

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Newborn Hearing Screener |
| **Reports to** | Newborn Hearing Screening Manager |
| **Band** | AfC Band 3 |
| **Department/Directorate** | Audiology, Clinical Support, Community and Specialist Services |

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| **JOB PURPOSE** |
| To work as a member of a team screening the hearing of all newborn babies in North and East Devon working in hospital, clinic and home settings. Obtain informed consent, perform the screening tests using OAE and AABR equipment (training provided) to accurately record clinical test data on both paper and electronic systems. Inform parents of the results of the screen and any further action that may be necessary. This post involves direct handling of newborn and preterm infants and contact with parents.    To carry out administrative duties including data entry & monitoring and take responsibility for helping maintain the quality of the existing service. A good level of IT literacy & experience of maintaining data quality are essential to ensure that data relating to the Newborn Hearing Screening Programme is recorded accurately and promptly. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * undertake hearing screening as per national screening protocols * liaise with parents to support engagement in the service, reporting screen outcomes any further action that may be necessary. Regularly liaise with anxious parents & other health professionals, following up on queries raised, problem solving & contributing to service development & improvement * manage own workload and prioritise effectively * ensure safe use of expensive technical equipment, including maintaining up to date calibration and maintenance, and that general safety and security measures are adhered to * accurately record clinical and test data on national IT system. Develop and maintain databases for specific cohorts, to enable audit. Utilise audits to contribute to service improvement * actively contribute to the development of policies and procedures to promote service improvement, ensuring all staff undertaking screening abide by national protocols * contribute to the analysis of data, evaluating and audit * communicate with other health professional to make appropriate referrals where required |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility:    The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.  In addition, the post holder will deal with the wider healthcare community, external organisations and the public.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * NHSP Manager * NHSP Team members * NHSP Team Lead * Audiology staff * Maternity staff * NICU staff | * Newborns * Parents/carers * Audiology * Paediatrics/Aetiologists * Public Health Nurses * Nursing / Midwifery Teams * Child Health * IT services * GP surgeries * Other Screening Programme Managers * National Programme Team * Regional commissioning team * Regional Screening Quality Assurance Services | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * work is guided by standard operating procedures although postholder must be able to demonstrate initiative with a flexible approach required to differing challenges within the daily workload * the postholder is expected to work independently within national protocols, the postholder should assess the age, condition of infant/ parent and immediate environment as to the suitability of time, location of screening and the appropriate testing method |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| • Promote a professional welcoming and caring environment, endorsing a family friendly approach to care.  • Identify any barriers to understanding and liaise with appropriate interpreters and other health care professionals. To inform NHSP Manager of any barriers not overcome.  • Exchange factual information about hearing screening with parents using reassurance, tact and empathy.  • Liaise effectively with parents, team members and other health care professionals; this requires excellent communication skills to discuss screening results and possible deafness with parents who may be anxious and may react unpredictably.  • Ensure patients and families retain their dignity, privacy and individuality at all times.  • Communicate with health professionals around referrals and data provision.  • Liaise with Audiology in regard to necessary follow up appointments and to inform, reassure and emphasise to parents the importance of attendance. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| • Carry out hearing screening tests at various local clinics in accordance with local screening protocol and to occasionally have to act on own initiative in decision-making regarding care pathways – this duty will involve lone working and a need to report to NHSP Manager any difficulties with protocol adherence  • Keep accurate records and follow up on any issues or missing information |
| **PLANNING/ORGANISATIONAL SKILLS** |
| • Identify all babies born who require newborn hearing screening using the NHSP national IT system and other available systems  • Prioritise workload to maximise screening prior to discharge from hospital  • Track babies through the screening pathway and arrange appointments and referrals when required  • Plan daily workload and organise outpatient clinics  • Travel to other venues, set up and undertake NHSP screening in outpatient clinics and home visits on occasion  • Ensure timely completion of all data transfer and patient records |
| **PATIENT/CLIENT CARE** |
| • Promote a professional, welcoming and caring environment endorsing a family friendly approach to care, ensuring that parents and families retain their dignity and individuality at all times  • Provide information in whichever format the parent/carers require to ensure they are able to make informed choice about the screen; this may be digital, verbal or written and may require the support of interpreting services  • Make sure that parents/carers understand what the results of the screen mean and the importance of attendance at any further appointments required; provide contact details for services involved  • Respond quickly and professionally to questions from patient or carers who contact the service for advice  • Aim to offer ALL babies a hearing screen and, if accepted, ensure those screens are competed within 4 weeks |
| **POLICY/SERVICE DEVELOPMENT** |
| • Work according to local and national policies and guidance  • Maintain quality standards as set by NHS England and NHS Improvement  • Suggest and comment on proposed changes within own sphere of work with the aim of improving patient/client experience  • Comply with Trust Policies and ensure that any issues that may affect your safety at work or the safety of others are brought to the attention of the appropriate manager  • Recognise the importance of personal contribution to the team and wider professional network and to offer ideas for possible service improvements to the NHSP manager |
| **FINANCIAL/PHYSICAL RESOURCES** |
| • Monitor, order and maintain stocks of consumables and distribute as required  • Ensure the safety and security of equipment at all times and report any problems to the NHSP manager |
| **HUMAN RESOURCES** |
| • Support and demonstrate screening activities to new and less experienced staff  • Maintain skills and knowledge, complete regular training/refresher courses as required and attend all statutory and mandatory training  • Keep up to date records of personal development |
| **INFORMATION RESOURCES** |
| • Accurately update and maintain the NHSP national IT system for all babies under the responsibility of North Devon NHSP site  • Process electronically imported data  • Reconcile reported records with downloaded screening data  • Use and set up databases to audit and monitor information  • Produce reports & monitor quality & accuracy of data  • Maintain equipment records and calibration logs  • Accurately record clinical and test data during screening  • Liaise with Child Health to maintain accurate records across all systems  • Keep accurate records and adhere to Trust Policies |
| **RESEARCH AND DEVELOPMENT** |
| • Participate in any work associated with clinical trials or pilots that may be undertaken on behalf of Royal Devon University Healthcare NHS Foundation Trust within a relevant field, for example congenital CMV pilot. |
| **PHYSICAL SKILLS** |
| • Car driver – insured for business use  • Carry out the hearing screening of newborns on the postnatal ward and neonatal unit within the hospital, and in community clinics or patient homes as required using both AOAEs and AABRs  • Multiple clinics and home visits may be organised in one day; this often requires driving some distance between visits, forward planning and good time management skills  • Ability to carry out screening with no direct support, in a wide variety of environments with a need to manage family situations, such as the behaviour of siblings, to optimise screening conditions  • Moving and positioning of equipment and trolleys at bedside  • High levels of manual dexterity to accurately insert ear tips into babies ears and attach sensors appropriately  • Ensure daily calibration of AOAE and AABR screening equipment, accurately record outcomes and inform NHSP Manager of any issues  • Ensure regular charging, maintenance, safety and security of AOAE & AABR equipment and report any problems to the NHSP manager  • Follow appropriate infection control procedures to ensure equipment is cleaned between every baby  • Working with a laptop or PC |
| **PHYSICAL EFFORT** |
| • Walking between wards to locate mothers and babies, pushing of trolleys between wards, and the need to bend or be in a restricted space for short periods several times per shift  • Sitting at a PC or laptop  • Travel between locations and walking small distances dependent on parking availability while transporting equipment |
| **MENTAL EFFORT** |
| • Workload is very unpredictable, sometimes being extremely busy, the post holder may need to deal with frequent interruptions during the screening process requiring focus and organisation to make sure of screening and documentation accuracy  • Periods of substantial concentration are required when inputting data, this may be for several hours at a time and it is important to ensure patients records are entered accurately |
| **EMOTIONAL EFFORT** |
| • Required at times to work with premature, disabled and sick infants in Neonatal units  • Sometimes need to work with anxious, distressed or emotional parents |
| **WORKING CONDITIONS** |
| • Travelling across North and East Devon in any weather conditions as well as long periods of computer use |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. |

PERSON SPECIFICATION

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| **Job Title** | Newborn Hearing Screener |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Educated to O-level /GCSE level A\* -C in English and Maths  Passed an NHSP External Competency Assessment  Completed Health Screener Diploma (Hearing Screening) or equivalent experience  Completed Population screening programmes e-learning  Completed NHSP e-learning  Previous experience in Maternity / Health visiting / NHS Care  Evidence of continuing professional development | X | X  X  X  X  X  X |
| **KNOWLEDGE/SKILLS**  Competent IT skills with ability to use Word, excel and NHS IT systems  Excellent written and verbal communication skills  Experience of dealing with members of the public on face-to-face basis  Good manual dexterity  Good planning and organisational skills  Self-motivated  Excellent knowledge of confidentiality and record keeping  Ability to work both as part of a team & individually including lone  working  Ability & confidence to handle newborn babies including premature infants  Knowledge of hearing impairment and communication methods  Basic knowledge of anatomy and physiology of the auditory system  Understanding of safeguarding processes and child protection procedures, clinical governance arrangements  Knowledge of the current legislation and national guidance relating to the newborn hearing screening programme | X  X  X  X  X  X  X  X  X | X  X  X  X |
| **EXPERIENCE**  Previous experience of working with babies or young children  Working with people in a caring setting  Working within the Health sector within the past 5 years  Previous experience of NHSP screening and the national IT system |  | X  X  X  X |
| **PERSONAL ATTRIBUTES**  Communicates well and is able respond to patients with respect and empathy  Works well as a team member  Good attendance record  Able to work in a busy environment  Able to work under the direction of trained members of staff carrying out instructions as necessary  Mature and respectful attitude  Reliable and flexible | X  X  X  X  X  X  X |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. Full driving licence  Access and use of a vehicle insured for business use  Willingness to undertake training as identified by training needs analysis | X  X  X  X |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y |  | X |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | X |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | Y | X |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y |  |  |  | X |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  | X |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  | X |  |  |
| Working in isolation | Y |  |  | X |  |
| Challenging behaviour | Y | X |  |  |  |