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| **Post** | **Audiologist (Advanced Practitioner)** |

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| **1 Job identification** |
| **Job Title:** **Responsible to:** **Department:** **Directorate:** **Operating Division:** **Job Reference:** **No of Job Holders:** **Last Update:**  | Audiologist (Advanced Practitioner)Head of ServiceAudiology DepartmentSurgicalGeneral Hospitals Division114th November 2022 |
| **2 Job purpose** |
| **Managerial**To provide direct support as subject specialist in the field of Paediatric Audiology to the Head of Service assisting in the leadership and management of the Paediatric arm of the Audiology Service to include deputising in the absence of the Head of Service and working closely in partnership with other health, local authority and 3rd sector Organisations.**Clinical**To participate fully in the provision of audiological care to the population of Ayrshire & Arran with a specific focus on the specialist area of paediatric audiology including the diagnosis of children with hearing loss, their support and rehabilitation. |
| **3 Dimensions** |
| The postholder works within the Audiology Team consisting of 8 Administration and Clerical Officers, 6 Assistant Technical Officers and 17 Audiologists reporting directly to the Head of Service. The Service has an annual supplies budget of £1m which the postholder, through their day to day business and clinical activities, will utilise directly and indirectly.Clinically, the postholder will:* Work as an autonomous clinician.
* Be the clinical lead and expert in the diagnosis of hearing loss in infants and children.
* Be the clinical lead and expert in the audiological rehabilitation of children with hearing loss.
* Work with a broad range of service users, from birth to adulthood, of all ages and abilities including those with physical and learning disabilities.
* Plan and deliver direct patient care with/to patients/their families including when appropriate, in partnership with other stakeholders such as ENT, Nursing, Education, Social Work, 3rd Sector and other Audiologists.
* Advise on the refinement and improvement of clinical processes and practice within the Service specifically associated with paediatric audiology activities.
* Organise and direct the clinical training of clinical and technical staff within the Service to meet the needs of the paediatric arm of the Service.

Professionally, the postholder will:* Be responsible for the day-to-day leadership of staff and the management of the Paediatric arm of the Service.
* Undertake performance and capability review processes as and when required for clinical and technical staff within the Service at the request of the Head of Service.
* Maintain and develop themselves as a professional audiologist, with particular focus on their area of specialism in paediatric audiology.
* Provide awareness / training on audiological issues to other stakeholders such as ENT, Nursing, Education, Social Work, 3rd Sector and other Audiologists.
* Advise on communication methods suitable for use to patients, relatives and professionals alike.
* Provide supervision to staff including personal development reviews, supervision sessions and general training and development when required.
* Undertake planned and unplanned audit of the paediatric aspect of the Service.
* Participate in national and UK wide groups with a specific focus and interest in Paediatric Audiology.
* Be a member of and play a key role in the Services Senior Management Team.
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| **4 Organisational position** |
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| **5 Role of Department** |
| The Audiology Service, part of the General Hospitals Division within the Acute Directorate of NHS Ayrshire & Arran, provides an area wide service.The Service is delivered predominantly from the two General Hospital sites at Ayr and Crosshouse as well as 5 satellite locations (Girvan, Arran, Cumnock, Millport and Crosshouse Village), health centres, nursing and care homes, schools and on a domiciliary basis as required.Staffed by 17 audiologists, 6 assistant technical officers and 8 administration and clerical staff, the role of the Service is to provide comprehensive diagnostic and rehabilitative audiological care to the people of Ayrshire & Arran, ensuring effective and efficient use of resources in the delivery of services to a wide range of service users on a 5-day a week basis.This includes:* The provision of specialist investigative and diagnostic services to 6 ENT consultants and their middle and junior grade medical colleagues to assist in the diagnosis of hearing and vestibular disorders associated with ENT, neurological and audiological complaints with testing and assessment taking place on an out-patient and ENT theatre session basis.
* Provision of hearing screening (newborns) and a diagnostic service for infants suspected of deafness via NHS Ayrshire & Arran’s Newborn Hearing Screening Programme.
* Delivery of a paediatric assessment and rehabilitative audiology service for infants and children with deafness.
* Delivery of an adult assessment and rehabilitative audiology service for those with deafness.
* Daily support to ENT out-patient clinics.
* Works in partnership with the ENT Service in the provision and delivery of a middle ear implant service.
* Working in partnership with the Education Department to provide a continuous programme of assessment and rehabilitation and support to deaf children in order to support their personal development and education.
* Delivery of a comprehensive hearing aid service that provides assessment, selection, prescription based fitting and rehabilitation to the residents of Ayrshire and Arran from newborns to the elderly that includes individual management plans and lifelong support.
* Operation of a direct General Practitioner referral system for hearing assessment that often leads to the provision of hearing aids.
* Provision of an open access, walk in service, 5-days a week for hearing aid repair and reprovisioning of consumables such as hearing aid batteries.
* Delivery of clinical training support to trainees from audiology training programmes as well as nursing and medical programmes.
* Delivery of broad education and training to professions, laypeople, patients and their families and 3rd sector representatives in the support of people with deafness.
* Liaising with other professionals from health, education and social work across the 3 local authorities in addition to the private sector and 3rd sector to maximise the provision of care for the deaf.
* Delivers an assessment and rehabilitation service to tinnitus sufferers.
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| **6 Key result areas** |
| **Clinical (70% of activity of post)*** Undertakes the audiological assessment of patients with a view to providing them with a rehabilitation package where required using a full range of diagnostic and rehabilitative tests and processes to include but not limited to, pure tone audiometry, tympanometry and middle ear tests, impression taking, hearing aid fit/exchange, real ear measurement tests, speech testing and the use of patient questionnaires to support this.
* Assesses and diagnoses hearing loss in children and infants using complex assessment tools as required including electrophysiology and behavioural tests.
* Communicates assessment and test results and related information to patients, parents & carers in an appropriate and empathetic manner particularly when there is a diagnosis of hearing loss.
* Works as part of a multidisciplinary team with ENT, Education, Speech and Language and Paediatric colleagues to support the management of deaf children.
* Develops patient management plans and where required, includes the input from the multidisciplinary team.

 **Administrative / Managerial (20% of activity of post)*** Provides a first line management role in the review and oversight of the clinical activity and work of staff to ensure that the work is undertaken in line with Departmental, Organisational and national & professional guidelines, policies & procedures with a focus on the paediatric element of the Service.
* Coordinates the scheduling of staff in partnership with the Audiology Service’s Office Manager to include the approval of leave, monitoring of attendance and assessing on a day-to-day basis any workload adjustments/staff mix requirements to meet the needs of the paediatric arm of the Service, delegating activities to individual members of staff as required.
* Shares with the Head of Service and other members of the Audiology Management Team, the management of patient concerns and complaints.
* Is a key contributor to the collection, compilation and analysis of Service data and information used to monitor, audit and improve the performance of the paediatric arm of the Service and to support best practice.
* Undertakes personal development reviews and other forms of appraisal as required to support and develop staff within the paediatric arm of the Service.
* Participates in the recruitment and appointment processes of the Service.
* Provides education and training both internally to staff and externally to other professionals including medical, nursing, education and 3rd sector colleagues.
* Identifies opportunities for service improvement and initiates these as part of a rolling programme of quality assurance, in particular focussing on the Paediatric aspect of the Service using local and national guidelines and standards as published and agreed with the Head of Service.
* Manages and approves the ordering of clinical supplies and stock for use within the Service.

 **Education & Development (10% of activity of post)*** Participates in mandatory training and actively pursues continuous professional development personally and in support of technical and clinical staff.
* Maintains knowledge of technology, clinical approaches and care models associated with the delivery of a full diagnostic and rehabilitative audiology service personally and in support of technical and clinical staff.
* Participates and undertakes agreed programmes of audit and quality assurance and improvement as agreed with the Head of Service.
* Is involved in the sharing of information and knowledge gained through personal development and personal training opportunities.
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| **7a Equipment & machinery** |
| The postholder along with all other clinical staff is responsible for the routine daily checking and maintenance of clinical equipment used in the assessment, diagnosis and rehabilitation of audiological complaints including the logging of daily checks and the reporting of issues. This includes the following:* Audiometer- used for the voluntary testing of hearing levels.
* Tympanometer- used in the assessment of middle ear and cranial nerve function.
* Oto-acoustic emissions equipment- used in the involuntary assessment of inner ear function.
* Electric response audiometer- used in the involuntary assessment of hearing levels in the very young or uncooperative and in the assessment of oto-neurological conditions.
* Video otoscope- fibre optic camera system used to examine and electronically record the appearance of the external ear and tympanic membrane

The post holder also uses additional equipment in the fitting, maintenance and evaluation of hearing aid systems both with and independent of patients. This includes the above list and the following:* Computer systems - used in the fitting and measurement of hearing aid systems.
* Real ear measurement systems - used in conjunction with computers to assess the acoustic performance of hearing aids insitu.
* Hearing aid analyser - used to assess the electro-acoustic performance of hearing aids both insitu and under test conditions.
* Grinding, drilling & polishing equipment – used in the repair and modification of ear inserts used in the custom fitting of hearing aids.
* Otoscope - used in the examination of the external ear.
* Lightprobe - used in the ear impression taking process.
* Syringe - used in the impression taking process to dispense impression material.
* Scissors - used in a variety of situations.
* Earmould threader - tool used to replace tubing in the earmould of a hearing aid system.

As part of the post holder’s administrative work, they will utilise the following desktop and computer based/web-based systems and equipment to include but not be limited to:* Audiology Patient Management System
* Microsoft Office to include Outlook, Excel, Work, Teams.
* eESS
* SSTS
* Earmould threader- tool used to replace tubing in the earmould of a hearing aid system.
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| **7b Systems** |
| The post holder is required to use PC & internet based electronic-based information management systems and on occasion paper and other material based systems.These systems are required for the management of individual patients and also the business activities of the Audiology Service, the systems used include but are not limited to:* Use of NHS Ayrshire & Arran’s patient management system.
* Audiology Service Patient Management System used in clinical hearing aid work to allow the programming and performance measurement of hearing aid systems as well as the recording of patient information and management of their audiology care.
* Intranet, Internet and Microsoft Office applications used for researching information, report writing, presentations and communication both within and external to the Organisation.
* Computer based recording of daily activity information for statistical analysis of service activity.
* Paper and electronic systems for regular stock control, monitoring and management purposes.
* Maintenance and monitoring of patient waiting lists.
* Collation of patient outcome measurements.
* Management of waiting times and service quality.
* Managing and tracking against local and national quality standards and KPIs where required.
* Managing of staff for the purposes of pay and attendance management purposes.
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| **8 Assignment & review of work** |
| **Managerial**The post holder reports to the Head of Service but functions autonomously in most aspects of their work. Weekly formal meetings are undertaken with the Head of Service to review and discuss the operational and strategic goals of the Service and to implement and plan as required for this.The postholder will:**Managerial (20% of post)*** Will be the principle point of contact for attendance management and performance review matters for staff working within the paediatric arm of the Service.
* Review the daily requirements for the Service in light of changes such as staff absence and reallocate resources as required in conjunction with the Audiology Office Manager.
* Be the named and key contact for the Service with respect to children under its care.
* Lead on the improvement, implementation and oversight of the quality management processes of all aspects of work associated with the assessment and rehabilitation of children attending the Service including participation in internal and external peer review and national quality standards work.

**Clinical (70% of post)*** Provide clinical support and oversight for the day-to-day work associated with the diagnostic and paediatric aspects of the Service.
* Will undertake clinical activity specifically focussed on the diagnosis of children with hearing loss and the rehabilitation of children with hearing loss using electrophysiology, behavioural and other means of assessment and management appropriate for children undergoing hearing assessment and subsequent support for diagnosed hearing loss.

**Education (10% of post)*** Be the subject expert on all aspects of paediatric hearing assessment and rehabilitation and demonstrate this via their clinical activity and work with other partners including but not limited to, medical, nursing, education and 3rd sector colleagues.
* Provide where required, training to others involved in paediatric hearing assessment and rehabilitation.
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| **9 Decisions & judgements** |
| **Managerial**The postholder has the delegated authority for operational day-to-day decision making to ensure the operational continuity of the paediatric arm of the Service. The provision of advice and support to all other staff members both in terms of their role within the Service but also where they require help or other input in support of them to fulfil their role.**Clinical**The postholder will work predominantly as an autonomous clinician making judgements and taking decisions on patient care on a case by case basis and be responsible for this.The workload of the postholder is assigned via the Services’ diary, typically booked 6-weeks ahead. The postholder will influence this on the basis of their role and will be responsible for doing similar for the other members of the Services clinical and technical team.The postholder may be required to make regular alterations to planned activity that includes reorganising both their and others’ work to include the location and timing of the work taking into consideration the skills of staff to ensure these are appropriately matched to the work being carried out.The postholder is responsible for their own clinical activity and the subsequent work, both clinical and administrative, that follows from this.For the given area of clinical specialism, paediatric audiology, this will require expertise, tact and sensitivity when relaying results and planning ongoing, long-term care for individuals particularly where family and other agencies are involved.As the clinical lead for paediatric activity within the Service, the postholder will be responsible for the development and ongoing review of standards, guidelines and protocols associated with this area of work.The postholder will be a signatory for the approval of supplies purchases and will play an active role in the introduction and use of new products and devices in support of the delivery of the Service. |
| **10 Most challenging/difficult parts of the job** |
| * Performing complex diagnostic hearing assessment work on very young children often with complex physical and learning disabilities while imparting complex rehabilitative knowledge to parents and carers using tact, sensitivity, persuasion and re-assurance in a time of emotional turmoil for the parents while portraying a realistic expectation of short and long term benefit.
* Managing staff and reorganising work schedules while balancing the standards of care against the constraints of time while ensuring the department achieves local and national waiting times are met and that staff in the process adhere to policies and standards of clinical care and effectiveness.
* Dealing with individuals with complex hearing difficulties which require the full use of modern hearing aid technology and counselling skills to maximise the benefit for the patient.
* Maintaining the highest clinical and professional standards at all times particularly when challenged by pressures such as waiting lists and availability of resource.
* Managing in an environment of almost constant change and maintaining motivation and service quality throughout.
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| **11 Communications & relationships** |
| **Internal*** Audiology staff (daily) – contact with Audiologists, Assistants and Administration and Clerical colleagues to discuss clinical and administrative issues related to past, present and future work or activity related to work. Challenges are related to the open nature of the communication and the often different views from colleagues. Communication will also be required where supervision and training is being provided.
* ENT Staff (daily/weekly) – contact to discuss clinical issues related to patients. Occasional issues related to scheduling of clinics, treatment plans for patients.
* Nursing Staff – as per ENT.
* Senior Management (monthly) –Assistant and General Manager, Director, Human Resource and Finance colleagues as part of the discussions required to manage the Service on a day-to-day basis.

**External*** Patients (daily/weekly) - providing information and explanation to patients verbally, in written form as part of the process of care. This may include explaining clinical information, providing instruction on use of hearing aids, offering information on how to cope with a hearing loss or related issue, listening to patients concerns and assisting to alleviate them, dealing with complaints, developing a good long term relationship to assist with the ongoing care of individuals.
* Patient’s carers/family (daily/weekly) – as per the patient but often to help reinforce or further explain information previously supplied to patients.
* General Practitioners (weekly/monthly) – providing information, advice and explanation to GPs either verbally or written of outcomes for patients previously referred to the Service by them.
* Social Work, Education, Voluntary Organisations (weekly/monthly) – to provide continuous care and support to patients utilising the services of these organisations as seen fit by audiologist. May also be required to feedback information to organisation following their referral to the Service.
* Education providers such as schools (monthly) - to discuss and plan ongoing care for paediatric patients.
* Professional groups, bodies, associations, etc (monthly) – working with others to cover areas such as product discussions, process/protocol development, working groups, etc.
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| **12 Physical, mental, emotional & environmental demands of the job** |
| **Emotional demands:**Dealing with patients, their relatives and carers and delivering unwelcome information.Managing staff conduct & performance issues.**Mental demands:**Focus and concentration while carrying out diagnostic tests, especially on young children.Unpredictable interruptions.Dealing with continuously varying patient requests during a clinic for information and explanations while remaining sensitive to the needs of individual patients and their families.Working to a deadline, delivering clinical activity and care within a set period of time.Analysis of complex clinical test results.Peer reviewing and analysis of complex work of others.Planning of own work.Working to deadlines.**Physical skills / demands:**Keyboard use.Manual dexterity required to undertake earmould impressions especially on babies and young children.Moving of equipment between locations within the department and also from hospital to hospital.Sitting for long periods at a desk.Regularly moving around department between rooms and furniture.Kneeling and bending when working with children.Assisting in the movement of patients from time to time.Car driving.**Environmental:**Risk of exposure to body fluids from the ear.Potential exposure to aggressive patients.Working in artificially lit/heated environment.Use of laboratory equipment for the modification of earmoulds and potential exposure to dust.Potential exposure to infectious disease and other illness through direct patient contact. |
| **13 Knowledge, training & experience required to do the job** |
| **Essential:*** Audiology BSc or equivalent such as BAAT Parts 1&2 with NC Physiological Measurement.
* Postgraduate qualification specific to Audiology e.g. an MSc in Rehabilitative Audiology or equivalent demonstrating postgraduate development.
* Current registration with RCCP or equivalent.
* Extensive paediatric audiology experience to include sound theoretical knowledge, detailed practical experience covering electrophysiological and behavioural assessment and rehabilitative practice using high end hearing aid products and add on devices such as wireless systems and evidence of continuing learning.
* An excellent attitude and a sound ability to work in a multidisciplinary team as well as the ability to make decisions when working single handed and evidence of this.
* The ability to problem solve and use initiative.
* Experience and ability to work with hearing impaired individuals and their family/carers.
* Significant experience post qualification working with a broad range of patients from the young to the elderly with extensive experience and focus of working directly in the field of paediatric audiology where this has become their postholder’ s key specialism.
* Evidence of having undertaken a leadership role within one or more areas of audiology practice.
* Attendance at specialist training seminars and courses for ERA, ENG, tinnitus, rehabilitation, hearing aid fitting and verification and similar.
* Excellent verbal and written communication skills.
* Car owner driver.

**Desirable:*** HC Physiological Measurement.
* Postgraduate study/qualification linked to professional development.
* BAA higher training scheme.
* Management & leadership development/qualification
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