

# Assistant Audiology Practitioner Medway NHS Foundation Trust



## Job Description

**Role: Associate Audiology Practitioner**

**Banding: 4**

**Division: Surgery & Anaesthetics**

**Responsible to: ATO Line Manager**

**Accountable to: Head of Audiology**

### Job Purpose:

Provide a range of audiometric investigations and a comprehensive hearing aid service without supervision for the Adult Direct Referral pathway and ENT Surgery Service's.

To continue developing skills in advanced diagnostic testing under direct and indirect supervision.

### Key Responsibilities:

To perform clinical and physiological tests.

To record test results and to provide factual reports.

To rehabilitate adult patients by the use of hearing aids.

Assist senior staff and ENT.

Travel to all hospitals cover by this trust - Sheppey General Hospital, Sittingbourne Community Hospital, Gravesend Community Hospital and Darent Valley Hospital.

Carrying out diagnostic hearing tests on adults and children 3 years and over.

Rehabilitation of the hard of hearing using digital hearing aids.

Real Ear Measurement (MHAS).

Recording test results and accurate record keeping.

To support the department in audits and data collection.

Rehabilitation of the hard of hearing with digital hearing aids using MHAS protocols

Take aural impressions for individual ear moulds excluding patients with mastoid cavities.

Keep knowledge updated in the latest developments in this field.

Work to BSA professional guidelines.



Ensure own work area is kept free from hazards, that equipment is used according to instruction, that potential hazards are rectified and reported as appropriate. Ensures that accidents are reported promptly and recorded accurately in line with organization policy.

To attend and participate in both clinical and departmental meetings held on a regular basis, assisting with the structuring and developing of the department policies and procedures.

Responsible for ensuring that own work area is prepared for own caseload. To plan and prioritise own duties and may need to be some short term adjustments to plans.  
( e.g. patients arriving late and transport delay)

To actively participate in continuing professional development and training to maintain competency and up to date knowledge of procedures and policies.

Liaise with the line management in identifying developments in practice that may contribute to the continued improvement of the clinical services within the department.

To provide hearing aid rehabilitation at outreach sites.

To assist with training of new employees and students.

Supervision of ATO's - provide guidance to knowledge to achieve best outcome for the patient's needs, experience and good clinical practise.

Supervise administration tasks are completed correctly by ATO's.

### Clinical Skills

Perform precise otoscopy examinations to recommend procedures and be able to identify abnormal and normal appearances of the ear.

Provide a comprehensive hearing aid service to patients referred to the department from internal and external groups of staff.

Take impressions of adult ears ( non-complex only)for hearing aid moulds whilst following recommended BSA procedures, selecting the correct type and venting of the mould for the patient's specific hearing aid and needs.

To modify ear moulds as required using specialist machinery which requires a degree of dexterity.

Know when to refer patients to a senior audiologist or other health care professional.

Select appropriate hearing aids from a wide range of digital hearing aids according to the patients' individual needs.

Responsible for the safe use of complex equipment including hearing aids and diagnostic equipment and their safe storage, in addition to maintain adequate levels of stock for the department.

Provide advice to staff in care homes and on wards in the management and care of hearing aids for adult patients.



Provided rehabilitation, counselling, advice and training to new and existing hearing aid patients.

Provide all patients with reassurance and rehabilitation in accepting their hearing loss/ hearing aid and motivate / encourage patients to wear the hearing aid where there may be barriers to communication other than hear loss e.g. dementia.

To carry out follow up appointments and perform outcome measures in the form of questionnaires.

To conduct hearing aid repairs and more complex fine- tuning of hearing aid according to patient's needs.

Work to clearly defined policies and procedures where work is managed rather than supervised but where there is regular support and supervision.

Regularly assist with patient moving (e.g. manoeuvring wheelchairs)

To understand and interpret hearing tests and the results in order to programme, fit and rehabilitate the patient.

To assist the audiologist with the paediatric assessment to obtain reliable results.

To assist the audiologist with more complex testing when required (e.g. vestibular testing)

Perform counselling and support to patients if hearing thresholds have changed

To maintain stock levels. To ensure orders received are checked and stock packed away. This may involve contacting companies in the event of any discrepancies.

To deal with challenging patients with varying needs in a professional manner.

Carry out Risk assessments as appropriate.

Deal with patients who become ill whilst attending the department with the support of other staff or the medical emergency team.

Patients are treated with dignity and respect at all times.

Provide help and advice to patients. Develop care plans for patients.

Support any research projects undertaken by the department.

Assist with any students training within the department and ATO's.

Trust policies are understood and adhered to.

Technical knowledge and modern practice is updated.

Prioritise and manage own workload.

Provides audits to improve patient services.



Ensures that all equipment is kept in good working order and within calibration date.

Adhere to National, professional and Trust health and safety regulations.

Other duties chief audiologist / senior staff and Head of Audiology request.

Key Working Relationships:

Internal	External
ENT Department Out Patients Transport Patients, relatives and carers, clinicians, nursing staff, matron, ward managers, general manager, service manager, AHP colleagues.	Social Services, Sensory Teams, RNID, British Tinnitus Association, Representatives from equipment and Hearing Aid companies, Community Health, Health centres, Outreach clinics.

## Main Conditions of Service

### Registered Health Professional

All staff who are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements. All registered professionals must maintain registered in line with the Trust Professional Registration with Regulatory Bodies Policy.

### Our Vision and Values

All staff must commit to our Vision and Values and exhibit behaviours in line with our new Values.

**B**old  
**E**very Person Counts  
**S**haring and Open  
**T**ogether

We are *inspiring* and *ambitious*  
We are *respectful* and *supportive*  
We are *open* and *speak up*  
**We are inclusive and responsible**

Our Trust is a great choice for people who want to develop their career in an ambitious environment. Our employees are able to choose the coverage and supplemental benefits that best fit their needs and those of their families.

We are committed to endorsing diversity, multiculturalism, and inclusion; our policies / procedures ensure that all applicants are treated fairly at every stage of the recruitment process.



## **eRostering**

Roles with budgetary responsibilities for e-rostering have had these responsibilities included in job descriptions.

## **Mandatory Training**

All staff must complete on-going mandatory and role-specific training pertinent to their post, and this should be confirmed with their line manager.

## **Quality Assurance**

The Medway NHS Foundation Trust has adopted comprehensive quality assurance, and all members of staff employed by the trust are expected to play their part. The aim is to provide a good quality service, which the customer accepts is appropriate and which is provided in the best possible way.

## **Health & Safety**

Staff are required to observe local Health & Safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

## **Equal Opportunities**

Staff are required to comply with the Medway NHS Foundation Trust's approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment or age.

## **Risk Management**

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

## **Infection Prevention and Control**

All post holders have a personal obligation to act to reduce healthcare associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. All post holders must comply with Trust infection screening and immunisation policies as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Hygiene Policy and Trust procedures for use of personal protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps.

## **Information Governance**

Staff is required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.





## Patient Experience

Staff should ensure that they help to create a positive patient experience at all stages of a patient's interaction with the hospital and help to improve the patient experience within the hospital environment.

## Safeguarding Children, Young People and Adults at Risk

The Trust is committed to the protection of children, young people, their families and adults at risk accessing its services.

Promoting and upholding the message that "safeguarding is everyone's business" is vital to ensure our patients are protected and safe from abuse.

To this end you must comply with Trust's and the Kent and Medway Safeguarding Adult Board policies and the Kent and Medway Safeguarding Children Partnership's policies and procedures. All staff no matter where they work or which age group of patients they work with, must be aware of their responsibility to act when they feel a child, young person or adult at risk has been or is at risk of abuse.

The Trust promotes the Think Family principles, it is a duty of all staff to consider who else may be at risk in the home or what else might be happening at home when identifying a safeguarding concern.

## Disclosure and Barring Service

The position you have applied for may have been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* [the Exceptions Order] and, in certain circumstances, the *Police Act 1997*. As such, it may meet the eligibility criteria for a standard or an enhanced disclosure to be requested through the Disclosure and Barring Service (DBS).

## Uniform

All staff must adhere to the Trust Nurses/Midwives Uniform Policy.

## Job Description

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

## Smoke Free Medway

Medway NHS Foundation Trust is a smoke free site. This means that smoking is completely prohibited in all Trust buildings, grounds and car parks. This will ensure that the hospital is a better place to work and for our patients to be treated.

If you are currently a smoker and would like to receive free stop smoking advice, please contact the Medway Stop Smoking Service on 07535 710329 or 0800 234 6805.



## Staff Networks

LGBT+ Staff Network

Staff (Dis)Ability Network

Armed Forces Network (for staff who are Reservists and Veterans)

Black, Asian and Minority Ethnic (BAME) Staff Network



## Staff Benefits Information

The Trust has worked hard to offer the **Best** of the benefits to our staff, the **Best** of people. By following the link before you will find our staff benefits handbook which provides you with a large selection of benefits available.

<https://view.pagetiger.com/Benefits-Wellbeing/currentstaff>

## Our Commitment

We are jointly committed to creating and maintaining a fair and supportive working environment and culture, where contributions are fully recognised and valued by all and staff feel empowered to carry out their duties to the best of their abilities.

As employers we are committed to promoting and protecting the physical and mental health and well-being of all our staff.

## Talent Management and Skills Coaching

All staff at Medway NHS Foundation Trust will have the opportunity to undertake talent and coach sessions held with our Organisational Development Team. This will be supported through the talent management process.

## Flexible Working Opportunities

At the NHS, we are reminded every day of how important life is. As a flexible working friendly organisation, we want to be sure that you can work in a way that is best for us and for our patients,





and for you. Speak to us about how we might be able to accommodate a flexible working arrangement whether that's job share.

Applications are welcomed from applicants who wish to apply for a position on the basis of a smarter or flexible working arrangement. Where candidates are successful at interview, such requests will be taken under consideration and accommodated where the needs of the service allow.



## Person Specification

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements which the post holder requires to perform the job to a satisfactory level. Without these qualities applicant cannot be appointed to the post.

### Role: Associate Audiology Practitioner

<b>Qualifications</b>	Foundation Degree in Audiology
<b>Knowledge</b>	To have worked in an Audiology environment in the NHS.  Demonstrate ability to work in a team.  Able to work on own initiative.
<b>Values</b>	<i>Exhibits behaviours in line with Trust Values:</i>  <b>B</b> old <i>We are <b>inspiring</b> and <b>ambitious</b></i>  <b>E</b> very Person Counts <i>We are <b>respectful</b> and <b>supportive</b></i>  <b>S</b> haring and Open <i>We are <b>open</b> and <b>speak up</b></i>  <b>T</b> ogether <i>We are <b>inclusive</b> and <b>responsible</b></i>
<b>Experience</b>	Evidence of clerical experience within a NHS Audiology workplace.  Use of a telephone in a busy environment.  NHS experience of dealing with face to face contact.  Experience and understanding hearing loss.
<b>Skills</b>	Organizational skills.  Prioritising.  Excellent telephone manner.  Independently planning and prioritising work load.  Tact and Diplomacy.  Empathy with hard of hearing patients.  Fluent English speaker.  1 year NHS experience or equivalent.



Best of care  
Best of people



	<p>Management skills.</p> <p>Able to adapt to team work and work well on own.</p>
<b>Other Attributes</b>	<p>Flexible and adaptable to change to meet the needs of the service.</p> <p>The vision and focus to continually strive to improve the service for our patients is a key attribute for this, and any role at the Medway NHS Foundation Trust</p>





**Medway**  
NHS Foundation Trust



**Best** of care  
**Best** of people



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