



JOB DESCRIPTION

JOB DETAILS:

Job Title	Audiology Practitioner (Clinical Scientist or Audiologist)
Pay Band	Band 5
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	NWMCS
Department	Audiology
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Local Audiology Functional Team Lead
Reports to: Name Line Manager	To be completed on recruitment
Professionally Responsible to:	Clinical Director of Audiology

Job Summary/Job Purpose:

The Practitioner in Audiology will provide assessment and rehabilitation within Clinical Audiology services. This will involve leading individual care planning and delivery as an Independent Practitioner under the indirect supervision of more senior colleagues. Additionally, the Practitioner will contribute to specific areas of scientific activity under the supervision of more senior colleagues. This will include contribution to service development activity, audit and delivery of in-house continuing professional development activity and interagency work. The Practitioner will contribute to the training and supervision of more junior colleagues and trainees as directed by more senior colleagues.

DUTIES/RESPONSIBILITIES:

CLINICAL ROLE

1. To perform the following procedures under the indirect supervision of more senior colleagues:

1.1 Provide assessment and rehabilitation of adult patients referred directly from primary care or ENT. To include:

- Assessing individual needs of patients presenting with hearing loss and tinnitus
- Assessing and analysing hearing and ear function to enable appropriate diagnosis and management, including onward referral for other medical specialists.
- Producing short and long term rehabilitation plans for patient treatment
- Counselling patient, relatives, and carers on implications of hearing loss/tinnitus and persuading of best plan, motivation, and acknowledgement of loss. This will involve communication of complex information to patients and carers where there may be barriers to understanding.
- Routine use of advanced and complex software based hearing aid selection and programming facilities to assist in complex decision making over hearing aid settings and functions.
- Verification of hearing aid fittings using computerised Real Ear Measurement which involves precise and critical placement of fine probe microphone in ear canal with tip within 5mm of the ear drum (to avoid patient pain and ensure reliability of measurements), selection of suitable hearing aid fitting prescription, and matching measured output of aid to prescription target using own judgement and so evaluating objective measurements against subjective feedback from patient (on performance of the hearing aid).
- Identify and record in Audiology Patient Management System (APMS) key test results from all measurements
- Detailed modification of patient ear moulds for acoustic and comfort reasons using specialist tools (grinder, fine drill and polisher)
- Taking impressions of ears for custom ear moulds which involves critical placement of correctly sized otostop (foam sponge with withdrawal string) in the ear canal, dependant on type of hearing loss
- Selection of appropriate ear mould to include material type and acoustic features, dependant on hearing loss and patient needs
- Routine use of patient reported (PROMS) outcome measures to develop, change and monitor long term rehabilitation plan and progress within the plan in light of information gained
- Otoscopy (examination of ears with otoscope) to recognise and identify pathologies of the ear canal, ear drum and middle ear which may be contraindications to a course of action, test or treatment
- Performing ear wax removal using techniques and procedures as outlined in Departmental and Health Board procedures and policies.
- Identify the need for and make further appointments for patients as required
- Identify the need for appropriate onward referral to other professionals (e.g. ENT, Hearing Therapy) and other agencies (Social Services, RNID, Voluntary Sector, Self Help Groups)
- All procedures carried out in accordance to policies and procedures written by British Society of Audiology (professional body) or department
- Management of patients from direct open access repair clinics. Including postal repairs and involving checking, testing, fault finding and guarantee checking of faulty hearing aids.
- Accurate and timely recording of all actions in the APMS

1.2 Provide direct diagnostic support of ENT adult and paediatric (school age) out-patient clinics to include

- Performing diagnostic tests of hearing function, with explanations using clinical judgement on further tests required, modification to test method to gain results for difficult or uncooperative patients. Identify the need to carry out further tests.
- Assisting as second tester for pre-school children
- Analysis and interpretation of results
- Advising medical staff providing qualitative feedback to include advice on appropriateness of tests and their limitations
- Explanation of results to patients, relatives and carers
- Initiate patient rehabilitation plan (eg, initial counselling)
- All procedures carried out in accordance to policies and procedures written by BSA (professional body) or department

1.3 Provide routine hearing aid repairs and impressions for school age children

SCIENTIFIC ROLE

1. Supporting more senior colleagues in conduct of scientific work through contribution to service development and audit activities.

To include:

- Participate in departmental audit and clinical trials
- Suggest improvements/changes to service
- Presenting of own work at Audit sessions (with support from senior colleagues as required)

GENERAL

1. Ensuring safe and correct operation, management and use of complex Audiological equipment and facilities
2. Calibration of test equipment and maintenance of audiological equipment. Reporting immediately to senior staff any safety issues or technological shortfalls with equipment, to include performing Stage A calibration of test equipment.
3. Performing administrative and information system functions in support of own role and that of other clinical staff within the service to include:
 - Conducting searches of specialist databases for published scientific literature. Searches of Internet. Production of scientific and management style reports using specialist software and involving the manipulation of complex data.
 - Recording actions and outcomes (e.g. test results) within patients' records (under supervision).
 - Taking telephone enquiries from patients, GPs and nursing staff and direct to appropriate staff as necessary.
 - Processing of ear moulds.
 - Arranging appointments.

4. Direct supervision of allocated trainees at all levels of Health Care Science, to include:

- Follow training outlines
- Make judgements on competency of trainee and advising trainee and reporting to Supervisor or Mentor
- Supporting and guiding trainee in learning
- Make comments and observations in national training log books

5. Assisting more senior colleagues in the operational management and administration of the department to include tasks in support , to include:

- Development of policies, procedures and protocols
- Assisting senior colleagues with the day-to-day supervision of more junior and trainee colleagues.
- Daily preparation of rehab and test rooms.
- Carrying out regular stock takes.
- Receiving and registering new hearing aids for stock entry.
- Responsible for testing, cleaning and registering for stock hearing aids.

The post holder will ensure that all staff under direct or delegated supervisory control are adhering to relevant Health Board, CPG and Service (department) level policies. This will include correct use of patient information systems.

6. The post holder will participate in and deliver aspects of the education of other professionals in the health service and Audiology field e.g.Trainee Nurses, Medical Students

7. Maintain professional and associated skills (e.g. information technology) through continuing professional development activities within and outside of the Health Board.

8. Maintain a high level of order and tidiness in own work area and the department as a whole.

9. At all times maintain strict hygiene procedures when dealing with any item of test equipment, hearing aid appliance, or aural impression that has been in contact with patient.

10. Other duties as requested by the supervising/senior colleagues, which are consistent with the role summary.

11. Personal appearance and presentation in keeping with the post

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	BSc Audiology with undergraduate Audiological clinical qualification recognised by the British Academy of Audiology OR Equivalent		Application form and pre employment checks
REGISTRATION	Registered with RCCP (Registration Council for Clinical Physiologists) as an Audiologist OR Registered with AHCS (Academy for Healthcare Science) OR Registered/Working towards registration with HCPC (Health Care Professions Council) as Clinical Scientist		Certificate, registration number
Experience	Recent experience of assessment of communication needs including hearing status	Experience of performing paediatric audiology assessments with school age children	Application form and interview

	Recent experience in adult hearing aid fitting and verification	Experience of assisting in audiovestibular test procedures. Experience of participation in clinical audit and service development	
Aptitude and Abilities	Excellent communication skills. Basic computer skills. Teamwork skills.	Welsh speaker. Some data base experience. More advanced IT skills	Interview
Values	Enthusiasm Excellent communicator Able to demonstrate empathy with patients. Reliable Critical awareness Team player.		Application Form Interview References
Other	Flexibility over location/pattern of work. E.g willing to travel to peripheral clinics		Application form and interview

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If

there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any

Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- **DBS Disclosure Check:** In this role you will have direct contact with service users including children and vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhance Disclosure Check as part of the Trust's pre-employment check procedure.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

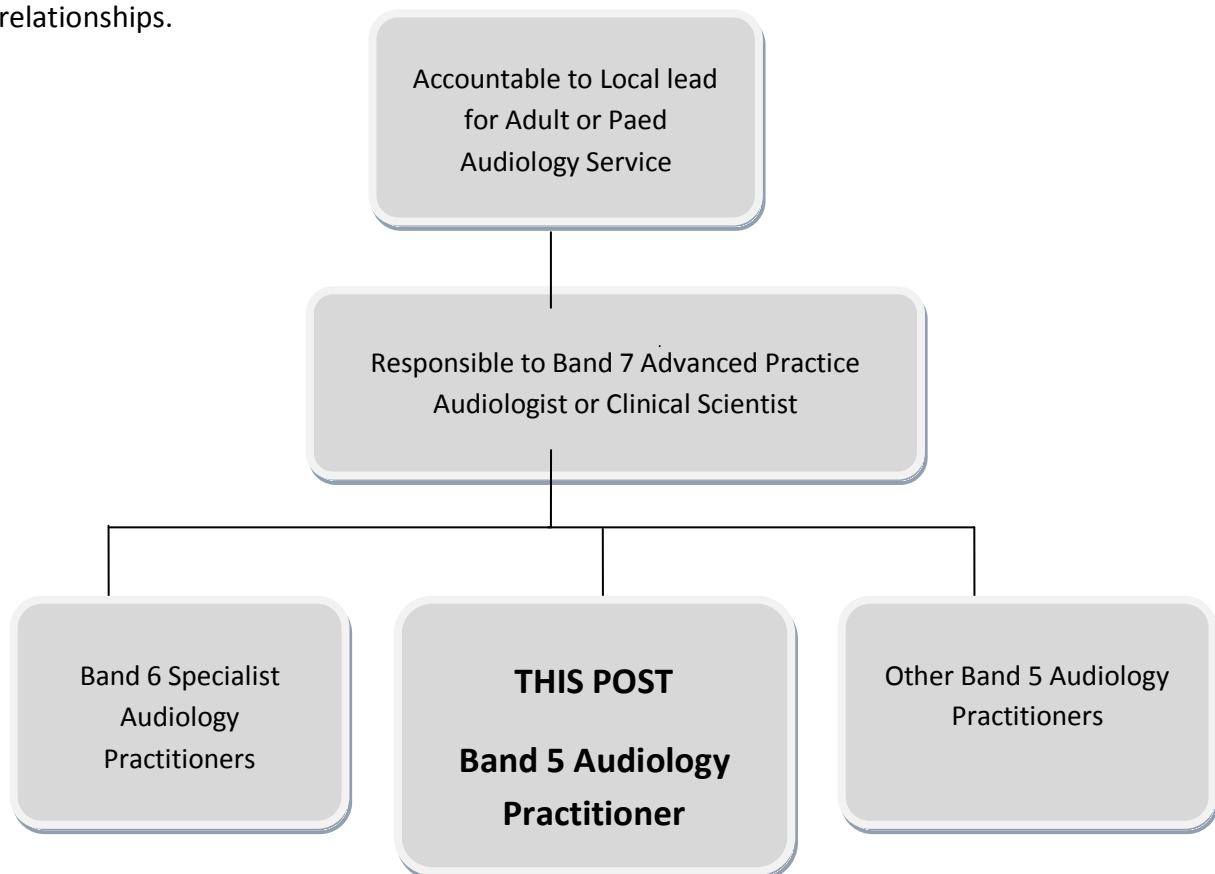
Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

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Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



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Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Sitting/standing in a restricted position	16/day	5mins	
Persistent kneeling or bending while testing children or examining patients or fitting hearing aid.	32/day	5mins	
Working at child's height level	12/week	45mins	
Hand eye coordination for precise manipulation of measurement tools in patients ear canals	32/day	5mins	
Speaking to hearing impaired patients	8/day	1 hr	
Correct assistance of elderly infirm patients onto or off chairs. D	16/week	5mins	

Manoeuvring patient in wheelchair across raised threshold of test room W	12/week	5mins	
Carrying equipment to/from outside clinics W	6/week	20mins	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Completing hearing/communication assessments and developing individual management plans	12/week	45 mins	
Fitting hearing aids using complex software/technologies and decision making whilst interacting with patient to exacting time constraints and recording details in APMS	12/week	45 mins	
Concentration to task in performing tests on young children.	4/week	30mins	
Comprehend telephone conversation/questions from hearing impaired, elderly, sometimes distressed patients –	4/week	30mins	
Driving to outside clinics –	4/week	15mins	

Performing diagnostic tests(analysing results, modifying test strategies/techniques and briefing patients, all to exacting time pressures e.g. on busy out patients clinics	12/week	30mins	
Effort required keep up to date with technological advances / changes to policies and procedures.	1/month	3hours	
Report writing – clinic record keeping	24/week	15mins	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Effective communication with predominantly elderly and hearing impaired patients or with anxious parents	16/day	15 mins	

Passing difficult news (e.g. relating to progression of hearing loss and need for hearing aids)	12/week	15 mins	
Patients with limited comprehension if given instructions/or dexterity problems or distressed patients	12/week	15 mins	
Working with people at end of life	1/month	1 hour	
Communicating with emotionally distressed patients and significant others due to exploration of communication challenges and impact on QoL	3/day	45mins	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
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Exposure to bodily fluids (earwax and discharge from ear infections,, when handling ear moulds and examining ears etc)	16/day	5 mins	
Visiting people's homes or treating patients with poor hygiene	4/month	1 hour	
Prolonged VDU use through very frequent use of integrated information system (used for performing tests, measurements, patient administration and hearing aid stock control) in a near paperless environment.)	16/day	15 mins	
Lone working	2/week	3 hours	If attending outside clinics or home visits
Dealing with angry/aggressive patients and or relatives	2/month	30 mins	
Working in confined test rooms behind two closed doors with patients who are unknown	4/day	1 hour	
Working in confined test rooms behind two closed doors without day light or any windows in abnormal sound environment	4/day	1 hour	
Use of hazardous decontamination procedures, and use of hazardous cleaning materials to sterilise equipment.	1/week	30 mins	
Altering ear moulds using machinery and creating a dusty working environment.	4/day	15 mins	

Submission of documents for job evaluation

Please sign and retain an original copy for manager and employee.

Send an electronic version of the documents to BCU.JobEvaluation@wales.nhs.uk