

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Senior Audiologist</b>
<b>Division/Department:</b>	<b>Audiology</b>
<b>Responsible to:</b>	<b>Adult Clinical Lead</b>
<b>Accountable to:</b>	<b>Head of Audiology</b>
<b>Responsible for:</b>	<b>Adult Clinical Audiologists and support team</b>
<b>Band:</b>	<b>6</b>
<b>Hours:</b>	<b>37.5</b>
<b>Location:</b>	<b>Trust wide</b> In order to meet the needs of the Trust's services you may be required from time to time to work at different locations to your normal place of work.
<b>Base:</b>	Northwick Park Hospital but expected to work cross site.

### **Organisational Values**

All staff employed by the Trust is expected to embody our 'HEART' values throughout their employment. The values describe how we interact with each other and our patients and underpin everything we do and say to achieve our vision:

Honesty - open and honest in everything we do

Equity – we're kind and caring, we act with fairness, and we're understanding

Accountability – we will provide excellent care and ensure the safety and wellbeing of all patients

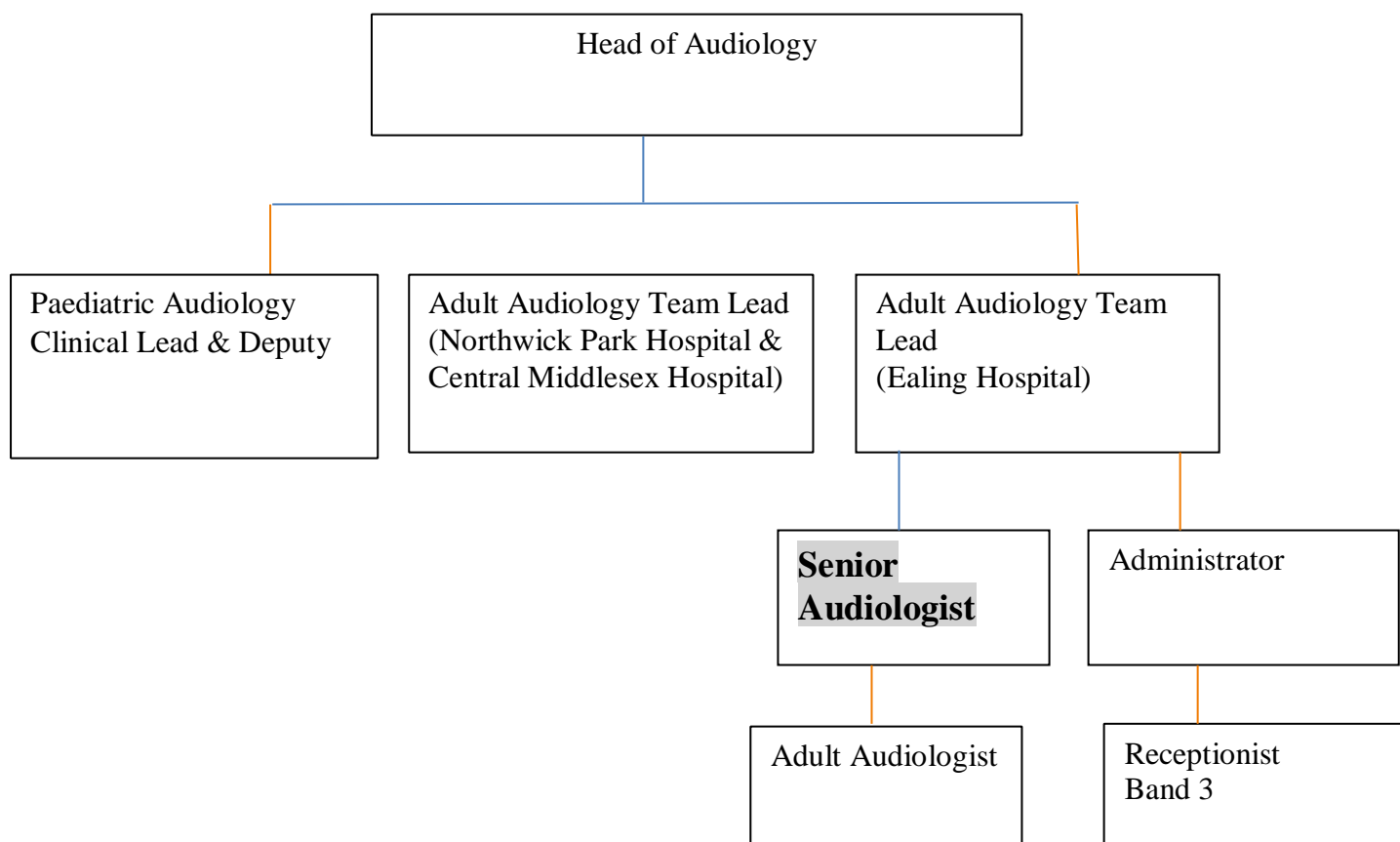
Respect – we treat everybody the way we would like to be treated

Teamwork – we work together to make improvements, delivering consistent, high quality, safe care.

## JOB SUMMARY

To provide a diagnostic and rehabilitation service to audiology patients. This includes adults with learning disabilities, additional disabilities or special needs. To ensure that a consistently high quality, complex and sophisticated clinical service is provided, meeting the highest national and international standards. The post holder will maintain own professional knowledge and contribute to the clinical developments of the department. The post-holder will use their knowledge and experience in the training and supervision of junior staff. The post-holder will be expected to work independently if required at satellite clinics.

### **Organisational Chart (This post is in Grey box)**



## **Main Tasks and Responsibilities**

### **CLINICAL**

- To ensure that all patients are assessed accurately, and by the most suitable combination of clinical tests (both subjective & objective), to enable further clinical and medical decisions to be made regarding each patient's management within the trust.
- To provide or assist in providing specialist assessment of severely learning disabled adults and those with complex additional needs. (Tests to include pure tone audiometry with bone conduction and masking, admittance tests, visual reinforcement audiometry, behavioural observation audiometry, distraction testing, play audiometry, speech audiometry and other techniques).
- To interpret, with support, erroneous results and recommend further investigations as required.
- To take clinical histories from patients or their carer.
- To perform assessments, fitting (using real ear measurements) and evaluation of complex non – routine hearing aids and amplification devices.
- Maintain accurate patient files on Auditbase including audiological assessments and rehabilitative results. Ensure that all patients have their personal and clinical data recorded accurately.
- To make and implement appropriate management and treatment plans with responsibility for treatment and outcome.
- Select, verify and evaluate hearing aid options directly with patients, parents/carers
- Evaluate hearing of new patients referred directly from GP. Taking history and examining the ear. To assess suitability of hearing aid fitting, recognising contra indications to hearing aid fitting and recognising conditions which require referral to medical team.
- Use knowledge and experience to analyse test results and select appropriate hearing aids for adults, including those with special needs, assessing individual needs and clinical limitations.

- Assessment of patients on their needs for non-standard hearing aids (e.g. cochlear implants, CROS/BICROS, BAHA, vibrotactile).
- Make recommendations to ENT medical team on suitability of hearing aid fitting.
- Identify and explain to patients where hearing aids will be of little or no benefit and advice on alternative communication techniques. This may involve directing those patients to other sources of help i.e. sensory impairment team, Social Services, Link Centre.
- Recognise conditions that require medical treatment and take necessary action to ensure this is followed up by relevant medical practitioner.
- Instruct patients and carers in use and care of hearing aids.
- Recognise faults in hearing aids and repair or replace as appropriate.
- Take aural impressions for the manufacture of earmoulds, to select earmould type and adapt earmoulds for comfortable fitting if necessary.
- Give rehabilitation, advice and counselling to patients not only with hearing loss, but also related areas such as tinnitus, hyperacusis and central processing disorders. Recognising the emotional and practical difficulties to these patients.
- Understand that there may be significant barriers to acceptance of hearing loss and rehabilitation. Counsel patients and relatives on the benefits and limitations of hearing aids, advising on rehabilitation, and offer patients an understanding of their hearing condition.
- Ensure that clinical equipment used is calibrated, decontaminated and maintained according to national and departmental protocols
- To work constructively and flexibly with people from different cultures and backgrounds, being particularly alert to special vulnerabilities e.g. refugee status and war-related post-traumatic stress disorders.
- To liaise with external suppliers of equipment and devices to optimise service delivery and patient management.
- Ensuring exemplary communication skills, behaviours and attitudes to reflect the standards expected by the service, Trust, and as an example to others.

### **Non Clinical duties**

- Lead the team with achieving and maintaining IQIPs accreditation
- Support the education and training of staff, MSc, PTP, STP and all other students in the department.
- Provide training to other staff groups, including medical students, nursing staff and community-based health professionals.
- Maintain accurate and comprehensive clinical records using the computerised patient management system and hospital records.
- Provide written and verbal reports regarding patient results and management to referrers and other members of the multi-disciplinary team in line with GDPR requirements
- Assist the clinical lead in the maintenance and calibration of the equipment.
- Production and maintenance of accurate departmental activity statistics
- Prioritise own workload
- Take responsibility for own continual professional development and Trust mandatory training.
- Participate in continuous service improvement to enhance the quality, safety and efficiency of patient care.
- Assist in stock and equipment management, including the carrying of equipment and stock to peripheral/ community clinics.
- Ensure efficient use of resources.
- Participate in departmental research and audit, and multi-centre trials.
- Actively participate in departmental team meetings and training
- Creation, maintenance and continual evaluation of databases, and up-dating staff in their use.
- Reception desk covers where appropriate and necessary.

### **Working relationships & Communication Requirements**

- Communicate hearing assessment results, diagnosis and further management to carers/ parents of children (patients) including – when necessary - overcoming any language/ sensory disability/ communicational barriers.
- Communication with tertiary Audiology centre for onwards referrals for medical management, cochlear implants, etc.
- Communicate with Social Service and voluntary organisation
- Daily communication and interaction with Adult and Paediatric Audiology colleagues within the service.
- Act as a mentor to students and colleagues, participating in induction programmes, guiding practice, and assessing competence to develop staff.
- Medical equipment maintenance team and IT department.
- Medical and Para-medical staff which includes, ENT consultants, ward doctors etc.  
Deal with enquiries from families or other medical professionals

### **Knowledge, Training and Education**

- Responsible for own personal/ professional development and for keeping continuous professional development portfolio up to date.
- Lead the supervision of BSc/ MSc audiology students during their clinical placement. Assist in compiling clinical documentation (e.g. books/ personal development portfolio) as necessary.
- Attend local and professional meetings, which are in line with the post and agreed by Clinical lead. Undertake further training in line with service needs.

### **Administrative Responsibilities**

- To undertake general administrative duties, including the keeping of medical records and report writing.
- To participate in the computerised data collection of patient activity.
- To ensure that stocks of hearing aids and other audiological equipment are ordered.

### **Other Responsibilities**

- To ensure that all audiological equipment is routinely calibrated and maintained in necessary working order.
- To keep abreast of developments within the field of audiology and actively pursue self-professional development.
- To take responsibility for the Health and Safety of staff and patients within the Audiology Service as necessary.
- Other duties from time to time that may be required by the Clinical lead and Head of Audiology.

### **Responsibility for Policy/Service Development**

- Where necessary monitor departmental protocols for various procedures
- To conduct outcome measures relating to clinical work.
- To support the Department in the development of the Audiology Service and maintaining IQIPs accreditation.

### **Responsibility for Research & Development**

- Actively participate in departmental research as required
- Participation in audits, developing and using measures of audiological practice and presentation of results within the department.
- Attend regular staff meetings and contribute where necessary

## **ADDITIONAL RESPONSIBILITIES**

### **INFORMATION GOVERNANCE**

All NHS workers must abide at all times by the Confidentiality: NHS Code of Practice document issued by the Department of Health, and follow the relevant confidentiality and privacy policies specifically adopted by the Trust. Information relating to patients, employees and business of the Trust must be treated in the strictest confidence and under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All information collected, stored and used must be done so in

compliance with the Data Protection Act, the Freedom of Information Act (2000) and all relevant Trust Policy. Breaches of confidentiality or information governance protocol may lead to disciplinary action.

## **INFORMATION SECURITY**

All staff must adhere to the requirements of the Trust's Information Security Policy, which covers the deployment and use of all of the Trust's electronic information systems (i.e. all computers, peripheral equipment, software and data). In serious cases, failure to comply with the Policy may result in disciplinary action and could also result in a criminal offence.

## **HEALTH AND SAFETY AT WORK Act (1974)**

You are required to take reasonable care for your health, safety and welfare and that of other people who may be affected by your actions or omissions. These responsibilities apply at all times whilst you are at work or on duty and apply to all Trust premises and also whilst working in the community or on any other Trust business.

## **EQUAL OPPORTUNITIES AND EQUALITIES LEGISLATION**

It is the policy of London North West University Healthcare NHS Trust that no user of service, present or future employee or job applicant receives less favourable treatment on the grounds of their sex, perceived or actual sexual orientation, marital status, race, religion or belief, age, creed, colour, nationality, national origin, ethnic origin, or disability, or on the grounds of their association with someone in one of these groups; nor is disadvantaged by any conditions or requirements which cannot be shown to be justified.

## **PATIENT & PUBLIC INVOLVEMENT**

Section 11 of the Health & Social Care Act 2001, places a duty on NHS organisations to involve and consult patients, the public and other stakeholders in the planning and ongoing development of services. It is the responsibility of each member of staff, clinical and non-clinical to appropriately involve and consult patients, the public and other stakeholders.

## **RISK MANAGEMENT**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

## **CORPORATE / CLINICAL GOVERNANCE**

It is the duty of every employee to fulfil their individual clinical governance responsibilities and their expected contribution to ensuring that the Trust complies with benchmarked standards for quality of clinical care.

## **INFECTION CONTROL AND HOSPITAL-ACQUIRED INFECTION**

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policies and make every effort to maintain high standards to infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA. In particular all staff have the following key responsibilities:

- Staff must wash their hands or use alcohol hand rub on entry to or exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend infection control training provided for them by the Trust.



- Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

We all have a personal and a professional responsibility within the Trust to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns. Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults. As an employee of the Trust you have a responsibility to ensure that:

- a) you are familiar with and adhere to the Trust's procedures and guidelines for safeguarding children and vulnerable adults
- b) you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **STAFF COMMITMENT TO PATIENT CARE**

You are expected to ensure that patients' needs, experience and safety come first and to treat patients, carers, visitors, and colleagues with dignity and respect.

## **HEALTH RECORDS**

Clinical staff must keep accurate and clear information which is essential for the proper care of patients. Clinical and non-clinical staff who handle or use, case notes are individually responsible for the confidentiality, tracking, filing and good order of the case note at all times as outlined in the Medical Records Policy and the Information Lifecycle Management Policy. For further information refer to; Department of Health website-*Records Management*; *NHS Code of Practice- 2006*

## **NHS CONSTITUTION AND CODE OF CONDUCT FOR MANAGERS**

Staffs are required to act in accordance with the legal duties and expectations relating to their responsibilities to the public, their patients and colleagues set out in section 3b of the NHS Constitution and pages 98-109 of the Handbook to the NHS Constitution. For Managerial staff, including anyone with supervisory responsibility, the core standards of conduct set out in the NHS Code of Conduct for NHS Managers (2002) or any subsequent amendments.

**This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendments to take account of changing circumstances.**

**The Trust reserves the right that you may be required to undertake such other duties and/or hours of work as may reasonably be required of you commensurate with your grade at your normal place of work or from another location within the Trust.**

### PERSON SPECIFICATION

**Job Title: Senior Audiologist**

**Grade: Band 6**

**Division/department: Audiology**

Assessment Criteria	Essential	Desirable	How assessed
<b>Qualifications and Training</b>	<p>BSC or MSc in Audiology or equivalent</p> <p>BAAT parts 1 and 2 or equivalent Diploma in Audiology/HND MPPM or equivalent</p> <p>Registered with RCCP/HCPC or eligible for registration, must be working towards this.</p>	<ul style="list-style-type: none"> <li>BSL stage 1 or deaf awareness training.</li> <li>Higher qualification in Audiology</li> <li>Additional relevant qualifications</li> <li>Leadership qualification</li> </ul>	<p>Certificates AF INT</p>

<b>Experience</b>	<p>Previous substantial experience in clinical audiology underpinned by specialist theoretical knowledge as outline above.</p> <p>Experience of more complex hearing aid work (eg CROS, BICROS, BAHA assessment )</p> <p>Experience of management of tinnitus and complex adult patients</p> <p>Experience of electronic patient management systems</p> <p>Some experience of testing children during ENT clinics</p> <p>Audit completion and presentations</p>	<p>Experience of electrophysiological diagnostic audiological assessment procedure</p> <p>Experience of microsuction.</p> <p>Leadership and line management experience</p>	AF INT
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Putting **patients**  
at the **HEART**  
of everything we do



**London North West  
University Healthcare**  
NHS Trust

<b>Skills Knowledge and Abilities</b>	<p>Good empathy with patients of all ages</p> <p>Excellent written and verbal communication and interpersonal skills</p> <p>Counselling and therapeutic skills.</p> <p>Ability to maintain concentration in order to obtain accurate results throughout busy clinics.</p> <p>Maintaining professional standards when under pressure</p> <p>Demonstrate an understanding of patient confidentiality</p> <p>Good planning, organisational &amp; prioritising skills</p> <p>Excellent IT knowledge and skills</p> <p>Good analytical and judgement skills</p>	<p>Experience of supervising staff</p>	<p>AF INT</p>
<b>Personal Qualities and disposition</b>	<p>Team player and able to work using own initiative without direct supervision</p> <p>Ability to move readily with change</p> <p>Able to learn new concepts/skills easily</p> <p>Good common-sense</p> <p>Discretion</p> <p>Confidentiality</p>		

<b>Physical and other Requirements</b>	Professional appearance and manner  Attendance at training courses  Be sympathetic to the needs of the hearing impaired and the family/carers  Maintain highest possible standards of practice and continue to develop professionally.  Ability to carry out duties of the post with regard to the Trust's policy on equal opportunities		
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**Key for How Assessed: AF = Application Form INT = Interview**

**Job description and person specification drafted / amended by:**

**Name:** Rosbin Syed

**Designation:** Head of Audiology

**Date:** 13.02.2020

**JOB DESCRIPTION AND PERSON SPECIFICATION AGREEMENT**

<b>Job Holder's Signature</b>		<b>Date</b>	
<b>Line Manager's Signature</b>		<b>Date</b>	