|  |  |
| --- | --- |
|  | NHS Greater Glasgow and Clyde  JOB DESCRIPTION |

**1. Job Description**

Job Title: Trainee Audiological Scientist (Paediatric)

Responsible to: Head of Audiology

Job Grade: Band 6

Directorate: Women and Children’s

Operating Division: Acute

**2. Job Purpose**

This is a fully-funded postgraduate level training position comprising of a three year academic and vocational programme, on completion of which the post holder would be eligible to apply for positions as Audiological Clinical Scientist.

The programme is commissioned by NES and leads to the dual attainment of (i) the academic award of MSc in Clinical Science with specialisation in Audiology and (ii) professional registration as a Clinical Scientist with the Health and Care Professions

Council, the statutory regulator.

The academic component is delivered by a combination of block release and distance learning at a Higher Education Institute (HEI) to be supported by self-directed, personal study and assessed by written examination and coursework, as well as audit and research projects to be undertaken in the clinical environment. The vocational component requires staged completion of an evidence portfolio of clinical, scientific, technical and professional competencies, assessed by formal workplace-based assessment and OSCEs administered by the university. Placements in allied disciplines of healthcare science are also included and it is likely that there would be a requirement to complete a placement(s) at other local departments in the region or possibly beyond.

The curriculum is defined by the National School for Healthcare Science and scientific competencies are defined by the Academy for Healthcare Science ‘Clinical Scientist Standards of Proficiency’.

At the outset, the post holder will be entirely supernumerary. Upon incremental demonstration of competencies, the post holder will expand their repertoire as an independent practitioner but will retain a supernumerary role when performing more complex investigations.

Protected personal study time is provided throughout the programme, in addition to the required attendance at university.

**3. Dimensions**

The post holder works directly within a team of over 30 staff of which 15 are Audiologists. The other staff comprise of Hearing Screeners and Screen Manager, Clinical Scientist, Consultant Audiological Physician, Speech & Language Therapist and Admin and Clerical staff. The post holder will report directly or indirectly to the Head of Audiology.

The Audiology service has an annual budget of over £4M and the post holder, through their clinical activity, is involved in the use of this resource. A Paediatric Audiology service is provided to the population of Glasgow, west central Scotland and beyond and on an annual basis has in excess of 10,000 patient contacts

The post holder will be required to work directly with patients aged from new born to end of secondary education age and are of all physical and mental/developmental abilities.

**4. Organisational Position**

New-born Hearing Screening Manager

**Head of Paediatric Audiology**

**Paediatric Audiologist**

**(Band 5)**

**2 posts**

**Paediatric Audiologists**

**(Band 6)**

**Clinical Physicist**

**Band 7**

**(1 post)**

**Audiology Service Manager**

**(2 posts)**

**Band 7**

**Clinical Service Manager (HPN)**

**Secretarial and Admin Support**

**Women and Children’s Directorate**

**STP Trainee**

**(Band 6)**

New-born Hearing Screeners

**5. Scope and Range**

The post holder will be expected to perform, interpret and report the full range of basic and specialist audiology investigation carried out within the department.

The post holder will be expected to participate in all areas of the service. There may be occasion that you will be asked to supervise junior staff and may be asked to deliver training and education to other team members and other medical specialities within the hospital.

The Audiology Service is based at Royal Hospital for Children (Acute Services) and provides services throughout NHS Greater Glasgow & Clyde at several community locations, 3 maternity hospitals and direct support each week for 5 specialist Audiological Medicine Clinics and supporting 10 ENT consultants.

The Audiology Service provides direct patient care via:

1. Direct Audiology care and services to over 1500 hearing impaired children who require the use of hearing amplification. These patients range in age from 0 to the end of secondary education. The direct care provided to these hearing-impaired children, many of who have additional co-morbidity (approx. 60%) includes the assessment, diagnosis and development of care packages to deal with and overcome the hearing impairment. This also involves multi-disciplinary working with professionals in health, education, social services and voluntary sectors.
2. Provide Audiology support to Support to 1 Consultant Audiological Physician, 9 ENT consultants for audiometry for all ages and abilities.
3. Audiology support to various other departments such as Oncology Haematology, Cystic Fibrosis, tertiary paediatrics and Endocrinology.
4. New-born hearing screening service within 3 maternity hospitals (circa 16, 000 births per annum), including diagnostic testing service for screen referrals.
5. Hearing assessment for all ages and abilities at 6 Community clinics- circa 30 clinics every month. Each clinic is staff by one or two Audiologists. All clinics rooms are sound treated and equipped with VRA, Sound Field, Audiometer, Oto-acoustic emissions and Tympanometer.
6. Regular visits to units for the hearing impaired. Glasgow has 1 primary and 1 secondary school unit for the hearing impaired
7. Audiologist led hearing surveillance program for at risk patients including Downs Syndrome/T21, Cystic Fibrosis, Cleft Lip and Palate, New-born ‘at risk’ of late onset or progressive hearing loss for example those diagnosed with CMV.
8. Audiologist led program for monitoring and aiding of children diagnosed with Glue Ear while awaiting surgery or non-surgical intervention.
9. Audiologist led Specialist Audiology Clinics for Auditory Processing Disorder assessments, Balance/Vertigo, Sound Sensitivity and Bone Anchored Hearing Aids.
10. Frequent and regular parallel clinic with Audiology and ENT for
    1. Post-operative grommets clinic
    2. Downs Syndrome MDT clinics and
    3. Bone Anchored and Implantable Hearing Aids Clinic.
11. Electrophysiology testing (ABR) for new-born hearing screening referrals, in Theatre under general anaesthesia and ABR under melatonin.
12. The department works closely with the Scottish Cochlear Implant Centre at University Hospital Crosshouse in Kilmarnock.

**6. Key Result Area**

**Clinical Scientific and Technical (85-90%)**

The post holder will develop competencies in a range of audiology testing and investigations and procedures, on acquisition of which these will be performed either independently (Section 1a), with indirect supervision, or direct supervision (Section 2), according to the complexity and governance considerations.

Competencies are as specified by the HEI and National School for Healthcare Science and as such are subject to minor change.

1. Developing the knowledge, skills and experience required to act as an Independent Practitioner in a range of investigations of up to intermediate complexity.

1a) During the course of the training programme (upon incremental completion of the relevant academic and vocational assessments), to work as an independent practitioner in the following:

### Responsibilities

The responsibilities of the Clinical Scientist in Audiology include assessment of complex patient groups, result interpretation, diagnosis and patient management. Responsibilities vary dependant on the speciality area and department base:

Paediatrics

* History taking and audiological assessment of hearing from birth to 16 years using a range of age-appropriate test procedures.
* Counselling parents/carers/patients as appropriate about the nature and extent of hearing loss, including appropriate management options.
* Glue ear monitoring and onward referral.
* Selection and provision of appropriate paediatric rehabilitation management such as hearing aids, Bone Anchored Hearing Aids, remote microphones etc., using real ear measurements where required.
* Liaising with other staff involved in the assessment and rehabilitation process including audiological and medical staff, and local sensory support services.
* Providing follow-up appointments to fine tune hearing aids.

Vestibular Assessment and Rehabilitation

* History taking and clinical assessment of balance function in patients to support the clinic.
* Liaising with other staff involved in the assessment and rehabilitation process including audiological and medical staff.

Non-Routine and Complex Assessment and Rehabilitation

* Speech Audiometry.
* Auditory Processing Disorder assessment and management.
* Bone Anchored Hearing Aid assessment and fitting.
* Providing audiological assessment and management for patients with learning disabilities.
* Tinnitus and sound sensitivity assessment and management, including onward referral to other clinical specialists as required.
* Non-Organic Hearing loss Assessment.
* Liaising with other staff involved in the assessment and rehabilitation process including audiological and medical staff.

**RESEARCH, AUDIT AND SERVICE IMPROVEMENT (10-15%)**

Under the supervision and guidance of workplace and academic supervisors, undertakes a Masters level clinical research project of observational or experimental design, culminating in a dissertation. This requires and acquisition and demonstration of the following competencies:

* Literature searching techniques using the main medical databases
* Use of the NHS Knowledge Network
* Critical appraisal of research articles
* Development of a research question; use of PICO framework
* Quantitative research methods
* Use of parametric and non-parametric statistical methods
* Research ethics and governance including GCP

To participate in service improvement initiatives with the following learning outcomes:

1. Familiarisation with key performance indicators commonly used in the evaluation of healthcare services e.g.

* waiting times
* length of stay
* PROMs (Patient Reported Outcome Measures)
* Complaints
* Clinical incidents
* Diagnostic yield
* Adherence to clinical guidelines

1. Familiarisation with the operation and function of simple quality assurance mechanisms commonly applied to Audiology investigations and procedures for example
   1. Training and Competency assessment
   2. Instrument specific check and troubleshooting
      1. Daily calibration checks
   3. Setting standards in practice with departmental protocols/SOPs in line with national guidance
   4. Measuring performance using Audit, feedback questionnaire & patient’s satisfaction questionnaire etc. This will help in identifying gaps and implementing solutions.
   5. Further auditing to monitor the results and measure the progress.



(3) Quality objectives in healthcare services, with reference to key NHS Scotland policies, including the Quality Strategy and National Clinical Strategy e.g.

* increasing delivery of care at home or in the community and reducing patient visits to hospital
* equity of access, elimination of ‘postcode lottery’
* IMPs (Individualized Management Plans) with anticipatory care planning
* shared decision making

1. Familiarisation with common barriers relevant to the delivery of high quality healthcare services e.g.

* health literacy
* health inequalities
* workforce provision
* cost
* increasing complexity associated with multi-morbidity

(5) Familiarisation with the limitations of Audiology investigations and procedures at a service level e.g.

* cost
* diagnostic yield
* required level of staff expertise

(6) Overview of common approaches to service improvement relevant to healthcare science, with reference to the Healthcare Science National Delivery Plan e.g.

* demand optimisation measures e.g. sanctioning referrals
* development of extended scope roles
* use of telemedicine technologies

(7) Developing and understanding of the concept of evidence based practice as applied to audiology and hearing care.

**Education and Training**

Be able to assist in the delivery of training in Audiology to a broad range of healthcare workers including medical, AHP, nurses etc. ensuring that National/Professional standards are adhered to.

Provide clinical supervision for junior members of staff within the department.

Ensure the personal compliance with CPD guidelines & professional codes of conduct.

When required undertake further training to enable the post holder to perform complex investigations.

**Financial and Physical resource management**

Will be required to liaise with procurement to purchase and maintain stock levels of various for a variety of consumables within the department.

##### Managerial, Human Resources & Asset Management

Required to perform rotational cover and assisting with external clinics to meet the service need.

Contribute to the education and training of Audiologists in line with professional body standards.

Provide support, guidance and/or assistance to Audiology staff who are dealing with difficult and conflicting situations including those that are of a professional nature.

Shadow at senior management meetings representing the audiology department to discuss issues such as clinical governance and health and safety alongside the team leads.

7a EQUIPMENT AND MACHINERY

**Standard Procedures Equipment**

**Diagnostic:**

* Computer-required as an interface for certain audiological equipment but also as a complete audiological database.
* Basic Audiometer-equipment used to deliver calibrated frequency and intensity specific stimuli to establish hearing thresholds.
* Screening Tympanometer-calibrated equipment to perform standard evaluation of middle ear function.
* Oto-Acoustic Emissions-calibrated equipment for performing screening and diagnostic evaluation of cochlea function.
* Sound field/Warbler-calibrated device used to present frequency specific stimuli in free-field domain to establish hearing thresholds in young children.
* Sound Level Meter-Calibrated device used to measure appropriately weighted sound pressure level of both free and sound field stimuli (voice or acoustic).
* Auriscope-instrument used to perform examinations of the ear (otoscopy) in order to identify healthy and abnormal ear conditions, and to monitor placement of relevant measurement/safety devices in the ear canal (for assessment) as well help plan management.
* Video otoscopy-instrument used to perform examinations of the ear (as above) and store the image on a patient data base record.

**Rehabilitation:**

* Various tools required for regular essential hearing aid maintenance including scissors, pliers, tubing cutters, miniature screwdrivers, and numerous types of batteries, tubing, puffers, threaders borers and battery testers.
* Stetoclip-tool for allowing subjective listening tests of hearing aids
  + Attenuators-additional tool to use with stetoclips for protecting the hearing of audiologists when carrying out listening tests of powerful hearing aids.
* Various additional accessories to promote hearing aid use for babies and young children-locking battery compartments, volume control covers, hearing aid retainers and drying boxes with silica gel crystals.
* Various accessories for more specialised hearing aids-In the ear aid wax traps

**Specialised**

* Affinity/Aurical System-twin channel audiometer used to present calibrated frequency and intensity specific stimuli to perform various diagnostic assessments of hearing function.
* Diagnostic Audiometer including air conduction head and insert phones and bone oscillator-twin channel audiometer used to present calibrated frequency and intensity specific stimuli to perform various diagnostic assessments of hearing function.
* Middle ear analyser-calibrated device used to perform full diagnostic assessments of middle ear function and Eustachian tube function, and to establish presence/absence of VII or VIII nerve reflexes, all of which assist in diagnosis of causes of hearing loss provide objective results of hearing function.
* Sound-field system-calibrated device used to present frequency and intensity specific stimuli through speakers in the sound-field to establish hearing levels.
* Visual Reinforcement Audiometry (VRA) Reward Stimulus-specific and controlled way of providing a visual reward to young children who maintain the conditioned response to sound.
* Parrot System-device used to present calibrated, pre-recorded, unaccented delivery of speech test (McCormick Toy Test, AB junior wordlist, Manchester Picture Test) in the free-field to establish speech recognition abilities.
* McCormick Toy Test and Picture Cards-set of toys/cards representing researched and validated paired vowel sets for assessment of speech perception of aided and unaided children.
* Conditioning Toys-essential for establishing conditioned response/reflexes to sound stimuli in young children prior to performing distraction testing.
* High Frequency Rattle-specifically designed rattle to present high frequency stimuli to young children.
* Performance and co-operative toys-for maintaining a conditioned response to sound for the duration of the assessment.
* VRA Toys-specifically for the very essential and appropriate stimulation of a child preventing inappropriate responses and encouraging appropriate responses to sound.
* Amplifiers/Public address systems- essential for providing a two-way communication system from a test room to the adjoining observation/control room.

**Rehabilitation:**

* Hearing aids- a vast array of both commercially available and contracted digital NHS hearing aids in a variety of styles including behind the ear, in the ear, and specialized hearing aids as bone conduction which provide appropriate gain and output characteristics for a child’s hearing loss.
* Hearing Aid Analyser and Test Box – integrated, computerised, calibrated measurement system often requiring insertion of a probe microphone into the ear canal in order to measure the acoustic properties of an individual ear canal, and to assess or verify hearing aid performance
* Hearing Aid Specification Sheets – Manufacture supplied comprehensive data sheets for each hearing aid we prescribe
* Hearing aid Programming Cables/Interface – connects the hearing aid to the IT system, allowing for communication between the manufacturer software and the hearing aid, and programming of the prescribed hearing aid characteristics
* Various Accessories to assist accurate hearing aid prescriptions, including, tone hooks, both standard and paediatric and sintered filters
* Impression Material– silicone material mixed with catalyst and inserted using handheld impression syringe into the ear canal and concha to obtain accurate impression for production of an individual ear mould which is then attached to the hearing aid
* Otostops – foam block attached to removal string to protect the tympanic membrane when obtaining impressions
* Otolight – illuminated device used for safe insertion of an otostop to the correct depth in the external auditory meatus
* Syringe – Used to deliver the mixed impression material and catalyst into the ear, providing an accurate impression
* Disposable Probe Tubes – used in conjunction with the probe microphone of the REM system to ensure acoustic stimuli is presented very close to the eardrum
* Disposable ear insert tips – used in conjunction with the diagnostic audiometer in order to determine ear specific thresholds. Others Misc.: Calculator, Photocopier. Scanner, Mobile phone for text, Telephone

**7b SYSTEMS**

* Audiology Patient Management System – Secure, networked, board-wide computerised audiological management system integrating appointments, staff resources, stock, patient identification, assessment and medical information, ear mould and journal entries and which is capable of generating statistical reports. Complete audiological system containing an audiometer, Hearing Aid Analyser and Test Box. Varying levels of access to the Management System are possible, with this post requiring access to most aspects of this system.
* NOAH – multi-manufacturer software interface for reading and programming both Digital Signal Processing aids and diagnostic instruments
* Numerous Excel spreadsheets for collating statistical data – these are stored on secure and dedicated departmental network
* Departmental patient records – hard copy, chronological, interdisciplinary, confidential, medical-legal notes consisting of audiological assessment results, reports and progress notes, and medical referral letters, consultation notes and reports
* Hospital patient records on electronic patient records (Trakcare/Clinical Portal)
* Staffnet – NHS Greater Glasgow & Clyde computerised staff information system to obtain information regarding Health Board policies and guidelines, contact information, latest updates, and multiple online tools for Procurement, Payroll, and Human Resources etc.
* Internet – Use of e-mail for communications within and between sites, and use of the world wide web for access to pertinent clinical information
* Email – internal and external use
* Maintenance of up to date equipment inventories.

**8. ASSIGNMENT AND REVIEW OF WORK**

* Clinical workload is generated by referrals to and from within the service, and within the policy and guidelines of Scottish Government and NHS Greater Glasgow and Clyde.
* The post holder will be responsible to the Head of Audiology and Team Lead who will provide formal appraisal of performance.
* Works within established policies and codes of practice, also assists in the implementation of new policies.
* Plans and prioritises own duties, clinics, training and activities.
* Assists the Head of Audiology and Senior Audiology Staff in the planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, requiring the formulation and adjustment to plans.

**9. DECISIONS AND JUDGEMENTS**

* Uses expert clinical knowledge and experience to choose appropriate researched and validated tools and tests.
* Specialised test procedures based on chronological and development age of patient and available resource to obtain comprehensive diagnostic information regarding hearing status.
* Make independent decisions and differential diagnosis by analysing a wide range of information.
* Determines need for and makes direct referrals to other medical professionals, including ENT, Paediatrician, GP and other specialist clinics to ensure appropriate assessment and management occur.
* Reviews and prioritises incoming medical referrals ensuring that patients are seen in a timely manner with access to appropriate professional and resources at the initial appointment.
* Interprets and analyses case history information and sometimes conflicting clinical test results to develop a specialized programme of care and follow up for the patients that responds to their Individual physical and social needs and is implemented by the post holder or other professionals with regular review and modification as necessary.
* Independently determines when patients can be discharged from routine audiology services.
* Prescribes appropriate type, material and modifications required for ear moulds, swim moulds and noise protection.
* Prescribes appropriate amplification which requires further decisions on type of amplification, the fitting rationale, compression type, and programme numbers along with numerous other factors requiring decisions e.g. ear size or anatomical abnormalities, child’s capability etc., and appropriate actions.
* Provide specialist advice and second opinions to other Audiologists and Professionals.
* Provide clinical advice and guidance to junior Audiologists and students.
* Understands Child Protection Policy and processes and acts appropriately.

**10. MOST CHALLENGING PARTS OF THE JOB**

* Undertaking a mentally, emotionally and physically demanding job, whilst ensuring that the health and safety of self, colleagues and patients are safeguarded
* Maintaining, developing and implementing advanced clinical and technical knowledge and skills in a period of significant modernisation within audiology nationally.
* As a government recognised crisis profession, delivering a service within Best Practice guidelines is a significant challenge.

**11. COMMUBICATIONS AND RELATIONSHIPS**

Patients and Relatives or Carers

* Communicates test procedures, results, management strategies and other related clinical information to patients and relatives. Patients may have a range of medical problems or complex needs such as physical, learning or communication difficulties and/or cultural or communication differences.
* Provides and receives complex, sensitive or contentious information, where developed persuasive, motivational, negotiating, training, empathic or re-assurance skills are required in order to ensure that the needs of the patients are met in a timely fashion, such that diagnosis or rehabilitation is not unduly delayed, potentially resulting in further communication difficulties.
* At times, the provision of this information may result in verbally aggressive or hostile situations requiring tact and skill in order to maintain communication or may require the assistance of other internal staff to diffuse the situation.

Head of Audiology/ Senior Audiologists

* Communicates service related information and developments to the service manager both formally and informally through participation in and development of audits as appropriate, participation in departmental staff meetings and clinical review and one to one meetings to maintain communication regarding the effectiveness of existing departmental programs to determine future departmental needs.
* Acts as liaison for more junior members of staff and external work colleagues to update service manager regarding areas of concern or need through one on one meetings and / or group meetings as appropriate.

Other Audiology Staff (Internal)

* Supports other members of staff through provision of regular clinical and professional training regarding rationales for test procedures, follow up and intervention in order that consistent and quality services are maintained.
* Liaise with peer group to ensure service equity is maintained and resources optimised

Audiology Staff (External)

* Network using electronic and verbal interaction with appropriate Audiology colleagues to ensure delivery of clinically effective care.

Medical Staff (Including ENT, Oncology, Neonatology & Neurology Consultants & Registrars, GP’s, Consultant Paediatrician)

* Communicates complex information, analysis and interpretation of diagnostic test results and individual management plans via written reports, charting of patient medical/legal notes and verbal electronic interaction.

Education and Social Services (More specifically Child and Family Support Services)

* Communicates complex information, analysis and interpretation of diagnostic test results and individual management plans via written reports, charting of patient medical/legal notes and verbal or electronic interaction.
* Consults with outside agencies such as Social Work and Community Health Nurses to co-ordinate the provision of ongoing services to patients who are at risk of non-attendance.

Other Agencies (Hearing Aid Companies, Admin & Clerical, IT staff, Ear mould Laboratories, Wards, other Supporting staff to our service)

* Negotiates, liaise and informs other agencies, regarding clinical care and patient needs to optimise care and ensure efficient service delivery.
* Liaises with clerical staff to ensure departmental operations such as reviewing referral priority, booking appropriate resources for appointments and arranging clinic venues are co-ordinated to maximise expertise and efficiency in the department.

**12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

**Physical Skills**:

* Significant IT, Computer and keyboard skills
* Significant Sensory skills – highly developed auditory perception and observation skills.
* Baby and Child handling skills
* Driving skills advantageous
* Significant fine motor skills to perform a wide range of diagnostic audiological procedures, such as otoscopy, manipulation of test equipment, application and replacement of electrodes.
* Dexterity, co-ordination and sensory skills used every day for the precise fitting and adjustment of high tech digital hearing aids. This includes the precise placement of insertion probe microphones into the ear canal of small children. Precise fitting of hearing aids including the selection of the correct ear mould type, acoustic hook and tubing to provide the best fit for the patient.
* Significant fine motor skills are necessary for manipulation of ear moulds and hearing aids to perform a wide range of rehabilitative audiological procedures such as manipulating and adjusting hearing aids
* Manual Handling Skills

**Physical Demands / Effort**:

* Frequent bending, kneeling, crouching, twisting, sitting on the floor or child height chairs on a daily basis.
* Frequently lifting, carrying and transferring a range of equipment to and from numerous community assessment centres and within hospital environment.
* Setting up room and test equipment in community locations for use by self and other staff members working at the clinic, and ensuring the pre-test checks are completed and the equipment is in good and safe working order.
* Occasionally push patients in wheelchairs or pushchairs.
* Occasionally carrying babies in car seats
* Occasionally carrying new-born or young babies to and from cribs or pushchairs
* Standing or walking for considerable periods of time
* Frequently kneeling for periods of time
* Occasionally packing / unpacking received equipment and accessories.

**Mental Demands / Effort**:

* Advanced levels of concentration are needed for prolonged periods on a daily basis to make specialist clinical decisions during all aspects of assessment and rehabilitation taking into account any cultural/linguistic differences.
* Advanced level of awareness of sensitive issues when communicating with children and their families with particular focus to breaking bad news regarding a child’s diagnosis.
* Advanced level of specialist knowledge required on a daily basis in order to discuss/report on a child’s hearing difficulties with their parents and any other relevant professionals
* Requirement for periods of prolonged concentration when assessing more complex patients
* Frequently required to alter assessment procedures by making on the spot judgements or decisions, with outcome affecting safety, patient care plans and service delivery.
* Constant awareness and assessment of potential risk.
* Interacting regularly with patients with special needs of varying degrees.
* Using acquired skills to prevent situations from becoming volatile
* Balancing clinical vs. non-clinical demands, and responding to unplanned urgent requests.
* Supporting other members of staff and responding to their individual needs on a daily basis
* Supervision of members of staff on a daily basis
* Frequently dealing with complex cases and providing diagnostic test results and care plans (also an emotional challenge.)
* Occasionally dealing with staff performance issues
* Occasionally responding to verbal complaints, which may involve effectively dealing with verbally aggressive or hostile members of the public or other professionals. (Also an emotional challenge.)

**Emotional Demand**s:

* Frequently required to communicate with distressed, anxious, worried and emotionally demanding parents and relatives.
* Frequently required to directly convey highly distressing and unwelcome results regarding the nature of the hearing difficulties and the implications of these to parents and families
* Managing children with challenging behaviours and a wide range of complex difficulties including the application of appropriate care management plans.
* Occasionally assessing and providing ongoing rehabilitative services to children with complex medical needs and limited life expectancy.
* Occasionally dealing directly and indirectly with difficult family situations or circumstances.
* Responsibility for working within NHS Greater Glasgow & Clyde Child Protection guidelines. This includes receiving and acting upon confidential information relating to issues including physical, emotional, sexual abuse and neglect.
* Provide emotional support to junior staff.

**Environmental Demands**:

* Work within infection control and Health and Safety guidelines in order to deal appropriately with unpleasant conditions particularly relating to patient contact including frequent exposure to body fluids, odours and head lice.
* Frequently required to work in a variety of locations, which can result in exposure to unsuitable and/or unpleasant working conditions including cramped areas not specifically designed for clinical use.
* Potential exposure to unsafe situations e.g. verbal and aggressive abuse from patients and relatives, lone working etc.

**13. KNOWLEDGE TRAINING & EXPERIENCE REQUIRED TO DO THE JOB**

**Essential**

* BSc in Audiology or Speech and Hearing Sciences or equivalent (e.g. BAAT part I and II professional and competency examinations)
* A minimum of 18 months post qualification experience
* State registration with RCCP (Registration Council for Clinical Physiologists) or HCPC (Health & Care Professions Council)
* Maintenance of continuing professional development in accordance with pending requirements of regulatory body by attending internal and external training courses and events
* Knowledge and experience of paediatric audiology

**Desirable**

* Ability to work autonomously
* Excellent communication skills
* First class patient handling skills
* Excellent personnel skills
* Excellent teaching skills
* Ability to communicate appropriately with hearing impaired children and adults
* Awareness of needs and concerns of the ‘Deaf’ Community
* Good keyboard skills
* Driving license an advantage

**The post holder is expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non- clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.**

**11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| **Qualifications** |  |
| BSc Honours degree in a relevant science subject. Minimum 2:1 classification | BSc in Audiology/Clinical Physiology (Audiology)/Healthcare Science (Audiology) |
| Higher/National 5 English and maths |  |
|  |  |
| **Knowledge Skills and Experience** |  |
| Experience of working with the public | Experience of working in a clinical/healthcare and patient facing environment |
| Ability to work at masters level | Research experience from a higher degree |
| Evidence of a commitment to a career in Audiology and an understanding of what the career involves | Evidence of work experience in an audiology department and/or clinics preferably paediatrics. |
| Skills in written English of standards to prepare clinical reports |  |
|  | Experience of working with children |
| **Behavioural Competencies** |  |
| Emotional intelligence and interpersonal skills: empathetic, reflective |  |
| Team working skills | Leadership skills |
| Analytical and critical thinker. Problem solving skills |  |
| Self-disciplined and self-motivated |  |
| Time management & organisational skills. |  |
| Proactive, Dynamic |  |
| High level of precision and accuracy |  |
| Professional, good work ethic |  |
| **Other** |  |
| Ability to meet the travel requirements and clinical rotations of the training role |  |
| Good working knowledge of MS 365 packages | Advanced skills MS 365 packages |

**JOB DESCRIPTIONS**

All job descriptions are subject to review. Job holders are expected to be flexible and be prepared to carry out any similar or related duties, which do not fall within the work outlined. Any review will be undertaken by the line manager, in consultation with the post holder.

**June 2025**

**JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

**Job Holder’s Signature: Date:**

**Head of Department Signature: Date:**