

**Maidstone and Tunbridge Wells NHS Trust
Job Description**

Job title: Audiologist

Band: 5

Directorate: Head and Neck

Site: Cross Site

Hours: 37.5

Reports to: Deputy Head of Audiology

Accountable to: Head of Audiology

Job Purpose

The key responsibility of the role will be to perform diagnostic testing on all patient groups and provide effective rehabilitation and on-going maintenance service. This position will include a requirement to travel to a peripheral site to ensure consistent practice and a high-quality service is being delivered across all sites.

The sites are Maidstone Hospital, Pembury Hospital, Edenbridge Hospital, Uckfield Hospital, Crowborough Hospital, Queen Victoria Hospital and Sevenoaks Hospital.

Job Summary

- To liaise and work with the Lead Clinician, Consultant ENT Surgeons to provide and comprehensive Ear, Nose and Throat service for the district.
- To work in close co-operation with staff and other health professionals across all the sites.
- To provide an effective rehabilitation and continued aftercare for all patient groups.

Communications and Working Relationships

Internal: Patients, Relatives and Carers, Clinicians, Nursing Staff, Matron, Ward Managers, Service Manager, Audiology Team, A&C Colleagues

External: Outreach Team, Hearing Aid Companies, Database I T Company

A. Clinical Duties General

1. To provide audiological cover for ENT clinics, consisting of basic pure-tone, impedance and speech audiometry as required.
2. To provide a comprehensive hearing aid service to patients referred to the department from internal and external groups of staff.
3. Responsible for organising and maintaining calibration of audiometers for the Audiology Service.
4. To assist in the supervision and training of newly qualified staff and other identified staff.
5. To lead training for ATOs, Audiology students, recording of log book etc
6. Maintain stock levels in Audiology rooms.
7. Help monitor overall stock levels, monthly stock take, stock targets
8. Assisting or overseeing sending and receiving ear moulds from ear mould manufacturer
9. Hearing aid Postal repair Lead and managing

Clinical Diagnostic

1. To perform pure tone, impedance and speech audiometry testing, advising patients and referring clinicians on management plans based on information obtained.
2. To Assist with ABR and Vestibular Tests referring to a senior member of the Audiological Team if necessary.
3. Provide education and training regarding the procedure of performing Audiological Testing to various staff groups as and when required.

Clinical Rehabilitative

1. To undertake audiological investigations, providing a comprehensive hearing aid service for the hearing impaired, assessing skills and social needs providing advice and when required referring to the appropriate member of staff.
2. To perform general Audiological duties: checking of hearing aid use, providing advice on assistive listening devices, undertake routine hearing aid repairs and mould service i.e. retubing and mould adjustment including the repair and exchange of non-standard hearing aid provision.
3. To assess patient, need for hearing aids and select the appropriate model in line with BSA/BAA guidelines and departmental protocols.
4. To provide on-going assessment and maintenance for hearing impaired patients.
5. Responsible for managing calibration and maintenance of audiometer, impedance meter, insertion gain and hearing aid fitting equipment.

B. Service Management

1. Provide support and assistance in the development of Audiology services in line with Trust's strategic direction. This will include the development of patient focused pathways/audit/collection and analysis of activity, across primary, secondary and community services as well as opportunities for harnessing the benefits of new technology to enhance patient services.
2. To attend and participate in both clinical and departmental meeting held on regular basis, assisting with the structuring and developing of departmental policies and procedures.
3. Liaise with the Estates and Facilities department when required, ensuring the Head of Audiology is informed of events.

C. General Administration

1. To 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 and that accidents are reported promptly and recorded accurately in line with organisation policy.
2. To have an awareness of the performance indicators the Trust has to meet, both locally and nationally, and to take the necessary steps to ensure these are not undermined.
3. To assess and identify the relevant priority of unexpected events on a daily basis.

D. Personal Development

1. To liaise with your line manager in identifying relevant training that contributes to the continued improvement of administrative and clerical services within the service.
2. To undertake education and training to improve knowledge and skills for the benefit of personal/career development.
3. To take part in the annual performance review in accordance with Trust policy.
4. To undertake mandatory training in accordance with Trust policy.

E. Effort

1. Handling distressed, upset or angry patients and/or relatives, on the telephone or face to face, finding out facts and complexity of their situation, using judgment and experience to try to resolve the problem, and if unable, referring on to the appropriate person.
2. Daily interruptions by staff that require your immediate attention.
3. Lifting and handling of deliveries of supplies around the department.
4. Sitting for long periods while working on word processing, using the telephone or inputting/accessing information.
5. Multitask to meet deadlines.

F. General

1. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.
2. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
3. To promote at all times equality of opportunities for staff and patients in accordance with the Maidstone and Tunbridge Wells NHS Trust policies, to ensure that no person receives less favourable treatment than another on the grounds of sex, marital status, race, religion, creed, nationality, ethnic or national origin, sexual orientation or disability, with due regard to the promotion of diversity in the workplace.
4. To comply with the Maidstone and Tunbridge Wells NHS Trust's No Smoking Policies.
5. To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.
6. To be personally responsible for the implementation of infection control in all areas of the post.

This job description is not an exhaustive document but reflects the current position. Details and emphasis may change in line with service needs are consultation with the post-holder.

Job description agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.

- 13. SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
- 14. SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
- 15.** All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

**Audiologist
Person specification**

AREA	ESSENTIAL	DESIRABLE (for grading purposes this information is not taken into account)
Qualifications	<ul style="list-style-type: none"> • BTEC MPPM/BSc/MSc Audiology or equivalent. • BAAT Part 1&2 or Certificate of Audiological Competency (CAC) • State Registration (grand parenting clause applies) • Evidence of CPD i.e. external training courses. 	<ul style="list-style-type: none"> • MSc Audiology or equivalent. • Doctorate of Audiology
Experience/ Knowledge	<ul style="list-style-type: none"> • Experience within an Audiology Service appropriate to grade. • Experience of Adult Rehabilitation • Digital hearing aid fitting • Experience of Audit base patient management system 	<ul style="list-style-type: none"> • Able to answer complex audiology questions • Dealing with complex audiology patients.
Skills	<ul style="list-style-type: none"> • The ability to demonstrate good organisational skills prioritising skills for own workload and others • Excellent communication and interpersonal skills and the ability to communicate both verbally and in writing • Ability to prioritise and work at strict deadlines • The ability to work calmly and methodically when placed under pressure from a busy and varied workload 	<ul style="list-style-type: none"> • Able to lead technician and junior staff/audio admin team
Attributes	<ul style="list-style-type: none"> • Ability to deal with distressing circumstances. • Good organisation and time management abilities • Able to problem solve 	<ul style="list-style-type: none"> • Ability to multitask in non-clinical and clinical duties.
Additional requirements	<ul style="list-style-type: none"> • Ability to work across sites 	