

## GENERIC JOB DESCRIPTION

<b>Job Title:</b> Deputy Manager and Audiology Clinical Team Leader	<b>Grade:</b> Band 8a
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<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

<p><b>Role Summary:</b></p> <p>The post holder is responsible for ensuring, through own work and managing others, that the departments plans, systems, structures and processes for managing clinical quality, risk, controls assurance and local patient and public involvement initiatives are in place, and that these are carried out and managed efficiently.</p> <p>The role provides professional leadership and management for the hearing and balance service, including the development of strategic frameworks which are robust, auditable and concur with acceptable best practice.</p> <p>This is an advanced level post comprising of mainly highly specialist clinical work. The post holder works independently and will have highly specialist knowledge over a range of procedures and practices, underpinned by theoretical knowledge and practical experience. The post holder is expected to update their own professional knowledge and lead the clinical development and policy direction of the audiology service.</p> <p><b><u>Main Duties and Responsibilities</u></b></p> <p><b>Clinical Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Be clinically responsible and lead audiology services, in consultation with the Head of Service</li> <li>• Undertake highly specialised clinical activity and provide expert clinical, scientific, and technical advice within the field of Audiology locally and at regional/national levels</li> <li>• To lead and supervise the Paediatric Audiologist, working with them to undertake highly specialist audiological clinical work to include electrophysiology testing as part of the newborn hearing screening programme (NHSP). To provide (re) habilitation of children of all ages but particularly for those referred by NHSP.</li> <li>• To provide expert input and support to the consultant led service.</li> </ul> <p><b>Operational Management</b></p> <ul style="list-style-type: none"> <li>• Responsible for the development of short, medium and long term Audiology business plans, achieving quality outcomes to ensure that the service develops in line with the needs of the Trust.</li> <li>• To support the delivery of service targets including quality, workforce, finance and activity.</li> <li>• To determine and implement corrective action where required to ensure targets are delivered without compromising service delivery or financial balance.</li> <li>• To actively manage the day to day operational management of the department and to manage the service in the absence of the head of department.</li> <li>• To manage the Audiology staff, including recruitment, work rostering, identifying training needs and ensure that staff are supported.</li> <li>• To provide on-going professional leadership and management in the design and implementation of procedures and policies to ensure that they are robust, auditable and concur with accepted best practice.</li> <li>• To support the implementation of all Trust Policies including the involvement in and timely management of Human Resources issues as they arise, including but not limited to conduct and performance issues within the service and wider Trust where required.</li> </ul>
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## **KEY RESPONSIBILITIES:**

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

- To be the expert audiologist for the trust, taking forward national strategies and ensuring local policies and performance meets criteria.
- To provide the full range of audio-vestibular clinical diagnostic tests and provide factual interpretative reports as required in the following areas for patients, as well as being involved in the rehabilitation of patients with hearing and/or vestibular disorders.
- Pure tone audiometry, speech audiometry, tympanometry, acoustic reflex threshold measurements, tone decay tests, Eustachian tube dysfunction measurements, etc.
- Neuro-otological assessments and investigations including ERA, and any other relevant procedure
- Participation in the diagnostic testing of NHSP babies including OAEs and threshold evaluation using frequency specific ABR
- Participation in the provision of service for tinnitus patients including evaluation, rehabilitation and fitting of appropriate prosthetic devices.
- Behavioural assessment of children of all ages and to be involved in clinical decision making and running of paediatric audiology alongside our paediatric audiologist.
- Paediatric ABR testing including sedated ABR and those conducted under general anaesthetic.
- Fitting of hearing aids, earmoulds and accessories for adults and children
- Involvement in the investigation and management of patients with APD.
- To conduct audiological assessments, taking a detailed history, performing age appropriate hearing assessments in accordance with national guidelines and maintaining accurate clinical records.
- To participate in multi-disciplinary clinics for children diagnosed with hearing loss and those fitted with hearing aids
- Independently carry out hearing aid reviews as required of non-complex patients with diagnosed with a hearing loss. This is to include RECD and REM measures as required
- Carry out hearing aid reviews, in conjunction with other team members for complex adults and babies recently referred by the NHSP service.
- To provide diagnostic services to adult patients where required
- To lead the validation of hearing aid fittings to ensure patients receive optimum benefit from amplification. Liaise with external hearing aid providers ensuring we have the most appropriate devices for our patient's needs.
- To be responsible for introduction and roll out of new technology in diagnostics and hearing aids; identifying and reporting on new developments to regional and national level.

### **Professional Standards and Management**

- Provide leadership and supervision for all junior Audiology staff, in relevant areas of expertise to ensure a high level and quality of service
- To lead on training and competency validation in a clinic setting for medical students, junior doctors and junior Audiology Staff and colleagues as required.
- To manage the system which ensures monitoring and replenishment of departmental hearing aid stock and accessories
- Liaise with other staff in planning and delivery of comprehensive care to patients with advisory teachers for the hearing impaired
- To manage the day to day running of the department in the absence of the head of service including sickness management, maintenance of Health Roster, staff appraisals and staff development and one to one meetings
- Contribute to the development and review of the service and business strategy in collaboration with the Head of Service to ensure the anticipation of future needs, ensuring that progressive solutions, which take into account models of best practice, are incorporated into service plans.
- Contribute to the implementation of best practice within the specialty areas such that performance improves to meet and exceed benchmark standards.
- To lead on the production of business cases, considering a range of options using analytical and interpretation skills, to achieve the required business objectives.
- To lead clinical audiology with IQIPS accreditation taking responsibility for the development and monitoring of safe effective work practices. To work with the whole team to ensure the department use the IQIPs framework to achieve successful outcomes.
- To identify best diagnostic and therapeutic equipment and ensure it is fit for purpose and plans for upgrades and service maintenance (£20k+ a month)

- To lead on hearing aid procurement and monitoring of expenditure, basing choices of the most appropriate devices within a complex adult service within budget targets.

### **Communications and Relationships**

- To use leadership and influencing skills to enthuse, engage and maintain effective two way channels of communication within the service area and to involve individuals and teams within service areas of responsibility to ensure delivery of relevant targets.
- To establish lines of communication with other colleagues in the Trust and wider healthcare community as the Lead Audiologist, to ensure that services are integrated and opportunities for improvements are maximised.
- Ensure that good practice is identified and shared within the Trust and wider organisation where appropriate. Using the highest degree of motivational and negotiating skills ensure an atmosphere of collaboration across the service area to deliver a programme on continuous improvement in a challenging and demanding environment.
- To analyse and communicate highly complex verbal and written data to all relevant stakeholders, ensuring all information concerning performance in all areas is communicated and understood and managed confidentially where appropriate. This will include ABR peer review of traces and communications with the Newborn Hearing Screening Programme.
- To attend relevant regional and national meetings and represent the department in Adult and Paediatric Audiology.
- To actively participate in the investigation and management of complaints and to be able to communicate highly complex information where there are significant barriers to understanding.
- To be the lead clinician for the complex caseload of the Audiology Service including specialised skills to communicate and work with patients who have dementia, learning disabilities, and other complex problems such as sight loss and auditory processing disorders.
- To provide clinical supervision to the other members of the Audiology Team.
- To be responsible for the clinical decision making of the Audiology Service, analysing complex results and compiling care plans which will be carried out by the Audiology Team.
- To be responsible for sharing highly distressing news and counselling patients and families, for example during work with new-born babies who have a diagnosed deafness.
- To have the ability to build and maintain good working relationships with these family throughout the child's formative years is essential.

### **Policy and Service improvement**

- To be responsible for the development and application of systems, control processes and risk management arrangements that ensure compliance with internal and external governance and best practice requirements.
- To work with relevant stakeholders to establish a culture of continuous improvement within the service area(s) and ensure that best practice in the delivery of high quality, modern, patient centred care is delivered, developed and maintained.
- To lead in negotiations about future service provision issues such that patients receive the right treatment at the right time in the right place and within budgetary constraints.
- To be abreast of emerging policies from government departments and external bodies which may impact the service and implement policy and practice changes where needed for the Service
- To lead the development and implementation of effective systems that record highlight and monitor governance and risk information and ensure actions are taken to reduce the impact of potential governance issues

### **Research & Development**

- Undertake an active role in research and development into improved procedures, tests and equipment for Audiological services, including liaising with local, national and international organisations to develop creative and innovative improvements in Audiological services for patients.
- To take overall lead for audit and ensure all audiologists actively participate in the audit cycle, taking responsibility for supporting staff in the development and usage of appropriate audit tools

## 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: 8a**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• BSc Audiology (or equivalent)</li> <li>• RCCP registered</li> <li>• Additional training to Msc or equivalent including balance and ABR</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Qualified practitioner with proven NHS clinical experience as a Band 7 Audiologist</li> <li>• Experience of hearing aid service provision within the local population</li> <li>• Experience of managing Audiology input to the Newborn Hearing Screening Service</li> <li>• Experience of co-ordinating and running own clinic</li> <li>• Demonstrate operational managerial responsibility</li> <li>• Experience of working with and testing children and adults with highly complex audiological and medical needs</li> <li>• Experience of training audiologists of all levels in complex diagnostic procedures. This is to include ABR and Vestibular Audiology</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working towards and achieving IQIPS accreditation</li> </ul>

<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"><li>• Excellent oral and written communication skills</li><li>• Excellent interpersonal skills</li><li>• Empathy for working with vulnerable families / patients</li><li>• Physical skills to test young children and the ability to use all the audiological equipment with care and control.</li><li>• Excellent organisational skills in particular the ability to prioritise work when under pressure.</li><li>• Demonstrates understanding of issues surrounding hearing impairment and impact on quality of life for the whole family</li><li>• Ability to prescribe and fit hearing aids to neonates</li><li>• Demonstrates ability to conduct age appropriate hearing tests on a wide range of children including those with highly complex audiological and medical needs</li><li>• Experience of staff management, service development an change management</li><li>• Extensive knowledge of equipment and calibration processes</li><li>• Ability to work calmly &amp; methodically when under pressure from a busy and varied caseload</li><li>• Good computer skills</li><li>• Evidence of management and leadership skills</li><li>• Evidence of CPD and quality improvement work</li></ul>	<ul style="list-style-type: none"><li>• Sign language skills</li><li>• Extended range of therapy skills</li></ul>
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<b>Personal Skills</b>	<ul style="list-style-type: none"><li>• Professional appearance</li><li>• Demonstrates excellent communication/inter-personal skills</li><li>• Strong team player</li><li>• Adaptable to meet service needs</li><li>• Embraces and support and can drive change</li><li>• A car driver with a full current driving licence and own transport is essential</li><li>• Excellent non-verbal communication skills</li><li>• Excellent time management</li><li>• Works in a confidential manner</li><li>• Demonstrate ability to work effectively without direct supervision</li></ul>	<ul style="list-style-type: none"><li>▪ Experience of managing change across a range of settings</li></ul>
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