

## GENERIC JOB DESCRIPTION

<b>Job Title:</b> Head of Hearing and Balance Service	<b>Grade:</b> Band 8b
<b>Accountable to:</b> Clinical Director – Specialist Surgery	
<b>Professionally Accountable to:</b> Medical Directorate Service Management Team	
<b>Responsible for:</b> Line management of staffing groups within the clinical speciality	
<b>Key Relationships with:-</b> ENT Surgeons, audiologists, audiology assistants, Hearing therapists, Paediatricians and CCG staff (GPs and Health Visitors, commissioners), finance team, human resources	

### **Main Organisational Relationships**

The post holder will work as part of a multidisciplinary team of Audiologists Hearing Therapists and Administrators. They will work closely with ENT Surgeons, Community Doctors, the Newborn Hearing Screening Team, Teachers of the Deaf, Speech and Language Therapists, Hearing Therapists, Hearing Impaired Educational Units and Cochlear Implant Centres. They will develop and maintain constructive working relationships with the Primary Sector and management teams, Finance, Supplies, Estates, Human Resources, Occupational Health Departments within the Trust

### **Role Summary:**

The post holder will have responsibility for the leadership, provision and development of both Hearing and Balance Services across North East Essex to ensure the Trust meets NHS objectives and targets and provides a first class service to its patients. They will be responsible for the efficient and effective use of resources including budgetary management, training, and development and managing staffing which include a multi-disciplinary team of Audiologists, Hearing Therapists and Administrative Staff

The Head of Service aims to:

Set the strategic direction for Hearing and Balance Services within the Trust and lead the modernisation and redesign of these services in the Trust.

Deliver the service in accordance with the Trust business objectives and philosophy , ensuring the development of an innovative, integrated and multidisciplinary service in partnership with the appropriate stakeholders

The post holder will undertake some clinical duties.

### **Managerial/Leadership**

- To provide effective management to ensure the provision of high quality services to people with difficulties of hearing, tinnitus and or balance. To be responsible for the operational management of the service and be accountable for the standards, performance and delivery of the Hearing and Balance Services of the Trust within professional and legal framework
- To continually review the delivery of Hearing and Balance Services and implement changes to service delivery in line with organisational objectives, consistent with the aim of providing a modern and innovative service
- To work with ENT clinicians, Audiologists and Hearing Therapists to establish agreed procedures to facilitate the achievement of national standards such as the Quality Enhancement Tool.
- To ensure that effective performance management processes are in place to enable agreed performance targets to be monitored and met.

- To act with autonomy to change service provision in the light of performance information, basing any decision within professional, organisational and national guidance policy
- To ensure efficient and effective use of resources.
- To be the identified budget holder for the Hearing and Balance Services. To be the authorised signatory for the expenditure of Audiology and Hearing Therapy services including pay/ agency staffing costs, travel/study leave expenses and the procurement of capital equipment and supplies.
- The Budget holder will contribute to the budget setting process assessing any future financial requirements for the service
- To prepare bids for project funding for Hearing and Balance Services and lead the project teams appointed as a result of successful bids.
- To participate fully in negotiations to sign off contracts and in the establishment and development of service level agreements.
- To carry overall responsibility for the management of staff across Hearing and Balance Services which include Audiologists Hearing Therapists and Administrators, ensuring compliance with RCCP standards of conduct, performance and ethics.
- The post holder will carry overall responsibility for personnel matters relating to both clinical and clerical staff including
  - Staff recruitment, appointment and retention
  - Appraisal,
  - Staff training and career and personal development
  - Staff grievance and participation in disciplinary procedures
  - Management of sickness absence

### **Professional**

- To develop an innovative approach within Audiology and Hearing Therapy on skill mix and other staff issues across Hearing and Balance Services
- To ensure the provision and development of quality Audiology and Hearing Therapy services especially in the following key areas:
  - Adult assessment including direct referrals
  - Neonatal hearing screening
  - Paediatric assessment
  - Paediatric rehabilitation and hearing aid provision
  - Aural rehabilitation service
  - Hearing aid provision
  - Learning disability services
  - Tinnitus services
  - Hearing aid repair service
  - Vestibular function testing service
  - Vestibular counselling service
- To be responsible for the development and implementation of local policies and guidelines across the Hearing and Balance Serve in accordance with corporate and clinical governance frameworks.
- To represent the Trust by attending and participating in regional and national events and meetings related to Hearing and Balance Services
- To maintain a general awareness of professional issues within Audiology and Hearing Therapy.

## **KEY RESPONSIBILITIES:**

### **Clinical Leadership and General Responsibilities**

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- To maintain clinical competency in his/her professional discipline and undertake appropriate clinical duties. To be competent in assessment and management of patients with highly complex needs. To share this expertise with colleagues.
- To be a role model when working with people when there is highly complex information and there are significant barriers to understanding and acceptance which need to be overcome using highly developed interpersonal and communication skills.
- This post carries autonomous responsibility of the clinical care of patients on own caseload

### **General**

- As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002).
- If you have responsibility for a budget, you are expected to operate within this and under the Trust's standing financial instructions (available on the Intranet site) at all times.
- To be responsible and accountable for ensuring that all staff under your direction comply with Trust Infection Control policies and clinical guidelines.
- To conduct annual Performance Development Reviews, incorporating talent management reviews (if applicable) and progress reviews for staff in your charge and, through this process, identify and facilitate development opportunities to improve the performance of the individual and the Trust.
- Ensure training and development needs identified in the individual's personal development plan are followed up and assist staff to identify their development needs and to promote a learning culture.
- Ensure that Departmental Induction training and all necessary training to meet health and safety and statutory requirements is in place and is appropriately reviewed.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the Ipswich Hospital NHS Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by the Ipswich Hospital NHS Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

## PERSON SPECIFICATION

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**Band: 8b**

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• MSC (Audiology) + CAC <b>or</b> BSC Hons Audiology <b>or</b> BAAR Part 1+2 <b>or</b> Diploma/Certificate in Hearing Therapy (or MA in Aural Rehabilitation post 2006) or equivalent qualification</li> <li>• Membership of RCCP</li> <li>• Membership of appropriate professional body</li> </ul>	<ul style="list-style-type: none"> <li>• Master level qualification in either management or professional study</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven post qualification experience, some of which should be in a management role</li> <li>• Experience of managing a multidisciplinary team</li> <li>• Experience of service development and change.</li> <li>• Experience of budget and resource management.</li> <li>• Experience of facilitation including acting as a motivator and communicator</li> <li>• Experience of managing and prioritising a highly complex caseload</li> <li>• Experience of providing clinical supervision</li> <li>• Experience of planning and delivering presentations and training to groups</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of research involvement with educational establishments to enhance links between practice, professional bodies and Universities.</li> <li>• Experience of producing business cases and bids for funding.</li> </ul>

<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Leadership skills to facilitate change and continuous improvement, ability to persuade, motivate, negotiate with, support and inspire colleagues and to act as a role model.</li> <li>• Ability to operate effectively across many disciplines and management levels.</li> <li>• Excellent interpersonal, written and verbal communication skills</li> <li>• Ability to communicate highly complex information and to work sensitively with adults, children and parents/carers in situations where there are commonly barriers to understanding and highly charged emotional situations.</li> <li>• Excellent negotiation skills and the ability to deal with conflict and build consensus</li> <li>• Ability to deal regularly and appropriately with angry, frustrated or distressed individuals</li> <li>• Currently engaged in an advanced level of practice and able to demonstrate a high degree of professional autonomy</li> <li>• Ability to use highly developed skills of accuracy and precision when performing assessments.</li> <li>• Ability to carry out assessments with frequent intense concentration, in particular when patients with complex needs eg , deafness and multiple disability.</li> <li>• To use advanced assessment and analytical skills for highly complex patient conditions, selecting treatment from a range of options.</li> <li>• To demonstrate good planning and organisational skills</li> <li>• Advanced IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to speak at national/international forums</li> <li>• Project management</li> </ul>
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<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Creative and pragmatic approach to problem solving</li> <li>• Patient focussed and commitment to high quality services.</li> <li>• To have a positive “can do” outlook</li> <li>• Commitment to multi-disciplinary working</li> <li>• Commitment of anti-oppressive practice and challenging social exclusion and health inequalities</li> <li>• Ability to meet the physical demands of the job which include persistent alteration from stooping to standing position for assessment of children, frequent bending, and kneeling while examining and carrying out test procedures.</li> <li>• Ability to work for long periods in cramped, enclosed sound proof booths.</li> <li>• Ability to switch from one task to another as frequently interrupted by queries or requests for help on clinical and clerical matters.</li> <li>• Able to travel to other Trust sites and to wider locations across UK</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
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