b>	Friendly, positive, enthusiastic  Respectful and hardworking.  Fully committed to completion of the apprenticeship.	Ability to work on own initiative and to stay calm under pressure  Ability to work and achieve results as part of a team
<b>6. Physical Requirements</b>	Must present a professional image and appearance	
<b>7. Values &amp; Behaviours</b>	Ability to demonstrate our organisational values and behaviours: <ul style="list-style-type: none"> <li>• We are <b>Kind</b>.</li> <li>• We are <b>Open</b>.</li> <li>• We pursue <b>Excellence</b>.</li> </ul>	

