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| 1. **Job Identification**
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| Job Title: Senior AudiologistResponsible to: Chief AudiologistDepartment: Audiology DepartmentDirectorate: SurgicalOperating Division: General Hospitals DivisionJob Reference: No of Job Holders: Last Update (insert date): August 2020 |
| **2. Job Purpose** |
| To participate fully in the provision of audiology services and hearing care to the population of Ayrshire and Arran through the diagnostic, technical and rehabilitative assessment, treatment and care of individuals with audiological and ear, nose and throat complaints.  |
| **3. Dimensions** |
| The postholder works within the Audiology Team consisting of 8 Administration and Clerical Officers, 6 Assistant Technical Officers and 17 Audiologists reporting via the Chief Audiologist 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 with a broad range of service users, of all ages and abilities from the very young to old including those with physical and learning disabilities.
* Provide direct patient care to include assessment, management and rehabilitation processes.
* Direct audiology support to Ear, Nose & Throat out-patient clinics.
* Plan patient care with patients/their families including at times in partnership with other stakeholders such as ENT, Nursing, Education, Social Work, 3rd Sector and other Audiologists.

Professionally, the postholder will:* Maintain and develop themselves as a professional audiologist, with particular focus on their areas of specialism.
* 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.
* Supervision to junior staff and trainees.
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| **4. Organisational Position** |
| **Chief Audiologist**(Band 7 / 8)**This post**(Senior Audiologist, Band 6) |
| **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 (80% of activity of post)*** Establishes requirements, plans and implements and evaluates audiological care to hearing impaired individuals consulting with other staff and professions as required.
* Explains to patient the processes and procedures being undertaken and implemented during their treatment and the availability of results and how to access them.
* Evaluates audiological symptoms and reports results.
* Provides audiological information to ENT and other professionals.
* Contributes to the provision of a comprehensive hearing aid service.
* Responsible for the delivery of each individual’s hearing care package to include the appropriate selection of modern hearing aid products, fitting methods and post fitting counselling and follow-up as necessary.
* To participate in the full range of adult diagnostic and rehabilitative audiology tests and services throughout the region. To include 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 deliver a diagnostic result to assist an ENT diagnosis or to assist in the planning and delivery of measures to reduce difficulties presented by deafness.
* Participates in the delivery of direct referral hearing aid services for new and pre-existing patients. To include the assessment, diagnosis and agreeing of treatment plans on a case by case basis for deaf individuals.
* Participate in the delivery of the hearing aid service. To include the fitting, review and follow-up hearing aid users present and future.
* Participates in the delivery of tinnitus services. To include assessment of patients and discussion of results with patients to agree with patient an appropriate management plan to alleviate patient problems.
* Participates in the delivery of paediatric audiology services. To include the assessment, management and ongoing care of children with deafness, working with other professional and care services such as ENT, Education, Social Work and the Voluntary Sector.
* Works directly with patients who range in age from babies to elderly including those with physical and learning disabilities.
* Liaise with fellow colleagues and other clinicians effectively to ensure the delivery of a high quality service to patients at all times.
* Participate in the delivery of Bone Anchored Hearing Aid Services.
* May assist in the performance of vestibular function tests.
* May undertake the delivery of domiciliary services to patients in the region unable to attend main Audiology sites.
* May assist with or perform electric response audiometry.

**Administrative / Managerial (10% of activity of post)*** Participates in the maintenance of the Services audiological equipment.
* May participate in the maintenance of the Service’s computer / IT equipment under direction from colleagues.
* Participates in the collection, collation and analysis of Service statistics in order to monitor and improve the delivery of the Service.
* Comply, contribute and be involved in the application and revision of departmental, organisational and professional guidelines, policies and procedures to include but not be limited to professional practice, safety health and environment, clinical governance etc.

**Education & Development (10% of activity of post)*** Must participate in mandatory training and actively pursue continuous professional development.
* Maintain knowledge of technology, clinical approaches and care models associated with the delivery of a full diagnostic and rehabilitative audiology service.
* Participate and undertake agreed programmes of audit and quality assurance and improvement.
* Is involved in the sharing of information and knowledge gained through personal development and personal training opportunities.
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| **7a. Equipment and Machinery** |
| Use of clinical equipment in the assessment, diagnosis and rehabilitation of audiological complaints. 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.
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| **7b. Systems** |
| The post holder is required to use both paper-based and electronic-based information management systems.Both types of system are required for the collection of patient specific data to compile a clinical record of activity and to maintain, add and update this. The collection of this and activity information is also required as part of the gathering of Service activity data. This includes:* Use of NHS Ayrshire & Arran’s patient management system in addition to the Service’s own patient management system, for general scheduling and managing of electronic (Audiology) patient records.
* Audiology Service PMS used in clinical hearing aid work to allow the programming and performance measurement of hearing aid systems.
* Intranet, Internet and Microsoft Office applications used for researching information, report writing, presentations and communication both within and external to the Organisation.
* Departmental and Hospital casenotes, used for paper based collection of patient information.
* Computer based recording of daily activity information for statistical analysis of service activity.
* Paper and electronic systems for regular stock monitoring.
* Stock control and ordering of consumables.
* Maintenance and monitoring of patient waiting lists.
* Collation of patient outcome measurements.
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| **8. Assignment and Review of Work** |
| New clinical activity is predominantly generated via GP Direct Referral and ENT OPD clinics. Work may also be generated through extra contractual referrals, referrals and requests from other agencies such as social work and the voluntary sector.The majority of activity is generated through the repeat attendance of existing service users via Audiology and ENT and “self-referral” and demand led through the Service’s hearing aid repair service. Patients seen via these routes invariably remain services users for life but can on occasion be referred to other Departments or Agencies for further assessment, treatment and assistance. The postholder is required to provide appropriate care as necessary reporting clinical findings and/or treatment plans to referring sources as a matter of course and is required to do so in the main, autonomously.* Activity is undertaken based on established work practices and professional standards (protocols) with the postholder being required to respond to the needs of patients on a case by case basis modifying as and when appropriate, their approach to the activity.
* Supervision is via peer, Chief Audiologist and Head of Service. Periodic evaluation of historical work is undertaken by Chief Audiologist, Deputy Head of Service and Head of Service.
* Activity is recorded automatically as part of the patient’s clinical record but this and all other non-clinical activity is measured via the activity plans that constitute the Service’s diary.
* The post holder, as a clinically competent individual is able, within the scope of the post, to make and take decisions autonomously with regard to the clinical care of each individual they work with. Where there is a need to refer to a more senior member of the Service this can be done.
* Work is assigned via the General Office based on the grade and competency of the postholder. The abilities of the postholder must meet a minimum standard as detailed by this job description and the associated person specification.
* The postholder will participate in the Organisations personal planning and review processes as well as professional body continuous professional development processes as part of their professional development and to ensure maintenance of knowledge and skills as well as acceptable standards.
* Review of work is predominantly via peer review where patient journeys may expose individual patients to several different members of staff providing automatic checking of previous activity.
* Ongoing training and access to training is provided with the opportunity for trainees and trainers to feedback their experiences verbally or in writing to peers and Head of Service.
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| **9. Decisions and Judgements** |
| The clinical workload of the postholder is assigned via the Service’s diary. The work is pre-booked usually 6 weeks in advance but can be altered at short notice. On occasion the postholder may be required to make alterations that can include re-organising his and others work, the location of the work and the timing of the work. The allocation of activity is “grade based” and also takes into consideration specialist skills that are required/available. This information is recorded as part of the individual’s personnel record and is available to the General Office to ensure the relatively automated process of allocating workload is possible and does not impede the throughput of activity.* The postholder is responsible for the assessment of patient’s conditions and the management of patients to include the provision of results and information to patients, their carers, and other agencies as well as the recording of such information within the systems of the Service.
* Where necessary, will refer to other professionals / agencies as required (e.g. ENT, Education, Social Work and Voluntary sectors).
* The postholder will be responsible for managing the workload assigned to them on a daily basis and managing the use of their time during the working day taking consideration of the work of others, the working time directive and the need for appropriate breaks. This will also take into consideration the needs of individual patients. This includes having responsibility at all times for the level of care and the quality of work delivered.
* The bulk of the post holder’s work will be carried out unsupervised particularly where the work is undertaken on a peripheral location or on a domiciliary basis. Supervision where necessary will be provided via peer support either in person or via telephone or other electronic means.
* The postholder has the ability and responsibility to make and take decisions on a case by case basis and is accountable professionally for their actions.
* The postholder may be responsible for an area or section of the Services work as detailed in Section 6 of this job description.
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| **10. Most Challenging/Difficult Parts of the Job** |
| * Balancing the standards of care against the constraints of time.
* Meeting both local and national waiting times targets.
* Lone working.
* Dealing with patients with complex hearing difficulties which requires the full use of modern hearing aid technology and counselling skills to maximise the benefit for the patient.
* Dealing with parents/carers/family members of patients and their expectations particularly where sudden or total hearing loss has been identified or has occurred.
* Managing resources such as stock, materials and time well.
* Dealing with patients with a physical and/or mental impairment or limited understanding / cooperation due to this and / or age.
* Working in challenging environments such as operating theatres and patient’s homes.
* Managing junior staff.
* Maintaining a work / life balance.
* Working with other agencies that have a different focus or agenda.
* Working with colleagues.
* Team working to include the multidisciplinary team and contributing to the team work while acknowledging differences of approach or opinion.
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| **11. Communications and 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 contact to discuss clinical issues related to patients. Occasional issues related to scheduling of clinics, treatment plans for patients.
* Nursing Staff – as per ENT.

**External*** Patients - 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 – as per the patient but often to help reinforce or further explain information previously supplied to patients.
* General Practitioners – 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 – 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 Universities to discuss and plan student placements and programmes for trainees.
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| **12. Physical, Mental, Emotional and Environmental Demands of the Job** |
| **Emotional demands:**Working with anxious, vulnerable and emotional patients and their families/carers.Dealing with patients, their relatives and carers and delivering unwelcome information.Dealing with angry / unhappy patients / families.**Mental demands:**Focus and concentration while carrying out diagnostic tests.Dealing with continuously varying patient requests during a clinic for information, explanations and help.Working to a deadline, delivering clinical activity and care within a set period of time.Remaining sensitive to the needs and worries of individual patients.Analysis of complex clinical test results.Planning of own work.**Physical skills / demands:**Moving of equipment between locations.Keyboard skills.Sitting for 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:**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.Lone working.Potential for exposure to body fluids to include earwax, ear discharge blood and associated risks from these.Possible exposure to cleaning fluids.Working in uncomfortable temperatures. |
| **13. Knowledge, Training and Experience Required to do the Job** |
| **Essential:*** Audiology BSc or equivalent such as BAAT Parts 1&2 with NC Physiological Measurement.
* Evidence of additional training/clinical practice to a level equivalent to MSc.
* Current registration with RCCP/HCPC or equivalent.
* A positive attitude and an ability to work in a team as well as being able to make decisions when working single handed.
* The ability to problem solve and use initiative.
* Experience and ability to work with hearing impaired individuals and their family/carers.
* Experience of modern working practice to include use of IT and digital hearing aid technology.
* Evidence of having worked with adults with hearing impairment in a modernised audiology practice based setting.
* Good knowledge of current working practices and developments within audiology.
* Safe working practices adhering to current professional and health and safety guidance / requirements.
* Excellent verbal and written communication skills.
* Car owner driver.

**Desirable:*** HC Physiological Measurement
* Audiology BSc
* Audiology MSc
* Attendance at specialist training seminars and courses for ERA, ENG, tinnitus, rehabilitation, hearing aid fitting and verification etc.
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| **14. Job Description Agreement** |
|  Job Holder’s Signature: Head of Department Signature: | Date:Date: |